

Our Business

Employee Induction Manual



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Our Business

Employee Induction Manual



Introduction

Welcome

Welcome to the staff of <OUR COMPANY>.

We take pride in our business. Our workplace will benefit from your enthusiasm and willingness to do your job well.

This Manual and our induction process will assist you in working with your fellow employees. We will describe in detail what you can expect from us and what we will expect from you. However, if you have any queries, please do not hesitate to ask your supervisor.

We extend a sincere welcome to you and wish you every success in your new position with us.

Our Business

<OUR COMPANY> started <HOW AND WHEN?>. <WHAT HAVE WE ACCOMPLISHED SINCE?>. The business is owned by <WHO AND WHAT IS THE CONTEXT OF THE BUSINESS EG WE ARE A FRANCHISE FOR XYZ GROUP OF COMPANY HOWEVER WE OPERATE AUTONOMOUSLY>. <WHAT AWARDS OR OTHER ACHIEVEMENTS?>

Our Attitude to Quality

<OUR COMPANY> provides a quality <WHAT> business.

Our activities include:

- <WHAT>

To provide a quality service means we look for ways to:

- Ensure we have information and resources to support our operations
- Understand the needs of our industry, our clients and customers
- Design and develop services to meet those needs
- Select and train our staff and contractors to maintain high standards
- Continuously ensure quality
- Ensure regulatory compliance
- Monitor our clients and customers' level of satisfaction after completion of work
- Ensure that not only our immediate clients and customers, but also other people involved benefit from the quality of our work
- Set and review measurable business objectives
- Commit to continuous improvement.

This statement indicates our attitude to our relationship with our customers and our standards of service. We request your wholehearted support in actively pursuing this quest for quality.

Our Attitude to Health & Safety

Our policy is to provide a controlled work environment that protects the health, safety and welfare of all employees and other people at our <WORK SITE EG OFFICE, WAREHOUSE, ETC>.

The business accepts its responsibility as an employer, to train and assist all employees in safe work practices, and seeks the full support and co-operation of all employees.

Our commitment:

- Management will meet its obligations to the Act, Regulations, Codes and Standards, by identifying all issues appropriate to the management of health and safety at all offices.
- Staff are committed to implementing and monitoring good health and safety practices in their specific areas of operation.
- All employees have a personal responsibility to their employer, their fellow workers, themselves and the general public to adopt and maintain appropriate health and safety standards in all their work activities.

Introduction

- At all times the business maintains health and safety as a priority, and will not knowingly demand or expect any person to participate in any activities which are likely to be detrimental to their health or safety.

Our Attitude to Customers

We make a formal promise in our policy statements to our customers which represents our commitment to their satisfaction. The philosophy that underpins our business is the belief that if we are in this industry for the sole purpose of making money, we will not achieve true success. Success is not, in our view, measured by our asset worth, it is instead measured by our personal worth and attributes.

Our business purpose is <WHAT>.

Our order of priorities will always be:

- Our customers
- Ourselves.

Our customers may not always be right, but they always come first in our considerations.

Our policy is to provide a quality service that is superior to that provided in our industry and focussed on providing effective service that is responsive to the needs of our clients and customers and ensures robust relationships with them.

We seek to provide a service that is based on trust and mutual respect. We like to do business with people that we have a relationship with.

Without a relationship carefully constructed between our customers and ourselves, trust and mutual respect cannot exist.

We commit to ensuring that all of our people fully understand our customer relations policy and protocols and implement all requirements of these.

Vision

<OUR COMPANY> will be <WHAT>.

Mission

<OUR COMPANY> is committed to providing <WHAT? WHERE?>.

We will work towards achieving this vision by:

- <WHAT EG, OBTAINING FEEDBACK FROM OUR CUSTOMERS AND ENSURING THAT WE ALWAYS MEET OR EXCEED THEIR EXPECTATIONS ETC>

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Personnel

Position Descriptions

You will be provided with a Position Description that identifies your required tasks. Carefully review this document and make enquiries with your supervisor if you do not understand any elements of the document.

Letter of Appointment

You will be given a Letter of Appointment, outlining your conditions of employment. It will contain:

- your position
- your salary / wage
- probation period
- hours of work
- entitlements
- confidentiality requirements

Training

On-the-job training commences with induction, and continues until you are deemed competent by your Supervisor.

From time to time, training sessions are conducted internally, to help you acquire or improve skills in safety operations, compliance and other professional skills.

You may also be invited or encouraged to attend external courses to improve your professional and operational skills. You are expected to make yourself available for these except in extenuating circumstances.

Induction

All new staff receive an induction into the business and you will receive this Employee Manual. There is a document, called the Operations Manual. You will be trained using relevant procedures and forms relating to the Operations Manual.

Resignation or Termination

We hope your employment with us will be long and mutually rewarding. We recognise, however, that you are free to resign at any time just as you must recognise that your employer is free, should the need arise, to terminate employment.

Other than for disciplinary action, your employment may be terminated by being given the required notice described in your employment agreement. When resigning, you are required to give the same notice. If this is not given, you may forfeit some payment.

Prior to termination of your employment, you must return all items issued to you by us, such as name tags, uniforms, identification cards, keys, Employee Manual, and the like.

Performance Reviews

Performance reviews are held regularly, usually <WHEN?>. This review is so that both parties have an opportunity to assess work performance, and the job environment, and set goals for future development. At the end of your initial probation period, there will be a performance review to identify your progress during your probation. This will be additional to the normal regular annual review.

Your Responsibilities

- Follow reasonable and lawful instructions given by your employer.
A reasonable instruction is one that:
 - an employee is competent and capable of doing;
 - is not an illegal act; and

Personnel

- is not a threat to health and safety.
- Arrive on time and be punctual.
- Advise your supervisor of any intended absences as soon as possible.
- Work to the best of your ability during the hours of work in your employment contract.
- Obey safety rules.
- Follow quality system procedures.
- Dress appropriately for the job.
- Show respect to your supervisors, colleagues and clients and customers.
- As best you can, contain your personal problems to your domestic area.
- Treat business property with care.

Your Rights

- To be paid the appropriate rate for the work that you do.
- To be advised of your rate of pay – you must receive a pay slip every time you are paid.
- To work in a safe environment.
- To receive training in your duties.
- To work in a discrimination-free workplace.
- To join a union or association of your choice, if you wish.

Disciplinary Action

Disciplinary action will be carried out in cases of:

- Poor work performance
- Not maintaining satisfactory standards of work, once trained
- Not working in accordance with the task description
- Not following supervisors/management instructions
- Dishonest or illegal behaviour
- Not following safe work practices.

Disciplinary Procedure

In order to maintain a fair, consistent and logical work discipline, all employees regardless of position are subject to disciplinary procedures detailed below.

Stage 1 – Verbal Warning:

The normal action in the first instance of a failure to meet business standards will be a verbal warning by a supervisor or manager. In more serious cases, Stage 1 will be omitted and a first or second written warning will be issued.

Stage 2 – First Written Warning:

Continued failure to reach business standards or a more serious breach of discipline will justify a First Written Warning.

Stage 3 – Second (Final) Written Warning:

Continued failure to reach standards or a more serious breach of discipline will justify a second (final) written warning.

Stage 4 – Dismissal:

An employee may be dismissed with or without notice according to the circumstances if, in spite of verbal and written warnings, he/she fails to reach the business's required standards.

Instant Dismissal

Regardless of the above, instant dismissal, without notice, can occur where an employee is

Personnel

involved in:

- Deliberately breaking the law
- Theft
- Damage to property
- Immoral or indecent behaviour
- Sexual harassment
- Gross insubordination
- Falsifying work records
- Malicious or slanderous acts, which may cause the business damage or disrepute
- Gross breach of security, trust or confidentiality
- Gross breach of compliance requirements.

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Harassment and Grievances

Harassment - Legislation

Intimidation, hostility, offensiveness, sexual harassment, and unfair discrimination in the workplace are examples of unacceptable behaviour and will not be tolerated under any circumstances.

Sexual harassment is recognised as a form of sex discrimination, and is illegal under the State Anti-Discrimination Acts, and the Commonwealth Sex Discrimination Act 1984. It is also considered by the business to be inappropriate workplace behaviour.

What is Harassment?

Harassment is intimidation, hostility, offensiveness or sexual harassment. Harassment also includes unfair discrimination.

Personality clashes between staff do not constitute harassment.

Definitions of Harassment

Intimidation: Any form of behaviour by a person that inspires fear in another person in order to influence conduct.

Hostility: Opposition of thought, unfriendly behaviour or active dislike of another person, which causes that person to feel great discomfort in the offending person's presence and which consequently affects work performance and satisfaction.

Offensiveness: An aggressive, physical act in the form of an attack; or insulting language that is intended to cause anger, outrage, feelings of annoyance, hurt or humiliation.

Sexual Harassment: Sexual harassment is any form of sexual attention that is unwelcome and unsolicited. It may be unwelcome touching or other physical contact, remarks with sexual connotations in relation to a person's body, smutty jokes, offensive telephone calls, unwelcome and uncalled for remarks or insinuations about a person's sex or private life, indecent exposure, demands or requests for sexual favours, leering, the display of offensive material, indecent molestation or sexual assault/rape.

Sexual harassment can be a single incident or a series of repeated incidents - it depends on the circumstances. Obviously, some actions or remarks are so offensive that they constitute sexual harassment in themselves, even if they are not repeated.

Other single incidents, such as an unwanted invitation, compliment or a trivial joke may not constitute sexual harassment if they are not repeated.

Preventing Harassment

An important aspect of good working relationships is that everyone must be able to work in an environment free from harassment which is:

- Sexual or sex-based,
- Racial
- Relates to a persons':
 - Marital Status
 - Disability
 - Age
 - Pregnancy
 - Homosexuality (Real or Assumed)

Prevention of harassment is a key goal of the business.

Role of Staff

All employees have a responsibility to prevent harassment from occurring in the workplace. You should become familiar with the definitions of behaviour constituting harassment.

Harassment and Grievances

Complaints of Harassment

Employees are encouraged to discuss a complaint of harassment with management who will aim to resolve the situation quickly, confidentially and fairly.

In the event that employees are dissatisfied with the outcome of an internal process, or they do not want to follow the internal procedures, they have a right to use external procedures. They may lodge a complaint under the Anti-Discrimination Legislation with the State Anti-Discrimination Commission.

Disciplinary action will be taken against any one who is found to have harassed a co-worker or a client or customer. Discipline may involve a warning, counselling, or dismissal, depending on the circumstances.

All employees have an important role in implementing this Policy and committing to the achievement of a safe and productive work culture.

Grievances

Should you, as an employee, have a grievance or believe that a certain procedure or practice can be modified or changed to the benefit of your work output and the business, you are encouraged to contact management to resolve the matter.

If the matter is not resolved satisfactorily or it is inappropriate for the employee to discuss the problem with their supervisor, a Grievance/Complaint form should be completed.

You will then be advised of a plan of action to resolve the matter.

Work Related Violence

The definition of violence in the context of the workplace is any incident in which a member of staff perceives that they have been unacceptably abused, threatened or assaulted by a fellow worker, client and customer or other person with whom they come into contact in the course of their job. This would include physical attack, whether injury occurs or not and serious verbal and non-verbal abuse, when an unacceptable threat has been made.

It also includes an attack on property, theft and deliberate damage to business property or personal property.

In providing a safe working environment the business has an obligation to try to eliminate danger from violence at work by:

- minimising the risks (eg, staff are not left alone at a potentially dangerous worksite, if at all possible);
- providing safety procedures and an emergency plan for staff who are working alone;
- providing training in handling difficult or threatening situations;
- not tolerating any form of violence on business premises;
- recording and investigating all violent incidents and taking remedial action; and
- providing personal support for anyone who is a victim of violent behaviour.

Staff responsibilities include:

- to take reasonable care for their own safety and that of others;
- to report any violent incidents to their supervisor, even if they do not wish further action to be taken; and
- to follow the guidelines below.

Staff should:

- report any potentially violent situations;
- try to ensure the presence of a second person where you are concerned that a difficult situation might arise;
- treat threats of violence seriously;
- be alert to early signs of aggression, (e.g. be sensitive to body language);

Harassment and Grievances

- avoid arguments; never provoke a situation; and
- react in a calm manner to anger and control your own emotions and body language.

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Wages and Conditions

Remuneration

Remuneration is paid at the rate described in your Letter of Appointment.

Income Tax

Income Tax will be debited from your wages according to ATO requirements. The tax scale is based on ATO income tax schedules and in accordance with the taxation forms lodged by you on commencement of employment.

Group Certificates will be issued within 30 working days of the end of the financial year.

Superannuation

The business will contribute a percentage of your income, as prescribed by the ATO, to your superannuation fund. Fund details are provided upon commencement of employment.

Hours of Work

Hours of work are detailed in our Letter of Appointment.

Breaks

Breaks are detailed in your Letter of Appointment.

Your Award

If applicable, your award is detailed in your Letter of Appointment.

Reimbursable Expenses

All reasonable work-related expenses are reimbursed to authorised staff, subject to approval from management

Receipts must be produced for all expenses incurred.

Management will give guidelines as to what constitutes a reasonable expense.

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Leave

Annual Leave

To take your annual leave, you will need to make an initial notation on the office year planner. Management will advise you of approval of your leave. All annual leave must be authorised by management.

We require at least <HOW LONG> notice, in writing, prior to your intention to take leave.

Sick Leave

Please refer to your employment agreement, which details your sick leave entitlements.

All sick leave is recorded by <WHO?>.

If you are absent for any more than two consecutive working days, you are required to produce a medical certificate covering the period of your absence. Medical certificates should be forwarded to the Manager for processing in the current pay period. Failure to submit a medical certificate may result in the absence being unpaid.

Should sick leave become regular or excessive, the business may request a medical certificate be produced for single day absences.

When sick leave entitlements are exhausted, sick leave can be taken:

- without pay, OR
- in lieu of annual leave.

Unpaid Leave

Written applications stating the reasons for leave, without pay, are to be submitted to management, for approval or otherwise. Staff requiring leave beyond entitlements cannot be guaranteed approval. The following procedure will apply:

- Short Term Absences - Leave without pay for any period of time requires approval from management.
- Extended Sick Leave - Leave without pay is subject to satisfactory medical evidence of sickness.
- Other Leave without Pay - All other leave requests must be submitted in writing and will be referred to management for consideration.

Long Service Leave

Refer to the Award and to the Letter of Appointment.

Special Leave

For Maternity, Bereavement, Marriage and other special leave entitlements, please refer to the Award and to the Letter of Appointment.

Public Holidays

Public Holidays will be observed according to the gazetted holidays in <STATE> unless otherwise specified in an employment agreement.

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Training

Education Assistance

The business has a policy of assisting staff who are undertaking studies relevant to their position within the organisation.

You are expected to make yourself available for all training except in extenuating situations.

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Responsibilities

Keys For Premises

- Staff are issued with keys at the discretion of management.
- Keys must not be loaned to unauthorised staff.
- Lost keys must be reported immediately. Failure to do so jeopardises our security.
- Keys must not be copied under any circumstances.

Code of Conduct

Introduction

We aim to secure the future of <Our Company> by operating:

- profitably and ethically;
- by guarding the interests of our clients and customers.

We should at all times be conscious of the impact of our actions, and the need to observe, and be seen to observe, the laws as they apply to our business and people who use our services.

We are all responsible for ensuring the professional and ethical standards outlined in this document are maintained. Furthermore, it is vital that all staff are conscious of the fact that departure from these standards, or non-observance of standing business procedures, will have an adverse impact on our ability to maintain the confidence of our clients and customers. In fact, non-observance of these principles will result in dismissal of an individual or individuals.

Confidentiality

All discussions, transfers of information etc, within <Our Company> Practice are highly confidential. Under no circumstances should any staff member allow privileged business information to be accessed by outside parties.

The information, both written and verbal provided to us by our clients and customers is the exclusive property of our clients and customers.

Any breach of confidentiality on behalf of the business or its clients and customers will result in dismissal. No warnings will be given.

Legislation – Federal and State

Our industry is regulated by several acts of Parliament, both Federal and State.

At present your job is directly affected by the provisions of the following Acts, Regulations and Guidelines:

- <LIST ALL RELEVANT LEGISLATION EG PRIVACY, CORPORATIONS, POSSIBLY FINANCIAL REGULATIONS ETC>

All staff must familiarise themselves with these acts and Industry standards, copies of which are available in our offices.

The provisions of these acts should be strictly adhered to at all times.

Telephone Requests for Staff Personal Contact Details

No personal details of other staff members (eg, home telephone numbers) may be given. In the case of an emergency, refer to your Supervisor.

Computers

You are responsible for the security of computer data within your area of our business. Computer

Responsibilities

software/hardware is not to be taken from business premises.
You are not permitted to install any software (including games) on business personal computers or notebooks.

Computers are not to be used for downloading pornographic or any other material that could be considered offensive or distasteful.

In addition, the electronic mail system is not to be used to send offensive, insulting or hurtful material.

Any breach of these requirements may result in dismissal.

Incoming Phone Calls

You will be required to answer the office telephone and on all occasions where you are required to do so, please answer all incoming calls in a courteous and pleasant tone.

Petty Cash

Petty Cash is not a personal loan facility.

Petty Cash is controlled by the <WHO?> and can be accessed by authorised staff only.

Reliability and Punctuality

We all rely on each other and lateness causes inefficiency in all areas. If you are genuinely delayed, please let other parties know as soon as possible.

Repeated lateness will be examined at Employer/Employee Reviews, and may affect your ongoing promotion or employment.

Outside Employment Policy

When you accept employment with the business, such employment carries with it the obligation to devote your full attention and best effort to your job. The business has no desire to interfere with outside interests or activities, which clearly do not affect your job performance, or do not in any way conflict with the business's best interest. It is your responsibility however, to advise your Supervisor of any outside employment, if there is the possibility of conflict of interest. Within our industry, conflict of interest issues are highly regulated and as such, must be closely monitored. Failure to advise of any such outside employment may result in dismissal.

Business Property

Upon resignation / redundancy / dismissal business property must remain with the business. All efforts shall be made to protect, service and maintain business property. Any damage to or loss of business property will be reported to management.

Intellectual Property: All systems, know-how and documents are the property of the business.

Loans: No business property or cash shall be loaned to staff.

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Business Vehicles

Vehicle Usage

Authorised staff are supplied with a fully maintained vehicle
Management must be notified of any changes to the status of an employee's driver's licence.

Vehicle Maintenance

Vehicle maintenance will be carried out only by the vehicle dealer or by an authorised service repairer. Management must be notified prior to works. Receipts for any purchase must be returned to management at the end of each month.
General cleaning of a business vehicle is the responsibility of <WHO?>.

Fuelling

Purchasing fuel is the responsibility of authorised employees.

Receipts

Receipts for vehicle expenses are to be given to <WHO>.
Receipts must show the GST component.

Accidents / Damage

Accidents and damage to vehicles must be reported to management immediately.
Management will complete all necessary reports and claims.

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Communications

Employee Manual, Operations Manual

These are made available to all staff, and remain the property of the business. During your induction training, we will refer to relevant procedures and forms from these manuals. You are free to access and read them at any time. The quality of our services depends on your following our business requirements. These Manuals and instructions are not to be removed from business premises. When you have read the Employee Manual, discussed its contents with your Supervisor and understood its contents, you are required to sign an acknowledgment form.

Document Control

Our procedures, master forms, letter templates, etc., are "controlled documents", and can only be changed by management. This is to ensure that all staff are working from the same, current versions. If you can suggest a change or improvement, contact the Quality Manager. Do NOT make any changes yourself.

Staff Meetings

Staff Meetings are held <WHEN?>. All staff are required to attend.

Keeping Us Informed

To help us with good communications please keep us informed of changes in address, phone number and other details.

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General Health and Safety

Our Responsibilities

All employees, clients and customers, visitors and contractors have a responsibility for safety, health and welfare. It should be understood that any non-compliance with the business's safety policy may result in disciplinary action.

Our Objectives

- To establish a safe and healthy environment at all business premises.
- To establish and maintain safe working procedures among staff and clients and customers.
- To create awareness, involvement and participation so as to develop safety consciousness and self-responsibility.

Facilitation

To facilitate the above, the business seeks to:

- involve all staff in establishing and following good safety practice;
- train all staff so that safe working methods will be followed;
- review the OHS policy annually;
- endeavour to eliminate hazards and ensure the reporting of hazards and if they do occur; look into any reports of unsafe practices or conditions;
- make adequate provision for fire prevention, fire fighting and evacuation procedures in consultation either with the Department of Fire Services (including servicing of fire extinguishers), or with property owners and managers, as appropriate.
- Endeavour at all times to comply with safety legislation.
- Give special consideration to visitors who may be unfamiliar with the site.

Responsibilities

Management:

- has overall responsibility for workplace health and safety and will direct personnel to cease work if they are not meeting their obligations for working safely; and
- will instigate an annual review of OH&S including a review of policies and plans.

Management is responsible for monitoring Workplace Health and Safety requirements and will:

- carry out risk assessments where new tasks are introduced; new equipment is purchased or a hazard has become apparent;
- ensure that personnel are kept informed of any new developments or requirements in health and safety
- organise induction training for new staff;
- organise training when new equipment or procedures are introduced, or when a hazard becomes apparent;
- organise ongoing training in safe work procedures and ensure staff are trained in emergency procedures;
- act as a focal point for day to day reference on OH&S, giving advice or indicating sources of advice;
- carry out regular safety audits;
- liaise with WorkCover/Division of Workplace Health and Safety, and Emergency Services, where appropriate;
- ensure that clear instructions and warnings are given to people under their supervision;
- encourage safety participation and hazard reporting by personnel under their supervision;

General Health and Safety

and

- ensure personnel under their supervision meet their obligations regarding safety.

Employees will:

- report to management on issues affecting safety;
- ensure equipment is checked before use;
- work in a manner that does not jeopardise the safety of themselves or others
- ensure the health and safety of visitors is not put at risk
- follow safe working procedures
- ensure they do not interfere with or misuse anything provided for workplace health and safety.

Stress at Work

Management recognises that undue stress can have a negative effect on individuals and on the service provided. There are both human welfare and operational reasons why stress in the workplace should be minimised. Some stress on people is outside the business's control but the organisation accepts the responsibility to recognise and alleviate avoidable stress in the workplace.

To do this, the business will endeavour to ensure that systems and practices are designed and operated to minimise the risk of stress to staff and for risk assessment in stress prevention. Management is responsible for the provision of working environments and practices designed to minimise stress, in particular:

- Promotion of a supportive culture
- Making staff training on stress management available
- Provision of an external counselling service for staff if necessary
- Raising of awareness of the nature of stress and information on coping strategies.

Alcohol, Smoking and other Drugs Policy

The consumption of alcohol on business premises is permitted only at official functions and only with the approval of management.

Objectives

- To promote the sensible use of alcohol.
- To encourage people with a problem to seek help at an early stage.

Alcohol

- Drinking alcohol can affect work performance.
- The smell of alcohol on the breath can be offensive to others and can give a bad impression.

General Guidelines

- Personnel must not drink alcohol when on duty.
- Staff who are off duty must recognise that it takes time for alcohol to be cleared from the body, and that they need to be fit for their next spell of duty.
- Staff have a professional responsibility to ensure that alcohol does not affect their ability to do their job

Smoking

There now appears to be overwhelming evidence of the dangers of passive smoking to our health. In order to ensure a safe and healthy workplace, <OUR COMPANY> have adopted a "non-smoking policy" for all staff.

Smoking is not allowed inside any business building or in business vehicles or in the presence of Customers. Smokers may only smoke during rostered breaks.

General Health and Safety

Other Drugs

The use or consumption of drugs of abuse is not permitted.

Persons affected by them are not allowed at the workplace.

This also applies to prescription drugs where there is a warning from the manufacturer, pharmacist or doctor about using the drug when driving.

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Emergencies and Accidents

Accident Procedure

- DO NOT PANIC
- Send for the First Aid Officer, OR call "000" - Make sure medical help is on the way.
- Assess the danger to yourself and others - don't rush in if another life is threatened.
- DO NOT move the injured person unless a life-threatening situation exists. Look for a response - Check circulation and pulse - if conscious, reassure the injured person.
- Ensure their airway passage is clear and if necessary, administer mouth-to-mouth resuscitation and send urgently for help if you are unable to do emergency first aid.
- Reassure the injured person and make them comfortable while help arrives.
- Follow This Procedure If You Are Trained In First Aid:

D Look for Danger

R Check for Response (conscious?)

A Clear Airway

B Check breathing

C Check for Circulation

- If You Are Not Trained In First Aid:
 - Reassure
 - Get help quickly
- Report all injuries, illness and adverse health and safety occurrences to your supervisor as soon as possible.

Emergency Evacuation

- DON'T PANIC.
- Exit the premises by the route practiced in the fire and emergency evacuation drills.
- Assemble at the designated evacuation assembly area so as you can be accounted for.

Damage to Property or Equipment

Report any damage to your supervisor so that other workers will not be injured, particularly when they try to operate damaged equipment.

Fire:

- Prompt action by you can save lives and property
- Preventing fires is the first and best course of action
- Always report faulty electrical switches or exposed wiring
- Do not block electrical motors in electrical equipment
- Do not use faulty electrical appliances
- Be alert for cigarette butts dropped into flammable materials – especially pot plants and waste bins
- Know the quickest and safest exit route and where any fire fighting equipment is located

Burglary:

If you suspect a burglary on arrival at work:

- <IMMEDIATE ACTION EG DIAL 99 ON SECURITY PAD>
- Do not touch anything – don't add your fingerprints

Emergencies and Accidents

- Call your supervisor or Management
- Do not go into dark areas or closed rooms – the offender may still be on the premises. If you are at all concerned, leave the premises immediately and wait for help to arrive.

Hold-ups:

In the case of hold ups:

- Do not be a hero – protect yourself at all costs
- Do not argue with the offender – give them what they ask for
- Try to mentally note points about them without being obvious about doing so:
 - Gender
 - Height
 - Weight
 - Colouring
 - Accent
 - Features
 - Odours
- Do not make too much eye contact as this may cause antagonism
- Move calmly and slowly when requested.

Bomb Threats

Regardless of our industry or location, bomb threats may be experienced. A Bomb Threat may take one of the following forms:

- Written threat (Facsimile, hand/typewritten note)
- Oral threat (Telephone, Face to Face, Electronic Recording or relayed verbal message)
- By Mail – suspicious article.

If the threat is written:

- Place the document into a transparent folder or envelope to preserve its condition and prevent contamination
- Restrict access to the document as it is physical evidence and will be surrendered to the police

If the threat is received by telephone:

- Remain calm and attempt to extract as much information as possible
- Do not hang up as it may be possible to trace the call
- Write down as much information as possible regarding the details of the bomb
- Try to find out:
 - Where is the bomb?
 - What time will it go off?
 - What does it look like?
 - What kind of bomb is it?
 - Why are you doing this?
- Try to attract the attention of another person to listen in – it may assist with critical information later
- Try to assess:
 - The caller – gender
 - Speech – educated, rambling, rational, accented, impediments
 - Distractions to the caller – public or private phone?

Emergencies and Accidents

- Background noises?

Suspicious Articles:

If you find a suspicious article:

- Do not touch it
- Clear people from the surrounding area
- Secure the area
- Inform your manager/supervisor
- Inform police

Threats

Take threats seriously until they are proven otherwise

If a threat is received, evacuate the area until advice is received from emergency response personnel that it is safe to return.

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Attitude

Do you want to work safely in a healthy and safe environment?

Rules, regulations and legislation won't be effective unless you want to make it happen.

3 points to remember:

- Most incidents can be avoided – be aware of conditions around you. If you see something is wrong, fix it or report it.
- Don't look at health and safety as someone else's problem.
- You have a legal obligation to work safely. Breaches can result in heavy fines by the Division of Workplace Health and Safety.

Stick to the Rules

- Be aware of your obligations under the legislation;
- be aware of business rules and regulations; and
- co-operate with directions to maintain and improve safe conditions.

Know Your Way Around

- Become familiar with the workplace in all respects, so that you know where to go and who to turn to in an emergency.
- Locate all access points.
- Know who is responsible for Health and Safety and First Aid.
- Locate First Aid stations.
- Know the evacuation procedures.
- Find out where the fire fighting equipment is and how to use it.
- Locate communication points (phone, intercom, etc).

Share What you Know

Tactfully alert a fellow worker where he/she is engaged in unsafe practices.

Housekeeping - Amenities

- A clean workplace is a safer workplace..... so you have a personal responsibility to do your bit and clean up after yourself.
- Keep amenities clean - showers, change rooms, fridges, urns, microwaves, jugs, appliances, sink and bench tops and meal rooms.
- Put rubbish, scraps, etc in bins.
- Put perishable foodstuffs in the refrigerator.
- Replace lids and caps on containers.
- Wipe up spills

Keep your Eyes Open

- Be alert to potential hazards and risks if you observe any, do something about them.
- Report potentially dangerous situations or practices to management.
- Remove, cover, signpost or barricade hazards where practical.

Attitude

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Office Safety

If you detect a safety issue:

- discuss the issue with your supervisor or manager
- together identify the source or the nature of the hazard
- management can then act to minimise the hazard.

Postures and Positions

Adopt a 'low stress' posture. To do this:

- Do not overload any part of the body (neck, lower back, etc)
- Ensure posture is comfortable
- Use a chair that suits the person and the task
- Ensure desks used for reading and writing are just above elbow height. Alternatively, use a desk top slope board - they promote much better neck and back posture and use of the back rest
- Ensure computer keyboard is at elbow height
- Ensure desks/benches used for collating and stapling are just above elbow height.
- Ensure staff are trained in the correct use of equipment and furniture.
- Ensure adequate space is provided for various activities (eg, collating usually requires a larger space than writing).
- Ensure related work tasks are located near each other.
- To maintain a low stress posture, avoid:
 - Holding the body in one position for a long time
 - Tilting the body or head for an extended period
 - Putting strain on joints
 - Holding loads in static positions
 - Repetitive movements.

Individual Working Techniques

People vary in the amount and type of work they are able to perform. To allow for these differences, the employee should be able to:

- Shift or move around to avoid physical strain
- Vary tasks being done to relieve mental stress
- Make some decisions about varying activities according to personal needs, work habits and the circumstances in the workplace
- Talk and be with other employees - productive work is still possible when employees can pass comments to each other
- Take rest breaks - these do not have to be breaks from productive work. A change of task for a few minutes is a very effective rest break for the body. Check however that the 'different' task really is different for the parts of the body that are under stress.

Housekeeping

To ensure a safe work environment in the office, a wide range of routine activities should be maintained. These include:

- Maintaining floors, furnishings and equipment in good condition
- Keeping aisles, exits and stairs free of clutter, clearly marked and well-lit
- Controlling minor spills and responding quickly when they occur
- Use of non-slippery cleaning agents for floors and use signs to warn of slippery areas and restricted access

Office Safety

- Correct installation and regular maintenance programs for equipment such as photocopiers
- Ensuring adequate, safe and appropriate storage areas
- Handling and disposal of waste, such as unwanted scrap paper
- Ensuring the work area is clean, hygienic and free of vermin
- Flexible leads, either electrical or telephone, should not be placed across traffic areas. If such leads cannot be moved, a special cover strap anchored to the floor should be used, or the lead should be supported from a structural ceiling member not the ceiling.

Computing

Ensure:

- Keyboards are just above elbow height
- Keyboards are 60-70mm from the edge of the bench
- Documents are placed in a level position, either beside the screen or directly below the screen
- The top of the screen is at eye level and screen luminance and contrast is adjusted to prevent eye strain
- Screens are positioned so glare from windows, etc does not cause discomfort and reflections on screen are minimised
- Laptop/notebook computers are plugged into a regular screen and keyboard for prolonged use
- The mouse is located so the elbow can be held close to the side of the body and shoulders are relaxed and comfortable
- Tasks are varied to avoid prolonged keyboarding.

Storage

Ensure:

- Requirements for storage are regularly assessed
- Space for storage allows for the use of manual handling equipment (eg, trolleys)
- Storage space allows for personnel to adopt an upright, forward facing posture
- Storage facilities are provided according to the needs of personnel
- Storage facilities are easily accessed
- Cabinets above eye level are not used as storage space
- Materials are not stacked excessively on low cabinets
- Personnel are instructed to have only one drawer open on filing cabinets at any one time
- Filing cabinets do not open onto walkways
- Shelves, etc are firmly fixed, braced and adequate for the intended load
- Heavy/awkward objects are stored no lower than waist height
- Trolleys and stepladders are provided, where necessary.
- Ensure all areas are neat, tidy and well organised, with no articles stored in corridors or in front of shelves.

Lifting and Moving Materials

DO NOT lift any object that you feel may be too heavy and avoid prolonged lifting and carrying of any heavy load.

- Be aware that repeated lifting of even moderately heavy loads can injure muscles, joints and ligaments over a period of time.

Office Safety

- Use a trolley to carry heavy loads, where possible.
- Avoid over-reaching to pick up a load.
- Plan your movements and ensure that the path and storage area is clear and free from obstructions.
- Assess the weight, size, shape, etc. of the load before lifting it. Small, compact loads may be easier to handle than bulky loads of the same weight.
- Use team lifting. (Individuals doing single lifts are restricted to goods up to 20 kg.)
- Wherever possible, lifting operations should be conducted between mid-thigh and shoulder height - loads over 10 kg should not be stored above waist height.

Making the lift:

- assess the load for size and weight;
- position yourself close to the load and balance the body;
- spread your feet for balance and relax your knees;
- get a firm palm grip;
- bend your knees slightly,
- bend forward at a 45° angle, let your back bend slightly if it wants to and drop your chin to your chest;
- Raise your head and straighten your legs;
- let your leg and buttock muscles do the work;
- lift smoothly without jerking or twisting;
- turn your feet in the direction you wish to go before you start to walk – don't twist your body first.

Carton and Crate Handling

Try to vary tasks to allow various postures.

Avoid double or multiple handling by placing incoming cartons on a trolley, mark and place straight onto shelves.

Store heavy cartons and articles between mid-thigh and waist heights, with only small and light articles above shoulder height.

Crates or containers should have easy-to-grip handles. For large cartons, strapping can help grip as well as gloves with rubber grip pads.

Use steps and platforms.

Keep foot space in front of display stands clear, to enable heavy items to be lifted close to the body.

Repeated Bending or Twisting

Ensure the work level is at about waist height.

Avoid the lowering of objects that will be lifted later.

Keep equipment/materials within easy reach without needing to bend or twist.

Adopt a balanced position when using office hand tools (eg, staplers) – do not over reach.

Standing for a Long Time

Vary tasks as much as possible. Alternate between standing, sitting and moving.

Make sure your footwear is comfortable.

Use a seat at an appropriate height, where possible.

Copying Equipment

Office Safety

Ensure:

- Limits are set on the amount of time any employee operates the photocopier, to minimise exposure to ozone
- Copiers that are used extensively are located away from work stations
- Personnel are instructed to follow the manufacturer's recommendations for the handling of toner
- The effects of light, noise and heat from photocopiers have been considered and addressed where necessary
- Photocopiers are regularly maintained and records are kept.

Conservation/Recycling

Ensure:

- Procedures are in place for recycling paper and any other recyclable materials
- Recycled products are used where possible.

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Security

Clients, contractors and other visitors must be accompanied at all times.
Corridors and aisles must be kept clean and clear of obstructions.
Sensitive files must be locked in a filing cabinet after use and not left lying on desks unattended.
Computer files must be closed when PC is unattended.

<WHO> will prepare and instruct staff on:

- procedures for locking the office at the end of the day
- policies and procedures for after-hours access
- procedures for after-hours security.

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Lone Worker

During Normal Working Hours:

- Notify your Supervisor of the activity and your location if you are to perform a task alone.
- Do not engage in potentially dangerous work out of the sight of other workers or supervisors.
- Do not enter a confined space without the authorisation and knowledge of a supervisor and without safety procedures (including obtaining appropriate permits) being followed.

After-Hours Work:

- Any work that is to be done outside of normal working hours must be authorised by management.
- Female staff are NOT to work alone or unaccompanied unless appropriate security is in place.
- It is preferable that a minimum of two (2) staff are in attendance during after-hours work.
- If you have been authorised to work outside of normal working hours you must ensure that all security requirements, including the "call in" routine and the locking of the premises, are followed.

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Acknowledgement

I hereby acknowledge receiving a copy of <OUR COMPANY> Employee Manual.
I have read this Manual and am familiar with its contents and agree to abide by all of the conditions of employment outlined therein.

EMPLOYEE'S NAME: _____

POSITION: _____

SIGNATURE: _____

DATE: _____

NOTE: This form is to be completed and returned to management.

Upon leaving the employment of the business, you are required to return this Manual to management.

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