



Hope Diving Services  
Australia  
Employee Handbook



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# 1 INTRODUCTION

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## 1.1 WELCOME

Hope Diving Services Australia (**the Employer**) would like to wish you every success during your employment, whether you recently joined or whether you are an existing employee. It is hoped that your experience of working with us is positive and rewarding.

## 1.2 PURPOSE OF THE EMPLOYEE HANDBOOK

The Employee Handbook (**Employee Handbook**) sets out the Employer's rules and regulations, the policies and procedures relating to your employment and also contains information on your benefits and protections. If you require any clarification or additional information, please speak to your manager. All employees are required to comply with the Employee Handbook. Therefore, we ask that you read the content carefully as you may be subject to appropriate disciplinary action (up to and including termination) in the event that you breach the Employee Handbook.

## 1.3 PRINCIPLE OF EQUALITY

The Employer is committed to providing equal opportunities and the principle of equality in accordance with relevant legislative provisions. We are confident that you share our commitment in implementing these policies.

We will not tolerate any unlawful discriminatory act or attitude in the course of your employment or in your dealings with our clients, suppliers, contractors, members of the public or fellow colleagues. Acts of unlawful discrimination, harassment or victimisation will result in disciplinary action.

## 1.4 GENERAL

Amendments to this Employee Handbook will be issued from time to time.

This Employee Handbook does not form part of your contract of employment, unless expressly stated otherwise. However, in any event, the Employee Handbook may be considered when interpreting your rights and obligations under your terms of employment.

## 2 JOINING THE BUSINESS

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### 2.1 PROBATIONARY PERIOD

The period of your probationary period is set out in your contract of employment. Casual employees are not subject to a probationary period. During this period, your work performance and general suitability will be assessed and, if it is satisfactory, your employment will continue. However, if your work performance is assessed as generally unsuitable, the Employer may either take remedial action (which may include the extension of your probationary period) or terminate your employment at any time prior to confirmation of your employment.

We reserve the right not to apply full capability and disciplinary procedures during your probationary period.

### 2.2 HOURS OF WORK

You may be rostered to work Monday to Friday. Currently, the usual business hours are 6.00am to 6.00pm, but these hours may change from time to time.

### 2.3 PUNCTUALITY

You are required to be present and ready to commence work at your rostered starting time. The Employer considers lack of punctuality a serious performance issue.

### 2.4 EMPLOYEE TRAINING

At the commencement of your employment, you will receive any training necessary for your specific job. As your employment progresses, your role may be extended to encompass new activities within the Employer's business. You are expected to participate in any training deemed necessary for you to perform your role at the required standards.

### 2.5 TRAINING AGREEMENT

The Employer has a policy of encouraging its employees to undertake training in order to advance their career to the benefit of both the Employer and the individual.

The Employer may agree to contribute to the cost of the training. In this event, you may be asked to enter into a specific agreement for training (**the Training Agreement**). However, where the Employer has contributed to your training and your employment is terminated, for whatever reason, the Employer will seek reimbursement of the costs in line with the Training Agreement. Further details are available separately.

## **2.6 INDUCTION**

At the start of your employment, you may be required to complete an induction programme, during which all of our policies and procedures will be explained and/or provided to you, as necessary. Information relating to these will be given to you at the induction.

## **2.7 JOB DESCRIPTION**

Amendments may be made to your job description from time to time in relation to the Employer's changing needs and your own ability.

## **2.8 PERFORMANCE AND REVIEW**

The Employer's policy is to monitor your work performance on a continual basis so that we can maximise your strengths, and help you with any development areas.

We have an employee appraisal scheme in place for the purpose of monitoring employee performance levels with a view to maximising the effectiveness of individuals.

## **2.9 JOB FLEXIBILITY**

Whenever necessary, you will transfer to alternative duties within the Employer's business. During holiday periods, for example, it may be necessary for you to take over duties normally performed by colleagues. This flexibility is essential for operational efficiency as the type and volume of work is always subject to change.

## **2.10 MOBILITY**

It is a condition of your employment that you are prepared, whenever applicable, to travel to any other of our sites or client sites within a reasonable travelling distance. This mobility is essential to the smooth running of the business.

## **2.11 CONVICTIONS AND OFFENCES**

During your employment, you are required to immediately report to the Employer any convictions or offences with which you may be potentially or have been charged.

## **3 SALARIES AND WAGES**

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### **3.1 ADMINISTRATION**

#### **i) Payment**

Wages are processed weekly on Wednesday and will normally arrive in your bank account by Thursday, depending on your bank.

You will receive a payslip showing how the total amount of your pay has been calculated. It will also show the deductions that have been made and the reasons for them, for example, tax, superannuation and other agreed deductions.

Any pay queries that you may have should be raised with management.

#### **ii) Overpayments**

If you are overpaid for any reason, the total amount of the overpayment will normally be deducted from your next payment. If this would cause hardship, arrangements may be made for the overpayment to be recovered over a longer period.

#### **iii) Tax**

At the end of each tax year you will be given a summary statement showing the total pay you have received during that year and the amount of deductions for tax and other matters. You should keep this document in a safe place as you may need to produce them for tax purposes.

#### **iv) Overtime**

Any hours that exceed the ordinary agreed hours must be approved, in writing, by management prior to being worked. You will not be paid any overtime unless this approval has been provided.

Additional hours worked to complete your ordinary duties, for example, staying back late to correct your own erroneous work, will generally be considered reasonable additional hours and will not ordinarily be paid as overtime.

Where you feel that additional hours are outside your normal duties, you are responsible for ensuring that any additional hours are pre-approved by management as overtime. If additional hours are not approved in advance as overtime, these will not be paid by the Employer.

#### **v) Pay reviews**

Pay is reviewed annually and increased in accordance with any minimum wage or award requirement. However, there is no guarantee of an increase in your pay as a result of any review.

### **3.2 SUPERANNUATION**

Superannuation contributions will be made on your behalf in accordance with legislation.

### **3.3 LATENESS/ABSENTEEISM**

You must attend work punctually at the time(s) specified in your contract of employment or as otherwise agreed. You are required to comply strictly with any time recording procedures relating to your work. You must return to work following authorised breaks, punctually and at the time you are to resume work.

In the event you are going to be late to work, or following an authorised break, you are required to notify your manager as soon as possible and indicate when you expect to arrive.

All absences due to illness must be notified in accordance with the sickness reporting procedures set out in this Employee Handbook.

Lateness or unauthorised absence may result in disciplinary action and/or loss of pay.

### **3.4 SHORTAGE OF WORK**

If there is a temporary shortage of work for any reason, we will try to maintain your continuity of employment. With your agreement, we may place you on reduced hours, or alternatively, temporary leave. If you agree to be placed on reduced hours, your pay will be reduced according to time actually worked. If you are placed on leave, this will be processed as leave without pay unless you elect to utilise any accrued leave entitlements.

### **3.5 STAND DOWN**

The Employer may send you home where there is no useful work for you to do, such as during:

- breakdown of equipment;
- industrial action; or
- a cause which the Employer cannot reasonably be held responsible, such as natural disaster.

This list is not exhaustive. Generally, you will not be paid for this time. However, by agreement you may be able to access accrued leave.

## 4 ANNUAL LEAVE

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### 4.1 ANNUAL HOLIDAYS

You are entitled to accrue annual leave in accordance with the National Employment Standards (**NES**), unless otherwise stated in your contract of employment. For the avoidance of doubt, casual employees are not entitled to annual leave. Your annual leave pay will be at your normal basic pay unless shown otherwise in your contract of employment.

It is the Employer's policy to encourage you to take all of your holiday entitlement in the current year.

You must complete the **Annual Leave Request Form** and have it signed by management before you make any firm holiday arrangements.

Annual leave dates will normally be allocated on a "first come, first served" basis whilst ensuring that operational efficiency and appropriate staffing levels are maintained throughout the year.

You must give at least four weeks' notice of your intention to take annual leave of a week or more and one week's notice is required for odd single days.

### 4.2 ANNUAL SHUTDOWN

The Employer may choose to temporarily shutdown, for instance during the end of the year period.

If we do, you are required to reserve sufficient days from your annual leave entitlement to cover the shutdown period. If you have not accrued sufficient annual leave to cover this period, you will be required to take unpaid leave for this period.

### 4.3 PUBLIC HOLIDAYS

Your entitlement to public holidays is in accordance with the NES, unless otherwise stated in your individual contract of employment.

## 5 PERSONAL LEAVE

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### 5.1 ENTITLEMENTS

You are entitled to be paid for personal leave in accordance with the NES, unless otherwise stated in your contract of employment. For the avoidance of doubt, casual employees are not entitled to paid personal leave.

Paid personal leave accrues over the course of your employment.

Full time employees will accrue up to ten days of paid personal leave for each year of continuous service. Part time and fixed-term employees are entitled to this entitlement on a pro-rata basis.

Personal leave accrues, and will be credited to you, progressively throughout the year.

You are entitled to take personal leave:

- because you are not fit for work due to a personal illness or personal injury affecting you; or
- to provide care or support to a member of your immediate family, or a member of your household who requires your care and support because of:
  - a personal illness or injury affecting the member; or
  - a sudden or unexpected emergency affecting the member.

If your entitlement to personal leave is exhausted, you may take two days' unpaid carer's leave for each occasion when a member of your immediate family or a member of your household requires your care and support because of:

- a personal illness or personal injury affecting the member; or
- a sudden or unexpected emergency affecting the member.

An immediate family member is a:

- spouse;
- de facto partner;
- child;
- parent;
- grandparent;

- grandchild;
- sibling, or
- child, parent, grandparent, grandchild or sibling of the employee's spouse or de facto partner.

A household member is any person who lives with you.

## **5.2 NOTIFICATION OF PERSONAL (SICK) LEAVE**

You must notify your direct supervisor by telephone on the first day of incapacity or at the earliest possible opportunity and, in any case, by no later than 1 hour before your usual start time.

You should try to give an indication of your expected return date and notify the Employer as soon as possible if this date changes. The notification procedures should be followed on each day of absence, unless you are covered by a doctor's medical certificate.

If your incapacity extends to more than seven days you are required to notify us of your continued incapacity once a week thereafter, unless otherwise agreed.

## **5.3 EVIDENCE OF INCAPACITY**

A medical certificate from a registered health practitioner or if not reasonably practical, a statutory declaration is required for all personal leave, unless otherwise agreed by the Employer in specific circumstances.

## **5.4 RETURN TO WORK**

You should notify your manager as soon as you know on which day you will be returning to work, if this differs from a date of return previously notified.

On return to work after any period of personal leave, you may be required to attend a return to work interview to discuss the state of your health and fitness for work. Information arising from such an interview will be treated with strictest confidence.

You may be required to provide a certificate from your own doctor stating that you are fit to return to your duties. This will always be required where you have suffered a workplace injury/illness that required medical treatment.

If you have been suffering from an infectious or contagious disease or illness such as rubella or hepatitis, you must not report for work without clearance from your own doctor.

## 5.5 GENERAL

Submission of a medical certificate may not always be regarded as sufficient justification for accepting your absence. Sickness is just one of a number of reasons for absence and although it is understandable that if you are sick you may need time off, continual or repeated absence through sickness may not be acceptable to the Employer.

In deciding whether your absence is acceptable, the Employer will take into account the reasons for your absences and extent of them, including any absence caused by sickness/injury. We cannot operate with an excessive level of absence as all absence, for whatever reason, reduces the Employer's ability to operate successfully.

The Employer will not tolerate any non-genuine absences, and any such instances will result in disciplinary action being taken.

If considered necessary, we reserve the right to ask your permission to contact your doctor and/or for you to be independently medically examined.

## 6 OTHER LEAVE

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### 6.1 PARENTAL LEAVE

If you or your partner become pregnant or are notified of a match date for adoption purposes you should notify management at an early stage so that your entitlements and obligations can be explained to you.

Under the NES, employees who will have at least 12 months of continuous service as at the expected date of birth of the child, are entitled to 52 weeks of unpaid parental leave. Casuals with regular on-going work are also entitled to unpaid parental leave. You may request an additional 52 weeks of leave which will only be refused by the Employer on reasonable business grounds.

Other forms of leave, such as annual leave and long service leave, may be taken concurrently with parental leave, but when combined with the unpaid parental leave must not exceed the 52 week period.

Leave is available only to the primary caregiver of the child, except at the birth of the child where the other parent is entitled to 8 weeks of concurrent unpaid leave. Any parental leave taken by the other parent will be deducted from the total entitlement of 52 weeks unpaid leave.

You must give the Employer at least ten weeks prior notice of your intention to take unpaid parental leave. This can be done in accordance with the Employer's leave application procedures.

When advising of your intention to take unpaid parental leave you must provide the following:

- a medical certificate indicating the expected date of birth of the child, or, where the leave is adoption related, the expected date of placement;
- an expected return date; and
- details of any parental leave your partner intends to take.

### 6.2 COMPASSIONATE LEAVE

Full time and part time employees are entitled to two days' paid compassionate leave for each occasion when a member of your immediate family, a member of your household or your spouse's immediate family:

- contracts or develops a personal illness that poses a serious threat to their life; or
- sustains a personal injury that poses a serious threat to their life; or
- dies.

### **6.3 LONG SERVICE LEAVE**

You are entitled to long service leave in accordance with the relevant laws of the state in which you are employed. Long service leave should be taken as soon as reasonably practicable after you become entitled to it.

### **6.4 COMMUNITY SERVICE LEAVE**

You are entitled to community service leave in certain circumstances. Community service leave is for eligible community service activities such as SES and volunteer fire fighting. Community service is generally unpaid.

Your entitlement for payment for Jury Duty will depend on the relevant state and federal legislation.

### **6.5 TIME OFF**

Circumstances may arise where you need time off for medical/dental appointments, or for other reasons.

Where possible, such appointments should be made outside normal working hours. If this is not possible, time off required for these purposes may be granted at the discretion of management and will normally be without pay.

## **7 TIME OFF IN LIEU POLICY**

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### **7.1 INTRODUCTION**

The Employer recognises that from time to time there may be cause for an employee to work additional time at the end of a work day or week pursuant to the performance of your duties.

In certain circumstances, and subject to your eligibility, the Employer will recognise these hours through the provision of Time Off in Lieu (**TOIL**) for any additional hours you work in excess of your ordinary hours, as stipulated in your contract of employment.

It is not expected that TOIL will be a standard or regular occurrence. No employee will be required to work excessive overtime hours on a regular basis.

### **7.2 ELIGIBILITY**

All employees are eligible for TOIL.

### **7.3 YOUR ENTITLEMENTS**

TOIL may be offered to those employees who, by the nature of their role, are required or directed to work additional hours to complete their duties. These circumstances may include where an employee is required to travel for business reasons, or attend a training course outside of business hours at the direction of management.

Additional hours worked to complete your ordinary duties, for example, staying back late to correct your own erroneous work, will not ordinary accrue towards TOIL.

TOIL accrues at the following rate:

- one hour worked equals one hour of TOIL.

### **7.4 YOUR RESPONSIBILITIES**

Where you feel that additional hours are outside your normal duties, you are responsible for ensuring that any additional hours are pre-approved by management as accruing towards TOIL. If you are unsure whether additional hours will accrue as TOIL, you should seek clarification from management in advance.

### **7.5 PROCEDURE**

You will only be entitled to TOIL if this has been approved in advance by management.



You must keep a record of any additional hours worked, and provide this to management as soon as possible. This record must include the date and time on which the additional hours were completed, the nature of the tasks being performed during these hours, and the manager who approved these hours to accrue as TOIL.

The Employer operates a 'use it or lose it policy'.

Any TOIL must be taken at a mutually convenient time agreed between yourself and the Employer, but no later than three months after its accrual (unless a prior arrangement has been approved by management).

TOIL will not be payable on termination from the Employer.

Any fraudulent or dishonest attempt to claim TOIL is considered serious misconduct and may lead to disciplinary action, up to and including the termination of your employment.

## 8 SAFEGUARDS

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### 8.1 RIGHTS OF SEARCH

We have the right to carry out searches of you and your property (including vehicles) whilst you, or your property, are on our premises or during the performance of your duties.

Where practicable, searches will be carried out in the presence of a colleague of your choice who is available on the premises at the time of the search.

You may be asked to remove the contents of your pockets, bags, vehicles, etc.

Whilst you have the right to refuse to be searched, such refusal will constitute failure to follow a reasonable management instruction, which may result in disciplinary action being taken against you.

We reserve the right to call the police at any stage.

### 8.2 IT AND COMPUTER POLICY

#### i) Virus protection

In order to prevent the introduction of virus contamination into the software system, the following rules must be observed:

- unauthorised software including public domain software, magazine cover disks/CDs, applications, or internet downloads must not be used; and
- all software must be virus checked using standard testing procedures before being used.

#### ii) Use of computer equipment

In order to control the use of the Employer's computer equipment and reduce the risk of contamination, the following rules will apply:

- the introduction of new software and applications must first of all be checked and authorised by management before general use will be permitted;
- only authorised employees are permitted access to the Employer's computer equipment;
- only software that is used for business applications may be used on the Employer's computer equipment;
- no software may be brought onto or taken from the Employer's premises without prior authorisation;

- unauthorised access to computing facilities will result in disciplinary action up to and including termination; and
- unauthorised copying and/or removal of computer equipment and/or software will result in disciplinary action up to and including termination.

### iii) Internet policy

The purpose of this policy is to provide a framework to ensure that the expectations and rules relating to the use of the internet while performing duties for the Employer are clear.

Authorised employees are encouraged to make use of the internet as part of their professional activities. This includes, but is not limited to, accessing the internet on Employer devices. Attention must be paid to ensuring that published information has relevance to normal professional activities before material is released in the Employer's name. Where personal views are expressed, a disclaimer stating that this is the case should be clearly added to all correspondence.

The availability and variety of information on the internet means that it can be used to obtain material reasonably considered to be offensive. The use of the internet to access and/or distribute any kind of offensive material, or material that is not work-related, leaves an individual liable to disciplinary action up to and including termination.

The Employer will not tolerate the use of the internet at work for unofficial or inappropriate purposes, including:

- accessing websites which put the Employer at risk of viruses, compromising copyright or intellectual property rights;
- using Employer devices to access the internet for inappropriate or illegal purposes;
- using social media in breach of the Employer's social media policy;
- accessing the Employer's internet on personal devices;
- connecting, posting or downloading any information unrelated to their employment and, in particular, pornographic or other offensive material; and
- engaging in computer hacking and other related activities, or attempting to disable or compromise the security of information contained on the Employer's computers.

You are reminded that these activities may constitute a criminal offence.

### iv) Email

The use of the work email system (**work email**) is encouraged as its appropriate use facilitates efficiency. Used correctly, it is a facility that is of assistance to the Employer. However, inappropriate use causes a number of problems, including distractions, time wasting and legal claims. The policy sets out the Employer's position on the correct use of work email.

Unauthorised or inappropriate use of work email may result in disciplinary action up to and including summary termination.

Work email is available for communication and matters directly concerned with the legitimate business of the Employer. Employees using work email should:

- comply with Employer communication standards;
- only send emails to those to whom they are relevant;
- not use email as a substitute for face-to-face communication or telephone contact;
- not send inflammatory emails (i.e. emails that are abusive or may be perceived as abusive);
- be aware that hasty messages sent without proper consideration can cause upset, concern or misunderstanding;
- if the email is confidential, ensure that the necessary steps are taken to protect confidentiality; and
- be aware that offers or contracts transmitted by email are as legally binding on the Employer as those sent on paper.

The Employer will not tolerate the use of work email for unofficial or inappropriate purposes, including:

- any messages that could constitute bullying, harassment or other detriment;
- personal use (e.g. social invitations, personal messages, jokes, cartoons, chain letters or other private matters);
- on-line gambling;
- accessing or transmitting pornography;
- social media;
- transmitting copyright information and/or any software available to the user; or
- posting confidential information about other employees, the Employer or its customers or suppliers.

#### **v) Monitoring**

The Employer considers any and all data created, stored or transmitted upon the systems (the **Systems**) as work product and as such, expressly reserves the right to monitor and review any data upon the Systems, including your usage and history, on an intermittent basis without notice.

In addition to this, the Employer has the right to protect its business interests and confidentiality. This includes the right to survey, audit and/or monitor the Systems, including but not limited to:

- monitoring sites users visit on the internet;
- monitoring time spent on the internet;
- reviewing material downloaded or uploaded; and
- reviewing emails sent and received.

Information reports will be available to the Employer which can subsequently be used for matters such as system performance and availability, capacity planning, cost re-distribution and the identification of areas for personal development.

For the avoidance of doubt, the Employer reserve the right to monitor all internet and email activity by you for the purposes of ensuring compliance with the Employer's policies and procedures and for ensuring compliance with the relevant regulatory requirements and you hereby consent to such monitoring. Information acquired through such monitoring may be used as evidence in disciplinary proceedings.

### **8.3 SOCIAL MEDIA**

Any work related issue or material that could identify an individual who is a customer/client or colleague, which could adversely affect the Employer, a customer/client or the Employer's relationship with any customer/client must not be placed on any social networking site.

This means that, unless otherwise authorised, work related matters must not be placed on any such site at any time either during or outside of working hours and this includes access via any mobile computer equipment, including mobile phone or other devices.

Likewise, all employees are strictly prohibited from using social media (whether on the Employer's devices or their own personal device) during work time.

Any breach of this policy will be considered serious and may result in disciplinary action.

### **8.4 SURVEILLANCE**

The Employer may install and/or use video surveillance (CCTV) in and around the Employer's premises. The purpose of the surveillance is to ensure the safety and security of employees, visitors and property. The Employer reserves the right to review and use the CCTV in disciplinary proceedings.

All cameras are visible and will not be located in change rooms or bathrooms.

## 9 STANDARDS

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### 9.1 WASTAGE

We maintain a policy of "minimum waste", which is essential to the cost-effective and efficient running of the Employer.

You are able to promote this policy by taking extra care during your normal duties by avoiding unnecessary or extravagant use of services, time, energy, etc. The following points are illustrations of this:

- handle machines, equipment and stock with care;
- turn off any unnecessary lighting and heating;
- keep doors closed whenever possible;
- double side printing, including re-using scrap paper, where possible;
- ask for other work if your job has come to a standstill; and
- start with the minimum of delay after arriving for work and after breaks.

Further:

- any damage to vehicles, stock or property (including non-statutory safety equipment) that is the result of your carelessness, negligence or deliberate vandalism will render you liable to pay the full or part of the cost of repair or replacement;
- any loss to the Employer that is the result of your failure to observe rules, procedures or instruction, or is as a result of your negligent behaviour or your unsatisfactory standards of work, will render you liable to reimburse to us the full or part of the cost of the loss; and
- in the event of an at fault accident whilst driving one of the Employer's vehicles you may be required to pay the cost of the insurance excess.

In the event of failure to pay, the Employer has the contractual right to deduct such costs from your pay.

### 9.2 DRESS AND APPEARANCE

Consistent with the culture of the Employer, you will be expected to present a professional image with regard to your appearance and standards of dress. You should wear clothes appropriate to your job responsibilities, and they should be kept clean and tidy at all times. The Employer expects all employees to maintain excellent standards of personal hygiene at all times.



Where uniforms are provided, these must be worn at all times whilst at work and laundered on a regular basis.

Personal protective equipment (PPE) and clothing may be issued for your protection because of the nature of your job and if issued must be worn and used at all appropriate times. Failure to do so could be a contravention of your health and safety responsibilities. Once issued, this protective wear/equipment is your responsibility.

At the cessation of your employment you must return any uniform and personal protective equipment issued to you. Failure to return your uniform and personal protective equipment within seven days will result in the cost of the items being deducted from any monies outstanding to you.

You must ensure that all offensive tattoos are fully covered and are not visible during your hours of work.

If you arrive for work in a manner that does not comply with this policy, your manager will advise you that you are not dressed or groomed appropriately to perform your duties. As a result you may be sent home to change with any resulting lost time being unpaid.

Any deliberate or persistent breaches of this policy may result in disciplinary action being taken against you.

If you are in any doubt whether any aspect of your appearance or attire is appropriate for your job role you should contact management.

## **10 GENERAL TERMS AND PROCEDURES**

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### **10.1 CHANGES IN PERSONAL DETAILS**

You must notify the Employer of any changes in your personal details including but not limited to your name, address, telephone number, emergency contact so that we can maintain accurate records.

### **10.2 SECONDARY EMPLOYMENT**

You are expected to devote the whole of your time and attention during working hours to our business. If you propose taking up additional employment with an Employer or pursuing separate business interests or any similar venture, you must discuss the proposal with your manager in order to establish the likely impact of these activities on both yourself and the Employer. You will be asked to give full details of the proposal and consideration will be given to:

- working hours;
- competition, reputation and credibility;
- conflict of interest; and
- health, safety and welfare.

You will be notified in writing of the Employer's decision. The Employer may refuse to consent to your request. If you work without consent this could result in the termination of your employment.

If you already have any other employment or are considering any additional employment, you must notify the Employer so that we can discuss any implications arising from such employment, i.e. working time, health and safety issues or conflicts of interest.

You may not under any circumstances, whether directly or indirectly, undertake any other duties of whatever kind during your hours of work with the Employer or whilst on Employer premises.

### **10.3 CONFLICT OF INTEREST**

You may not be involved, employed or engaged in any activity which may be or is likely to create a conflict of interest. The Employer may take whatever action it determines appropriate to avoid the actual or potential conflict of interest. Such action may include: transfers, reassignments, changing shifts, or, where the Employer deems such action appropriate, termination of employment.

#### **10.4 BANKING AND EXPENSES**

We will reimburse you for any reasonable expenses incurred where these are authorised by management. You must provide receipts for any expenditure.

You are required to ensure that the use of any Employer card and/or bank accounts is limited to business related expenses and is completed in a safe and secure manner.

#### **10.5 EMPLOYEE'S PROPERTY AND LOST PROPERTY**

We do not accept liability for any loss of, or damage to, property that you bring onto the premises. You are requested not to bring personal items of value onto the premises and, in particular, not to leave any items overnight.

#### **10.6 MOBILE PHONES AND OTHER DEVICES**

The Employer's mobile phones, business phones, laptops and other tablet devices are to be used for business purposes and where approved, incidental reasonable personal use. You may receive reimbursement for mobile phone expenses as a result of use for business purposes.

Any unauthorised personal use may be repayable by you and may result in disciplinary action up to and including termination. The Employer reserves the right to deduct the appropriate sums from your salary in the event that repayments are not made.

Personal mobile phones, mp3 players and other personal devices should not be used during work time, other than in emergencies.

#### **10.7 TOOL ALLOWANCE**

The Employer provides all applicable staff with a weekly tool allowance as per the Enterprise Agreement. The purpose of this payment is to ensure all employees supply their own basic tool kit. Spot checks may be carried out to ensure that staff have a full basic tool kit.

Any breach of this policy will be considered serious and may result in disciplinary action.

#### **10.8 BEHAVIOUR AT WORK**

You should behave with civility towards fellow colleagues, clients and members of the public, whilst at work. Rudeness will not be permitted. Objectionable or insulting behaviour or bad language may result in disciplinary action up to and including termination.

You should use your best endeavours to promote the interests of the Employer and shall, during normal working hours, devote the whole of your time, attention and abilities to the Employer and its affairs.



Any involvement in activities which could be construed as being in competition with the Employer is not allowed.

## 11 WHISTLE-BLOWERS

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If you believe that the Employer or any of its officers or employees is involved in any form of wrongdoing such as:

- committing a criminal offence;
- failing to comply with a legal obligation;
- endangering the health and safety of an individual;
- environmental damage; or
- concealing any information relating to the above,

You should, in the first instance, report your concerns to management who will treat the matter with complete confidence. If you are not satisfied with the explanation or reason given to you, you should raise the matter with the appropriate organisation or body, e.g. the police, the Environment Protection Agency or Work Cover.

You will not suffer any detriment as a result of any genuine attempt to bring to light matters of concern. However, if this procedure has not been invoked in good faith (eg for malicious reasons or in pursuit of a personal grudge), then you may be subject to disciplinary action up to and including termination.

## **12 CAPABILITY PROCEDURE**

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### **12.1 INTRODUCTION**

We recognise that during your employment with us you may find yourself less capable of conducting your duties. This might commonly be because either the job changes over a period of time and you fail to keep pace with the changes, or you change (perhaps because of health reasons) and you can no longer cope with the work.

### **12.2 JOB CHANGES/GENERAL CAPABILITY ISSUES**

If we have general concerns about your ability to perform your job or if the nature of your job changes, we will try to ensure that you understand the level of performance expected of you and that you receive adequate training and supervision. Concerns regarding your capability will normally first be discussed in an informal manner and you will be given time to improve.

If your standard of performance is still not adequate, you will be warned in writing that a failure to improve and to maintain the performance required could lead to your termination. We will also consider the possibility of a transfer to more suitable work if possible.

If there is still no improvement after a reasonable time and we cannot transfer you to more suitable work, or if your level of performance has a serious or substantial effect on the Employer to its detriment, you will be dismissed with the appropriate notice.

### **12.3 PERSONAL CIRCUMSTANCE/HEALTH ISSUES**

Personal circumstances may arise which do not prevent you from attending work but which prevent you from carrying out your normal duties (e.g. a lack of dexterity or general ill health). If such a situation arises, we will normally need to have details of your medical diagnosis and prognosis so that we have the benefit of expert advice.

Under normal circumstances, this can be most easily obtained by asking your own doctor for a medical report. Your permission is needed before we can obtain such a report and we will expect you to co-operate in this matter should the need arise. When we have obtained as much information as possible regarding your condition and after consultation with you, a decision will be made about your future employment with the Employer in your current role or, where circumstances permit, in a more suitable role.

There may also be personal circumstances which prevent you from attending work, either for a prolonged period or for frequent short absences. Under these circumstances, we will need to know when we can expect your attendance record to reach an acceptable level. This may again mean asking your own doctor for a medical report or by making whatever investigations are appropriate in the circumstances. When we have obtained as much information as possible regarding your condition, and after consultation with you, a decision will be made about your future employment with the Employer in your current role or, where circumstances permit, in a more suitable role.



#### **12.4 SHORT SERVICE EMPLOYEES**

We retain discretion in respect of the capability procedures to take account of your length of service and to vary the procedures accordingly. If you have a short amount of service, you may not be in receipt of any warnings before termination but you will retain the right to a hearing.

## 13 DISCIPLINARY PROCEDURE

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### 13.1 INTRODUCTION

This policy sets standards of performance and behaviour expected by the Employer, together with the procedure to be followed in the event of disciplinary issues. The policy aims to help promote fairness and order in the treatment of individuals. It is the Employer's aim that the rules and procedures should emphasise and encourage improvement in the conduct of individuals where they are failing to meet the required standards, and not be seen merely as a means of punishment. We reserve the right to amend these rules and procedures where appropriate.

Every effort will be made to ensure that any action taken under this procedure is fair, with you being given the opportunity to state your case.

The following rules and procedures should ensure that:

- the correct procedure is used when requiring you to attend a disciplinary hearing;
- you are fully aware of the standards of performance, action and behaviour required of you;
- disciplinary action, where necessary, is taken speedily and in a fair, uniform and consistent manner;
- you will only be disciplined after careful investigation of the facts and the opportunity to present your side of the case;
- at all disciplinary hearings, rather than investigatory meetings, you have the right to be accompanied by a support person at all stages of the formal disciplinary process;
- you will not normally be dismissed for a first breach of discipline, except in the case of serious misconduct; and
- if you are disciplined, you will receive an explanation of the penalty imposed.

On some occasions temporary suspension on contractual pay may be necessary in order that an uninterrupted investigation can take place. This should not be regarded as disciplinary action or a penalty of any kind.

### 13.2 DISCIPLINARY RULES

It is not practicable to specify all disciplinary rules or offences that may result in disciplinary action, as they may vary depending on the nature of the work. In addition to the specific examples of unsatisfactory conduct, misconduct and serious misconduct shown in this policy, a breach of other specific conditions, procedures and practices set out elsewhere in this Employee Handbook or that have otherwise been made known to you, will also result in this procedure being used to deal with such matters.

### **13.3 RULES COVERING UNSATISFACTORY CONDUCT AND MISCONDUCT**

You will be liable to disciplinary action if you are found to have acted in any of the following ways:

- failure to abide by the Employer's health and safety policies and procedures and your general health and safety responsibilities;
- actions which could threaten the health and safety of yourself, your colleagues or others;
- persistent absenteeism and/or lateness;
- unsatisfactory standards or output of work;
- rudeness towards customers/clients, members of the public or your colleagues, objectionable or insulting behaviour, harassment, bullying or bad language;
- failure to devote the whole of your time, attention and abilities to our business and its affairs during your normal working hours;
- unauthorised use of email, internet and/or social media;
- failure to carry out all reasonable instructions or follow our rules and procedures;
- unauthorised use or negligent damage or loss of our property;
- failure to report immediately any damage to property or premises caused by you;
- use of the Employer's vehicles without approval or the private use of our commercial vehicles without authorisation;
- failure to report any incident whilst driving the Employer's vehicles, whether or not personal injury or vehicle damage occurs;
- if your work involves driving, failure to report immediately any type of driving conviction, or any summons which may lead to your conviction;
- carrying unauthorised goods or passengers in the Employer's commercial vehicles or the use of the Employer's vehicles for personal gain; and
- loss of driving licence where driving on public roads forms an essential part of the duties of the role.

This list is not exhaustive.

### **13.4 SERIOUS MISCONDUCT**

Occurrences of serious misconduct are significant because the penalty may be termination without notice, even without any previous warning being issued. It is not possible to provide an exhaustive list of examples

of serious misconduct. However, any behaviour or negligence resulting in a fundamental breach of your contractual terms that irrevocably destroys the trust and confidence necessary to continue the employment relationship will constitute serious misconduct. Examples of offences that will normally be considered to be serious misconduct include serious instances of:

- theft or fraud;
- physical violence or bullying;
- deliberate damage to property;
- deliberate acts of unlawful discrimination or harassment;
- possession, or being under the influence, of illegal drugs at work; and
- breach of the Employer's health and safety policies and procedures and your general health and safety responsibilities or any actions that endangers the lives of, or may cause serious injury to, employees or any other person.

### 13.5 DISCIPLINARY PROCEDURE

Disciplinary action taken against you may be based on the following procedure:

<b>Offence</b>	<b>1<sup>st</sup> occasion</b>	<b>2<sup>nd</sup> occasion</b>	<b>3<sup>rd</sup> occasion</b>	<b>4<sup>th</sup> occasion</b>
Unsatisfactory conduct	Formal verbal warning	Written warning	Final written warning	Termination
Misconduct	Final written warning	Termination		
Serious misconduct	Termination			

We retain discretion in respect of the disciplinary procedures to take account of your length of service and the severity of the misconduct to vary the procedures accordingly. If you have a short amount of service you may not be in receipt of any warnings before termination, but you will retain the right to a disciplinary hearing.

If a disciplinary penalty is imposed it will be in line with the procedure outlined above, which may encompass a formal verbal warning, written warning, final written warning, or termination, and full details will be given to you.

There may be occasions where the performance or conduct of an employee is serious enough to by-pass one of the above steps and move immediately to a first and final written warning but not a summary termination. This option might be used in circumstances where the Employer's policy is breached but it is not so serious as to warrant instant termination.

In all cases, warnings will be issued for misconduct, irrespective of the precise matters concerned and any further breach of the rules in relation to similar or entirely independent matters of misconduct will be treated as further disciplinary matters and allow the continuation of the disciplinary process through to termination if the warnings do not change behaviour.

### **13.6 DURATION OF WARNINGS**

#### **i) Formal verbal warning**

A formal verbal warning will normally be disregarded for disciplinary purposes after a six month period.

#### **ii) Written warning**

A written warning will normally be disregarded for disciplinary purposes after a 12 month period.

#### **iii) Final written warning**

A final written warning will normally be disregarded for disciplinary purposes after an 18 month period.

### **13.7 GENERAL NOTES**

If you are in a supervisory or managerial position then demotion to a lower status at the appropriate rate of pay may be considered as an alternative to termination, except in cases of serious misconduct.

In exceptional circumstances, suspension from work without pay for up to five days as an alternative to termination (except termination for serious misconduct) may be considered by the person authorised to dismiss.

Serious misconduct offences will result in termination without notice.

## **14 GRIEVANCE PROCEDURE**

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It is important that if you feel dissatisfied with any matter relating to your employment you should have an effective means by which to raise such a grievance and, where appropriate, have it resolved.

Nothing in this procedure is intended to prevent you from informally raising with your manager any matter you may wish to mention. Informal discussion can frequently solve problems without the need for a written record. However, if you wish to raise a formal grievance you should normally do so in writing from the outset.

If you feel aggrieved at any matter relating to your work (except harassment, for which there is a separate procedure) you should first raise the matter with your manager, explaining fully the nature and extent of your grievance. You will then be invited to a meeting at a reasonable time and location at which your grievance will be investigated fully. You must take all reasonable steps to attend this meeting. You will be notified of the decision, in writing, normally within ten working days of the meeting.

## 15 PRIVACY POLICY

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While the operation of the Privacy Act does not apply to the Employer in regards to any acts which directly relate to:

- the employment relationship between the Employer and the individual; and
- an employee record held by the Employer,

The Employer treats the handling of your personal information very seriously. Accordingly, the purpose of this policy is to ensure the protection of your privacy in relation to the handling of your personal information.

### 15.1 COLLECTION OF PERSONAL INFORMATION

Personal information may be collected during the recruiting process and throughout your employment with the Employer. This personal information may be disclosed to other areas within the business for administrative purposes and for the progression of your application. All confidential information will be used for legitimate purposes in accordance with relevant legislation.

**Personal information** includes information relating to:

- the engagement, training, disciplining or resignation of the employee;
- termination of the employment of the employee;
- terms and conditions of employment of the employee;
- employee's personal and emergency contact details;
- employee's performance or conduct;
- employee's hours of employment; employee's salary or wages;
- employee's membership of a professional or trade association;
- employee's trade union membership;
- employee's recreation, long service, sick, personal, maternity, paternity or other leave, and
- employee's taxation, banking or superannuation affairs.

All reasonable attempts will be made to keep this information relevant, complete and current. You must ensure that any personal information provided is accurate and current.

## **15.2 YOUR RESPONSIBILITIES**

In light of the above objective, every employee is responsible for the appropriate handling of such information and to prevent unlawful disclosure.

If you have access to this information or such any personal information belonging to another employee or a client of the Employer, you must ensure that you maintain the confidence of any confidential information that you have access to, or become aware of, during the course of your employment and will prevent its unauthorised disclosure or use by any other person.

You will not use the confidential information for any purpose other than for the relevant and related Employer processes during or after your employment.

## **15.3 BREACH**

Any action in breach of this policy may result in disciplinary action being taken.

## **16 EQUAL OPPORTUNITIES POLICY AND ANTI-DISCRIMINATION**

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### **16.1 STATEMENT OF POLICY**

We recognise that discrimination is unacceptable and, although equality of opportunity has been a long standing feature of our practices and procedure, we have made the decision to adopt a formal equal opportunities policy.

Breaches of the policy will lead to disciplinary proceedings and, if appropriate, disciplinary action.

The aim of the policy is to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

The policy will be communicated to all private contractors reminding them of their responsibilities in respect of equality of opportunity.

We will maintain a neutral workplace in which no employee or other worker feels under threat or intimidated.

### **16.2 RECRUITMENT AND SELECTION**

The recruitment and selection process is crucially important to any equal opportunities policy. We will endeavour through appropriate training to ensure that employees making selection and recruitment decisions will not discriminate, whether consciously or unconsciously, in making these decisions.

Promotion and advancement will be made on merit and all decisions relating to this will be made within the overall framework and principles of this policy.

We will adopt a consistent, non-discriminatory approach to the advertising of vacancies. We will not confine our recruitment to areas or media sources which provide only, or mainly, applicants of a particular group. All applicants who apply for jobs with us will receive fair treatment and will be considered solely on their ability to do the job.

All employees involved in the recruitment process will periodically review their selection criteria to ensure that they are related to the job requirements and do not unlawfully discriminate.

Short listing and interviewing will be carried out by more than one person where possible.

Interview questions will be related to the requirements of the job and will not be of a discriminatory nature.

Selection decisions will not be influenced by any perceived prejudices of other staff. All promotions will be in line with this policy.

## 17 MOTOR VEHICLES

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### 17.1 GENERAL REQUIREMENTS

You may be required to use a motor vehicle to enable you to efficiently perform your duties.

Where travelling in the course of duties, the motor vehicle is considered to be a workplace and the Employer recognises it has health and safety obligations in respect of this. The Employer will ensure that company motor vehicles are registered and insured in accordance with the relevant legislation.

You must at all times comply with the Motor Vehicles policy in this Handbook. It is your responsibility to see that any Employer motor vehicle is not used by anyone other than authorised persons.

If you are driving a motor vehicle with Employer branding on display, you are representing the Employer at any time whilst driving or on the road. You must therefore drive in a manner that is considerate of other road users. Any complaint about a driver will be investigated and disciplinary action may result.

### 17.2 EMPLOYEE RESPONSIBILITIES

You are responsible for ensuring you comply with any Employer policies and procedures relating to motor vehicles and their use. In particular you must:

- possess a current driving licence and management's authority to drive during the performance of your duties;
- produce your driving licence for scrutiny by management at any time as requested; and
- inform the Employer immediately if you are disqualified from driving.

When operating a motor vehicle in the performance of your duties, you must observe and obey the relevant road laws in the state or territory in which you are driving. In particular, you must:

- adhere to the appropriate speed limit at all times;
- wear the restraints provided at all times when travelling in the motor vehicle;
- ensure that you are not affected by alcohol and/or drugs at the time of driving;
- report any defects or issues with the motor vehicle to the Employer as soon as reasonably practical;
- ensure that the motor vehicle is maintained in safe working order;
- ensure that only authorised passengers are transported and are kept safe while doing so; and
- ensure that authorised passengers use the restraints provided.

### **17.3 USE OF MOBILE PHONE WHILE OPERATING A MOTOR VEHICLE**

You must operate motor vehicles in compliance with all road rules and in particular ensure:

- you do not use a mobile phone whilst driving unless via an approved hands free or cradle device;
- you limit your usage whilst using an approved device to short conversations only;
- you do not use SMS, video and/or email whilst driving; and
- you do not hold or touch a phone at any time whilst driving unless the motor vehicle is legally parked (even if you are just passing it to a passenger).

### **17.4 USING A PRIVATE VEHICLE FOR EMPLOYER PURPOSES**

When using your own vehicle in the performance of your duties, you are responsible for ensuring the vehicle is roadworthy and in a presentable condition. You will be responsible to register, insure and service any private motor vehicles used in the performance of your duties.

You must ensure that whilst driving your motor vehicle to perform your duties, it is clean, free of rubbish and personal items at all times, and in a safe and good working order.

You are responsible for washing the motor vehicle, and for ensuring that appropriate levels of oil, water and tyre pressure are maintained.

### **17.5 FIXTURES, FITTINGS AND MODIFICATIONS**

No fixtures such as aerials, roof racks, towing apparatus, or stickers may be attached to any Employer vehicles without prior written permission.

No change or alterations may be made to the manufacturer's mechanical or structural specification of the vehicle.

### **17.6 CLEANING AND MAINTENANCE**

When you drive one of the Employer's vehicles, it is your responsibility to ensure that it is kept clean and tidy and free from rubbish and personal items at all times and that it is returned to the Employer in that condition after use. Smoking in Employer vehicles is not permitted.

Any maintenance or repair work, or replacement of parts, including tyres, must be approved in advance by the Employer, and reimbursement will only be made against production of an authorisation. When requested by the Employer you must ensure servicing is carried out. Full details of the work required and the cost involved must be given.

Before you use one of the Employer's vehicles, and on its return, you are responsible for ensuring that the oil and water levels, battery and brake fluid and tyre pressures are maintained and that the tread of all tyres conforms to the minimum legal requirements.

Failure to adequately clean the vehicle may mean you are subject to the cost of the valet being deducted from your pay.

### **17.7 FUEL / FUEL CARDS**

Unless contrary arrangements exist in writing, we will only reimburse you for fuel and oil used on Employer business. Claims must be submitted on a report sheet, signed by you and accompanied by receipts. All receipts should be itemised, and a deduction shown for that part of the fuel attributable to private use.

Fuel cards are to be used for business related travel only. Odometer readings are to be entered at the time of the purchase of fuel with the fuel card. Fuel cards are to be kept safe and secure at all times.

You must ensure that you adhere to all business requirements for fuel related purchases which may include, but is not limited to, specific locations for purchases, type of products that can be purchased and spend limits on purchases.

### **17.8 FINES**

We will not be held responsible for any fines (e.g. parking, speeding, tolls etc.) incurred by you whilst working for the Employer. If we receive the fine on your behalf, we may pay the fine and deduct the cost from any monies owing to you.

### **17.9 TOLLS / TAGS**

Unless contrary arrangements exist in writing, the Employer will only reimburse you for road pass/tolls/tags used on Employer business. Any use of a toll road pass/tag outside of work may result in the amount of the toll being deducted from your wage.

### **17.10 ACCIDENT PROCEDURE**

If you are involved in an accident you must follow emergency procedures and notify management as soon as possible.

### **17.11 LOSS**

In the case of theft of one of the Employer's vehicles, the police and the Employer must be informed immediately. Full details of the contents of the vehicle must also be given. If any contents are stolen from the vehicle, the police and the Employer should be notified immediately.

Please note that only Employer property is insured by the Employer and you should make your own arrangements to cover your personal effects.

You must always secure the vehicle and its contents, and turn on any alarm system that is fitted to the vehicle. The contents should be stored out of sight, preferably in the boot or rear. If a vehicle is stolen, we are required to prove to the insurance company that there has been no negligence and, therefore, we must hold you responsible in the event of such negligence.

### **17.12 PERMITTED USE**

Subject to the restrictions already stipulated, Employer vehicles may only be used for authorised business, unless previous arrangements for private domestic or social use have been agreed in advance. They may not be used for the carriage of passengers for hire or reward, nor may they be used for any type of motoring sport, including racing, rallying or pace making, whether on the public road or on private land.

On periods of leave, you may be required to return the Employer vehicle to the Employer, unless otherwise agreed with management.

### **17.13 PERSONAL LIABILITY**

In the event of an at fault accident whilst driving one of the Employer's vehicles or where any damage to an Employer vehicle is due to your negligence or lack of care, the Employer reserves the right to insist on you rectifying the damage at your own expense or paying the excess part of any claim.

Repeated instances may result in disciplinary action/and or the use of Employer vehicles being withdrawn.

### **17.14 GPS**

Employer vehicles may be fitted with a GPS tracking device which the Employer may use to monitor the location of the car at any time for the purposes of security and monitoring driver behaviour. Where an Employer vehicle is fitted with a GPS tracking device, it will be clearly identified inside the vehicle. Unless otherwise stated on the notification, GPS data will be collected continuously and on an on-going basis.

## **18 GENERAL WORKPLACE PROCEDURES**

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### **18.1 INTRODUCTION**

Along with the specific guidelines and procedures outlined throughout this Handbook, there are some simple day to day measures that can be adopted by management and employees alike to reduce the risks to health and safety in the workplace.

### **18.2 GENERAL**

Management and employees alike must ensure:

- no plant, equipment or safety device (including PPE) is altered or removed from the workplace without express management authority;
- all safety signs, policies and procedures are complied with in full;
- illegal drugs are not brought into, or used, in the workplace; and
- persons affected by alcohol or drugs are not permitted to access, or remain at, the workplace.

You must ensure that you wear and use any personal protective equipment and clothing issued for your protection at all appropriate times.

### **18.3 HOUSEKEEPING**

Failure to ensure that the workplace is kept neat and tidy may create unnecessary hazards.

Management and employees alike are responsible for maintaining a neat and tidy workplace. This involves:

- ensuring emergency exits, thoroughfares and pedestrian access points are not obstructed;
- ensuring aisles and work areas are clear and free from obstruction at all times so as not to cause additional hazards including slip, trip, or fall hazards;
- placing rubbish in the bins provided; and
- ensuring all work, communal areas and facilities are kept clean and tidy at all times.

### **18.4 HYGIENE**

Any exposed cut or burn must be covered with a first-aid dressing.

If you are suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not enter the workplace without clearance from your own doctor.

Contact with any person suffering from an infectious or contagious disease must be reported before commencing work.

### **18.5 FITNESS FOR WORK**

If you arrive for work and, in the Employer's opinion, you are not fit to work, the Employer reserves the right to exercise its duty of care, particularly where the Employer believes that you may not be able to undertake your duties in a safe manner or may pose a safety risk to others. We may send you away for the remainder of the day with or without pay and, dependent on the circumstances, if you are an employee you may be liable to disciplinary action.

You may be required to provide a certificate from your treating doctor stating your fitness for duties before being permitted to return to work.

### **18.6 RETURN TO WORK AND REHABILITATION**

Rehabilitation is a programme designed specifically for a person who has suffered a work-related injury or illness to enable the person to return to normal work as soon as possible. In the event of injury or illness, it is your responsibility to cooperate in a rehabilitation programme when this is recommended as part of the recovery process. The programme may include alternative or modified duties as part of the rehabilitation process. Your cooperation may also be required to assist in a rehabilitation programme developed for a fellow worker who is recovering from an injury or illness.

### **18.7 WORKPLACE REPRESENTATION**

Workers at a workplace may elect a health and safety representative from their workplace or work group to represent them in health and safety matters. There is no restriction on who can be elected a HSR. An employer must allow an elected HSR time off work on full pay to attend an approved training course. They may only carry out their function in relation to the work group from which they were elected, but are able to go to any workplace where workers from their group may be working.

## **19 BULLYING AND HARASSMENT**

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### **19.1 INTRODUCTION**

The Employer is committed to the provision of a fair, healthy and safe workplace in which everyone is treated with dignity and respect and in which no individual or group feels bullied, threatened or intimidated.

Bullying or harassment in any form is unacceptable behaviour and will not be permitted or condoned.

We recognise that bullying and harassment can exist in the workplace, as well as outside, and that this can seriously affect workers' working lives by detracting from a productive working environment and can impact on the health, confidence, morale and performance of those affected by it, including anyone who witnesses or has knowledge of the unwanted or unacceptable behaviour.

### **19.2 HARASSMENT**

The intention of these procedures are to inform workers of the type of behaviour that is unacceptable and to provide procedural guidance.

We recognise that we have a duty to implement this policy and all workers are expected to comply with it.

Harassment is any unwanted physical, verbal or non-verbal conduct based on grounds of age, disability, gender identity, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation which affects the dignity of anyone at work or creates an intimidating, hostile, degrading, humiliating or offensive environment.

A single incident of unwanted or offensive behaviour can amount to harassment.

Harassment can take many forms and individuals may not always realise that their behaviour constitutes harassment. Examples of harassment include:

- insensitive jokes and pranks;
- lewd or abusive comments about appearance;
- deliberate exclusion from conversations;
- displaying abusive or offensive writing or material;
- unwelcome touching; and
- abusive, threatening or insulting words or behaviour.

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against employees committing any form of harassment. Appropriate action in relation to an employee will include

disciplinary action in accordance with the Employer's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the Employer.

### **19.3 BULLYING**

Bullying is repeated, offensive, abusive, intimidating, insulting or unreasonable behaviour directed towards an individual or a group, which makes the recipient(s) feel threatened, humiliated or vulnerable. Note single incidents of bullying will not be tolerated.

Bullying can occur in the workplace and outside of the workplace at events connected to the workplace, such as social functions or business trips.

Bullying can be a form of harassment and can cause an individual to suffer negative physical and mental effects.

Bullying can take the form of physical, verbal and non-verbal conduct. As with harassment, there are many examples of bullying, which can include:

- abusive, insulting or offensive language or comments;
- unjustified criticism or complaints;
- physical or emotional threats;
- deliberate exclusion from workplace activities;
- the spreading of misinformation or malicious rumours; and
- the denial of access to information, supervision or resources such that it has a detrimental impact on the individual or group.

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against employees committing any form of bullying. Appropriate action in relation to an employee will include disciplinary action in accordance with the Employer's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the Employer.

### **19.4 BULLYING AND HARASSMENT COMPLAINT PROCEDURES**

#### **i) Informal complaint**

We recognise that complaints of bullying, harassment, and particularly of sexual harassment, can sometimes be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through our normal grievance procedure. In these circumstances you are encouraged to raise such issues with a senior colleague of your choice (whether or not that person has a direct supervisory responsibility for you) as a confidential helper.

If you are the victim of minor bullying or harassment you should make it clear to the alleged bully or harasser on an informal basis that their behaviour is unwelcome and ask the individual to stop. If you feel unable to do this verbally then you should hand a written request to the individual, and your confidential helper can assist you in this.

## **ii) Formal complaint**

Where the informal approach fails or if the bullying or harassment is more serious, you should bring the matter to the attention of management as a formal written complaint and again your confidential helper can assist you in this. If possible, you should keep notes of the bullying or harassment so that the written complaint can include:

- the name of the alleged bully or harasser;
- the nature of the alleged incident of bullying or harassment;
- the dates and times when the alleged incident of bullying or harassment occurred;
- the names of any witnesses; and
- any action already taken by you to stop the alleged bullying or harassment.

On receipt of a formal complaint we will take action to separate you from the alleged bully or harasser to enable an uninterrupted investigation to take place. This may involve a temporary transfer of the alleged bully or harasser to another work area or suspension of employees (with contractual pay) until the matter has been resolved.

The person dealing with the complaint will invite you to attend a meeting, at a reasonable time and location, to discuss the matter and carry out a thorough investigation. You have the right to be accompanied at such a meeting by your confidential helper or another work colleague of your choice and you must take all reasonable steps to attend. Those involved in the investigation will be expected to act in confidence and any breach of confidence will be a disciplinary matter.

On conclusion of the investigation which will normally be within ten working days of the meeting with you, a report of the findings and of the investigator's decision will be sent, in writing, to you and to the alleged bully or harasser.

## **19.5 GENERAL NOTES**

If the report concludes that the allegation is well founded, appropriate action will be taken against the bully or harasser.

If you bring a complaint of bullying or harassment you will not be victimised for having brought the complaint. However, if the report concludes that the complaint is both untrue and has been brought with malicious intent, appropriate action will be taken against you. Appropriate action in relation to an employee will include disciplinary action in accordance with the Employer's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the Employer.

## **20 DRUGS AND ALCOHOL**

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### **20.1 ZERO TOLERANCE POLICY**

The use of drugs or alcohol jeopardises a safe workplace. The Employer has a zero tolerance policy with regard to drugs and alcohol and the workplace. Workers are not permitted to work while under the influence of drugs or alcohol.

Non-compliance with this policy and any associated procedure by employees may result in disciplinary action up to and including termination. Non-compliance by other workers may also result appropriate action up to and including termination of their engagement with the Employer.

The Employer recognises alcohol and other drug dependencies as treatable conditions, and encourages those persons who may be subject to such dependency to seek assistance from appropriate Employers or support groups.

Workers and visitors must not be adversely affected by drugs or alcohol at work or while at work functions, and must at all times be fit to perform their work safely.

Alcohol may be consumed at some Employer events. Where this is the case, the Employer encourages responsible alcohol consumption. At no time should you be drunk or behave in a manner which is inappropriate.

### **20.2 PRESCRIBED MEDICATION**

Employees who are taking any prescribed medication or drugs which may affect their ability to perform their work must notify management as soon as possible. You may be required to produce a medical certificate stating that you are fit for work or specifying any restrictions.

### **20.3 SCREENING**

The Employer may require screening for alcohol and drugs. For employees, this may include pre-employment testing. Testing may be conducted based on reasonable suspicion or following an incident or accident. The Employer reserves the right to carry out random testing across all levels of employees.

The following provides examples of activities which may result in disciplinary procedures, up to and including termination of your employment or engagement with the Employer. If you:

- are removed from the workplace due to impairment or reasonable suspicion of impairment;
- return a positive result following testing;
- return a blood alcohol level of more than 0.00 or the equivalent in urine or breath samples;

- refuse reasonable direction to undertake drug and alcohol screening; or
- are in possession of illegal drugs for supply or consumption in the workplace or Employer vehicles.

This list is not exhaustive.

If you perform work on a client site which conducts regular or random drug and alcohol testing, you will be required to participate.

Where you are suspected of being affected by drugs or alcohol, you may be required to participate in appropriate testing. Positive readings at any time will result in disciplinary procedures up to and including termination of your employment or engagement with the Employer.

If you return a positive result or refuse to participate in testing, you will be required to cease work immediately and leave the workplace. This time will be unpaid until such a time that you are fit to return to work. You will not be able to return to the workplace until you return a negative result. If you are required to leave the workplace, you will be required to report to management on your return or when you are no longer under the influence of drugs or alcohol, to discuss the incident.

#### **20.4 NO SMOKING POLICY**

Smoking is not permitted in any HDSA Group vessels, barges, cranes, company vehicles, container sheds or any client sites, unless in a designated smoking area.

Smoking is only permitted in the designated smoking area of the respective construction sites. This area is marked with a smoking permitted sign. If you are unsure of the location of this area, please speak with management.

## **21 TERMINATION OF EMPLOYMENT**

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### **21.1 RESIGNATIONS**

All resignations must be provided in writing, stating the reason for resigning your post.

### **21.2 TERMINATING YOUR EMPLOYMENT WITHOUT NOTICE**

If you terminate your employment without giving or working the required period of notice, as indicated in your contract of employment, you will have an amount equal to any additional cost of covering your duties during the notice period not worked deducted from any termination pay due to you.

### **21.3 RETURN OF EMPLOYER PROPERTY**

On the termination of your employment, you must return all Employer property which is in your possession or for which you have responsibility. Failure to return such items within 7 days will result in the cost of the items being deducted from any monies outstanding to you.

All Employer property should be returned to management.

### **21.4 RETURN OF VEHICLES**

On termination of your employment, you must return any Employer vehicle in your possession to our premises. Failure to return the vehicle will result in the cost of its recovery being deducted from any monies outstanding to you.

## **22 EMPLOYEE SAFETY INDUCTION HANDBOOK**

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### **22.1 FIRST AID FACILITIES**

First Aid facilities are provided for the welfare of persons in the workplace or on site who may sustain a non-disabling injury, and to provide initial treatment for an injured person before transfer to a medical facility. Unless otherwise advised, the first aid facility is not intended as an on-going treatment facility. All injuries, no matter how minor, must be reported and treated to prevent deterioration of the wound through infection, and to facilitate the healing process. You should familiarise yourself with the location of First Aid facilities, and the identity of first aid attendants or officers.

1. First aid facilities must not be used for any purpose other than for which they are provided.
2. All first aid injuries and treatments must be entered into the first aid register.
3. Hands must be washed before administering first aid or handling first aid equipment.
4. Advise your supervisor if any first aid stocks are getting low to allow replacement before they run out.

### **22.2 HAZARD REPORTING**

A hazard is anything which can cause injury, loss or damage to a person, property or the environment.

If you detect something which is hazardous, you should:

- Remove or rectify the problem if it can be done immediately
- Report the hazard (verbally and using the Hazard Report Form) to the person in control of the area
- Prevent others from coming into contact with hazard (barricade, sign, etc.)
- Avoid placing yourself at risk of injury or illness through contact with the hazard.

### **22.3 INCIDENT REPORTING**

An incident is an accident where no person was injured (but may have been), and where damage did or may have occurred to plant, machinery, equipment, materials, property or the environment. All incidents must be reported immediately verbally and using the Incident Report Form, giving all details as required on the form.

## 22.4 INJURY / ILLNESS REPORTING

All work-related injuries and illnesses must be reported as soon as possible after the injury or the onset of the illness. The Injury Report form must be completed in full, and be submitted together with a Doctor's Certificate from the doctor or practitioner providing the treatment.

You must provide us with all details of any proposed claim for compensation on the correct form (accompanied by forms and certificates from your treating practitioner) to allow us to submit supporting paperwork so that your claim can be processed. If you cannot do this personally, you may have another person do this on your behalf. Any claim for compensation is to be lodged within a certain time (this varies from state to state), and a time limit also exists for claims for illnesses or conditions to be lodged.

A clearance from your treating practitioner stating that you are fit for duty must be obtained and submitted before you can recommence work after a work-related injury or illness.

## 22.5 SAFE WORK PROCEDURES

You must follow safe work procedures provided when using plant, machinery and equipment. These procedures are designed to protect you from hazards which may be encountered during the use of the plant, machinery or equipment, and failure to observe the procedures may expose you to an unacceptable risk of injury or illness. Where a safe work procedure specifies the use of protective clothing or equipment, this must be used when carrying out the procedure.

Safe work procedures will be found either at the location where the item is used or the task is carried out, or they will be located in the special wall holder provided for them.

## 22.6 LOST PROPERTY

If you lose any item in the workplace, you must report the matter to your supervisor immediately, to allow steps to be taken to locate or recover the item. Similarly, if you find an item, you should report it immediately. Failure to report and subsequent keeping of a found article will be considered as theft, and disciplinary action taken.

**(NOTE: an article which could be considered to be a suspicious article (ie. possible bomb or other device intended to harm people or property) MUST NOT BE TOUCHED, but reported immediately).**

## 22.7 SAFETY AND WARNING SIGNS

Safety signs are provided in the workplaces to warn of hazards, and to advise of actions which must be carried out, or are prohibited. You must obey the message or instruction given on the sign.

Persons found defacing or damaging safety or warning signs will be subject to disciplinary action.

## 22.8 SITE SAFTY RULES

Building and construction sites contain many hazards not found in other workplaces, and by their very nature can pose a serious injury risk to persons entering the site. Site safety rules are to be communicated to all persons entering the working areas of a site, and should be displayed in a conspicuous area. Site safety rules must be followed at all times, and the principal contractor may remove persons who fail to comply from site.

1. ALL personnel are required to sign in at the designated location when arriving on site, and sign out when leaving the site.
2. All accidents and equipment damage must be reported immediately to the superintendent or supervisor.
3. All persons requiring first-aid treatment are to contact the First Aid Attendant who will provide treatment and enter details of the injury in the First Aid Register. All injuries, no matter how minor, must be reported.
4. Appropriate safety footwear must be worn. Thongs, sandals or other similar footwear are prohibited, and any persons found wearing unsafe footwear will be asked to leave the site immediately.
5. Head protection (safety cap or hard hat) must be worn at all times on a construction site.
6. Hearing protection must be worn in areas where harmful noise levels are or may be present. These areas will be identified by hearing protection signs.
7. Eye protection must be worn when work being performed may cause an eye injury, or in areas where risk of eye injury is present. These areas should be identified by eye protection signs.
8. Work areas must be kept clean and tidy, with rubbish and other hazards cleaned up promptly, and not allowed to accumulate. Rubbish should be placed in bins or skips provided for this purpose. All protruding nails in timber or sheets must be removed or bent over.
9. Access ways and paths of travel must be kept clear at all times.
10. Exercise care when using compressed air, and always follow the rules for the safe use of compressed air. (see COMPRESSED AIR in the SPECIFIC WORKPLACE ISSUES section).
11. Flammable materials and fire hazards must be eliminated or precaution taken to prevent ignition.
12. All persons should be aware of the location of fire extinguishers, and know how to use them.
13. All openings in floors are to be adequately and securely covered or guarded.
14. Electric leads must not be stretched and must not lay on the ground or floor, but must be supported above floor or ground level on insulated or non-conductive supports.

15. Never attempt to carry out unfamiliar work or work for which you are not qualified to carry out without instructions.
16. Never attempt tasks beyond your physical strength – always seek assistance. Always follow the principles of correct lifting and handling of loads.
17. Do not work in areas which have insufficient lighting or ventilation.
18. Should you consider your work or work location to be unsafe, stop and inform the site supervisor immediately.
19. Do not allow another person to work in an unsafe manner.
20. Do not ride on the roof of a man and materials hoist, in buckets or on crane loads. An approved lifting cage must be used when lifting persons with a crane.
21. All working platforms, hoists and scaffolding must comply with statutory requirements. Ladders must be of an industrial type only, and be secured against movement at all times.
22. Guard rails must be provided where a person is likely fall, and must not be removed without approval.
23. Safety harnesses and fall protection equipment must be used and properly secured when working at heights and where no other edge protection is available.
24. Welding operations must be screened to protect other personnel from risk of eye injury.
25. No machinery, power tools or other types of equipment are to be used unless fitted with adequate and effective guards.
26. All plant and equipment supplied to or used on the project must be safe, be appropriately maintained and serviced, comply with statutory requirements, and be provided with certification and instructions for use.
27. All electric power tools and equipment (including extension leads) must be tested and tagged by a qualified person before being brought to a site. All equipment must be checked for wear or damage before use.
28. Exercise care when using power-actuated tools. High-velocity type tools must only be used where permitted by site supervisors, and where approval is granted, must only be used by a competent person.
29. Safe speeds must be observed by drivers of vehicles or mobile plant on the site.
30. Prior to bringing any substance on site, whether for incorporation into the contract or subcontract works or for other use, the contractor or subcontractor must provide the principal contractor with a current Material Safety Data Sheet for the substance, and obtain approval from the principal contractor for the use of the substance.

## **23 EMERGENCY PROCEDURES**

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### **23.1 PROVISION FOR EMERGENCIES**

A building owner must provide for the safety of occupants of the building in case of fire or other emergencies. Items such as fire extinguishers, hose reels, exit doors and escape routes are provided for your safety, and must be kept in good operating condition, and must be readily accessible at all times. Fire extinguishers should be placed on a holder attached to a wall, and not stood on the floor or be placed on a shelf or in a rack or cupboard, etc.

Fire fighting appliances and emergency exits must not be missed or used for purposes other than for which they have been provided. Any use of a fire extinguisher must be reported immediately to allow for the unit to be recharged and ready for use should a need arise. If a fire extinguisher is used, no matter how little, it must not be placed back in position, but serviced immediately. Misuse of equipment provided for emergencies is not allowed, and is an offence under Fire Safety Laws.

Exit doors and passageways must be kept clear at all times, and be kept clean. Doorways must not be obstructed, even for a short period, and flammable materials or dangerous goods must not be stored or placed in the vicinity of an emergency exit.

### **23.2 PROCEDURES FOR EMERGENCIES**

Emergency procedures have been developed to cover different types of emergency situations which may occur while you are at work. You should learn what to do so that if an emergency arises, you are able to follow the procedure for that type of emergency. You should also know who the persons responsible for overseeing control of emergencies are in your workplace. In a small workplace, everyone should be aware of what to do in any emergency which may occur.

Do not attempt to use a fire extinguisher or hose reel to fight a fire unless you have been trained in the use of the appliance. Use of the wrong extinguisher could result in injury or even death if, for example, a water type of appliance was used on a flammable liquid fire or a fire involving electrical equipment. You must follow instructions when evacuating the premises for any reason. All employees are required to meet at and remain at the designated emergency assembly area until the all clear is given or you are told to do otherwise. This is to ensure that all persons on the premises are accounted for, and to allow further instructions to be given.

Emergency Procedures provide information on the actions to be taken in cases of emergencies. You should know what to do before the emergency happens, to prevent any panic or confusion. Training drills must be taken seriously, as these will need to be followed should a real emergency happen. Additional procedures or instructions may be necessary in some workplaces, and you must also be aware of these.

## 24 SPECIFIC WORKPLACE ISSUES

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### 24.1 CRANES & HOISTS

**You must not sling a load or use a crane or hoist unless you have been instructed in the precautions to be followed and the safe use of cranes or hoists.**

Complex loads, loads over 1 tonne in weight should only be slung by a qualified dogman or rigger. A Certificate of Competency as a Crane Operator is required to operate cranes with more than 3 powered operations, or operated from a cabin mounted on the crane. A load **must not** be moved over any person when using a crane or hoist to move the load.

A Certificate of Competency is not required to sling simple loads of up to 1 tonne, and for the use of a pendant or remote-controlled bridge or gantry crane with no more than 3 powered operations.

### 24.2 COMPRESSED AIR & TOOLS

Compressed air is hazardous, and can cause serious injury and even death if misused. The following general precautions **must** be observed at all times.

- Do not use compressed air for any other purpose than that for which it is provided ( eg. Industrial air must not be used for respiratory purposes, medical air just not be used in pneumatic tools)
- Never direct a stream of compressed air towards your body or the body of another person (bubbles of air can enter the bloodstream through cuts, or if the pressure is sufficient, through intact skin and may result in heart arrest or stroke due to air embolism)
- Do not use compressed air to cool yourself or to blow dust from your clothes or hair. (As well as the danger of air entering the bloodstream, dust will be blown into your eyes and into your breathing zone. A stream of air under pressure can cause physical damage to your ears, while the noise of the air is sufficient to cause damage to hearing).
- Never indulge in so-called “practical jokes” with compressed air (the practice of giving another person a blast of compressed air (especially in the anal region) is very dangerous, and has resulted in a number of deaths).
- Air-powered tools must be used in accordance with safe work practices, and hearing and eye protection must be used where a risk of noise or flying particles or dust may be present.

### 24.3 CONFINED SPACES / ISOLATED WORK

Safe work procedures must be followed when a confined space is to be entered. A risk assessment of the space must be carried out, and an approved safe entry permit is required before entry. All instructions on the permit must be followed. Failure to do so may result in serious injury or death. Persons must not

remain within a confined space if any change occurs within the space which may lead to the space becoming unsafe, or a change occurs in the levels of contaminant within the confined space which may render present controls inadequate.

#### **24.4 DRILLS**

The most common risks associated with drills are:

- Drill breakage due to not being sharpened correctly
- Metal pieces spinning when a drill bit catches a work piece which is not properly secured
- Fragments from drilling being lodged in the eyes; and
- Entanglement of loose clothing, jewellery or hair in rotating parts

When using a drill:

1. Keep your hands clear of moving parts of the machine
2. Ensure that work pieces are securely clamped or held to prevent them rotating if the drill catches
3. Do not wear loose clothing or jewellery, and keep long hair and beards contained, and
4. Wear eye protection at all times

#### **24.5 ELECTRICAL SAFETY**

You must not use an electric tool or appliance at a workplace unless it has been tested for safety and a tag fixed to the unit showing the due date of the next inspection of the unit. You must also ensure that any portable electric tool or appliance is only connected to a safety switch or to an outlet on a circuit protected by an RCD.

Only flexible leads of an industrial type and fitted with a shrouded socket to protect against exposure of live parts should the plug and socket separate should be used in a workplace. Keep flexible leads off the floor or ground where possible, and protect them from physical damage and tripping by the use of covers. Leads must not be run through water on the floor or ground. Where possible, they should be run overhead on suitable stable supports.

Check safety switches for physical damage and operation by using the test button at specific intervals. Check power boards for physical damage. Take care that the total load placed on a power board or safety switch with multiple outlets does not exceed the rated capacity of the unit, or of any power lead feeding the unit. The use of double adaptors and “piggy back” fittings is prohibited in workplaces.

## 24.6 EXPLOSIVE POWERED TOOLS

Explosive powered tools use an explosive charge to fire fixings into concrete, steel and timber. Due to the high velocity attained by the fixing, they have a potential to cause serious and event fatal injury if misused. Only those persons who have been trained in the safe use of the tools and who have attained a satisfactory level of competency are to use an explosive powered tool. The following rules for the safe use of the tool must be followed by all users:

- Always wear appropriate eye and hearing protection
- Place warning signs around or at entry points into areas where tool is to be used
- Never leave a tool in a loaded condition
- All tools must be inspected regularly and maintained in accordance with the manufacturer's recommendations, and appropriate records kept of inspections and maintenance
- Tools and live charges must be securely locked away when not in use

## 24.7 EXCAVATIONS

Excavations of all types require barricading to prevent persons falling into them. Barricades must not be removed unless necessary for access to the trench or excavation, or for the carrying out of work in the immediate area. Ladders must be used for access to trenches unless other safe means of access are provided, and must extend at least 1 meter above the surface of the trench. Trenches and excavations must not be entered until a competent person has inspected the site and ensure that it is safe to enter.

Shoring or trench struts must not be removed from the trench or excavation unless work has been completed and all persons have left the danger area. Persons working within a trench or excavation must wear head protection at all times, and appropriate foot protection. Ventilation of trenches and excavations may be required in situations where vehicle or machine exhausts may contaminate the atmosphere within the trench or excavation. Shoring of trenches and removal of shoring must only be carried out by or under the direct supervision of a competent person.

## 24.8 FORKLIFTS

You must not operate a forklift in a workplace unless you hold the appropriate National Certificate of Competency (or equivalent State certificate or licence). (Note: - this provision does not apply to a person carrying out servicing, maintenance or repair work on a forklift, except where they are using a forklift to move a load as part of a servicing, maintenance or repair operation).

A person must never be lifted on a forklift with anything other than an approved lifting cage. The cage must be secured to the tines, the cage gate must be securely latched, and occupants must wear an approved safety harness which must be secured to the cage at all times. Avoid jerking or rocking the cage, which must be lowered before moving the forklift.

## **24.9 GRINDERS**

A faulty grinder or a grinder that is misused can cause very severe injuries. Grinding wheels are easily damaged if misused, or made unserviceable if used for the wrong purpose. The following rules must be followed:

- Do not use a grinding wheel to grind non-ferrous metals (eg; aluminium, brass, copper, etc.)
- Do not use a grinding wheel if it shudders, vibrates or shakes whilst spinning
- Do not use a grinding wheel without side guards and eye shields fitted
- Always use eye and / or face protection when using a grinder.

## **24.10 HAZARDOUS MATERIALS**

Strict safety rules apply when using hazardous substances and dangerous goods. All safety data should be available at the place where substances are used, and protective clothing and equipment recommendations followed to prevent exposure to the substance. Always ensure that your protective clothing and equipment is serviceable, and fits properly.

A current Material Safety Data Sheet must be available before a substance is used, and the prior approval for the use of a substance may be required. All precautions and safety requirements set out in the MSDS must be adhered to, and advice regarding the use of the substance should be sought from your supervisor if you are unsure of any aspect relating to the use of the substance.

You must not use a substance for any purpose other than that for which it has been obtained. Never substitute a substance for another unless you have been specifically instructed to do so. Private use of substances used in a workplace is prohibited. Always follow instructions for clean up and disposal of waste or spilt material.

## **24.11 HOT WORK**

Hot work is any activity that can generate flames, heat or sparks. In many workplaces or sites, a hot work permit must be obtained for all tasks involving gas cutting, welding or other work that may create a source of ignition. Always ensure that there are no fire or explosion hazards (eg; rubbish, paint, solvents, fuels, gas, combustible materials etc) and associated containers that may be affected by the work before commencing hot work.

Never use welding or cutting equipment unless you are authorised to do so. Persons carrying out hot work must wear appropriate personal protective clothing and equipment, and ensure that appropriate fire extinguishing equipment is available.

## 24.12 INDUSTRIAL GASES

Cylinders of compressed gas are used in many work and industrial situations. Due to the high pressures within the cylinders and the hazardous nature of many gases, it is essential that correct procedures are followed in their storage, handling and use. General guidelines for the safe use of gases include:

- Always check gas label names and colour codes before use
- Cylinders used for welding, heating and cutting must be fitted with flashback arrestors
- Store and transport cylinders in an upright position
- Ensure that cylinders are prevented from falling – use chains or bars to secure in an upright position
- Ensure that cylinders are prevented from falling – use chains or bars to secure in an upright position
- Ensure that cylinders are firmly secured in the upright position when placed on trolleys
- Wear appropriate PPE (eye, hand, foot protection) when handling cylinders
- Ensure that valves are closed and bugs placed in sockets when storing empty cylinders
- Never use oxygen as a substitute for compressed air.

## 24.13 LADDERS

Strict rules apply to the use of ladders in workplaces. The correct style of ladder should be chosen for the type of work to be carried out, with the use of extension ladders and step ladders restricted to access or single-handed tasks only. Platform ladders should be used for work such as accessing stock, and for work of a longer duration (eg; painting, fitting of electrical fixtures, etc). Trestle ladders only are to be used for support of planks, and should not be used for access purposes. The following guidelines and rules are to be followed when using ladders:

- Industrial ladders only are to be used in a workplace – domestic ladders **MUST NOT BE USED**
- Always inspect ladders for damage or distortion before use – **DO NOT USE IF FAULTY**
- Timber ladders must not be painted (up to 300mm on foot may be painted for identification), have broken or splintered stiles, or have loose, broken or missing rungs
- Ladders used for access should extend at least 1 metre above level being accessed, and be secured against movement
- Always place single and extension ladders at an angle of 1 in 4, and ensure that both feet are secure set – and cannot slip

- Do not carry anything in hands when climbing or descending ladders – use bucket to raise or lower tools, etc
- Never use a metal ladder in the vicinity of electrical installations or for electrical work
- Ensure that footwear and ladder rungs are free of mud, oil and grease
- Always face ladder, and maintain three points of contact when climbing or descending a ladder.

#### **24.14 LIFTING EQUIPMENT**

Lifting equipment must only be used for moving loads, and must be used in the manner for which it was designed. You should not use lifting equipment for purposes other than lifting loads, and the equipment must be used in the correct manner. Never expose any lifting equipment to heat unless it is specifically designed and provided for that use.

General safety rules for the use of lifting equipment:-

- Inspect slings before use – if in doubt, have them checked by a competent person before using
- Inspect shackles, hooks, rings, etc for distortion, wear, damage or cracks
- Ensure that chain blocks are operating smoothly – “tight” sports generally indicate worn or distorted parts, and should not be used.

#### **24.15 LOCKOUT AND TAG OUT PROCEDURES**

Lock outs are designed to prevent injury to persons when working on machinery by preventing the machine being started or operated. Only devices that incorporate a lock or can accommodate one or more padlocks are suitable lockout devices. Except in cases of emergency when the person who placed the lock is unable to, a lock out should only be removed by the person who placed it.

A tag is not an effective isolation device, and acts only as a means of providing information to other persons in the workplace. A lock should be used in preference to a tag as an isolation device.

Personal danger tags (red on white) are used to confirm that an item of plant or machinery is in an unsafe condition, and that operation of the machine may endanger the person who placed the tag. Out of service tags (Black on Yellow) are used to prevent the use of an item where it could cause injury due to a fault. Out of service tags must not be relied upon to provide personal protection.

#### **24.16 MACHINE GUARDING**

Accidents involving machinery are one of the most common injury causes, and severe injuries and fatalities occur through contact of persons with moving parts of machinery. Safety rules to be followed when working near moving parts of machinery and plant include:-

- Do not wear loose clothing or jewellery, and contain long hair, beards etc.
- Do not wear gloves when using rotating machinery or around moving machine parts
- Do not operate machinery without guards fitted
- Do not remove guards unless you have been authorised to do so, and only do so when machine is "off"
- Wear eye protection at all times, and use hearing protection in noisy conditions
- Keep clear of moving machinery and machine parts.

**Guards are designed to protect persons from moving parts, and must always be in place when the machine is in operation.** The following is to be observed:

- No item of plant or machinery is to be operated unless all guards are correctly fitted, in good condition, secured in place and operating correctly
- Guards are only to be removed by authorised personnel after the machine has been stopped and locked out
- Guards must be refitted before machinery is restarted

#### **24.17 MOVEMENT OF LOADS**

Injuries resulting from over-exertion are generally permanent or cumulative in nature, and may result in permanent physical disability, and an inability to work or even carry out normal everyday duties without pain and difficulty.

You must always follow the safety rules when moving loads or exerting force and effort –

- Size up the task, and check the weight of a load – if it feels too heavy, get assistance
- Do not move loads unnecessarily – avoid double moving of objects if possible
- Use mechanical aids (trolleys, etc.) to move heavy loads or to move loads over longer distances
- Always observe correct manual handling and safe lifting practices

The rules to follow for safe lifting are:-

1. "plan the lift"- ensure that you have good access to the object, and your travel path is clear
2. Make sure the load is safe to move (no loose or moving parts, container in sound condition, etc)
3. Get close to the load you want to move

4. Get a good grip – use gloves when handling rough, sharp, hot or cold objects
5. Keep back straight – bend knees to access job, and use legs (not back) to lift the load
6. Keep the load close to your body when lifting and carrying
7. Obtain assistance with long, heavy or awkward loads, or when moving over a long distance.

#### **24.18 PLANT & MACHINERY**

You must be authorised to operate plant, machinery or equipment, and must have received appropriate instruction and training necessary before doing so. Where it is necessary, you must hold the appropriate certificate or licence to operate the plant, machinery or equipment.

Items of high-risk plant and machinery must be inspected and maintained in accordance with statutory requirements and manufacturer's instructions. Mobile plant should be checked before use, and attachments and equipment given a visual inspection to detect any damage, and controls tested and before use.

Details of inspections and tests of plant and machinery must be entered into a log book, with the details of the test including – the date and time of the inspection, the results of the inspection, and the name of the person who carried out the inspection. Any faults must be entered into the log book, and reported to the person in charge of the machinery or the job on which it is being used. Unserviceable tools and equipment must be tagged and returned to the issuing tool store or the supervisor of the work area.

Regular cleaning should be carried out to allow easy visual inspection for worn and broken parts, oil leaks, loose or missing fasteners, and damage. Removal of excess oil and grease reduces wear by not allowing abrasive particles to adhere to moving parts.

#### **24.19 RESTRICTED OPERATIONS**

Specific categories of work and occupations require that the person carrying out the work is the holder of an appropriate qualification (certificate, licence, etc.). Examples of these occupations include rigger, scaffolder, dogman, crane operator, electrician, fitter, welder, shot firer, etc. No worker is to carry out work outside of his or her recognised area of expertise of skills without proper authorisation.

No person is to enter designated “no go” areas without authorisation and barricading and signage must be respected.

#### **24.20 SCAFFOLDING**

- All scaffolds where a personal may fall 4 metres or more must only be erected by a competent scaffolder.
- All scaffolds must be erected in compliance with relevant regulations, codes and standards, and in accordance with manufacturer's or suppliers instructions.

- Scaffolding must be erected on a firm base
- Damaged components must not be used, and should be removed from the site or workplace
- Kickboards and guardrails must be placed on all working platforms.
- Never mix components from different types of scaffolds, or substitute components.

Safe means of access is to be provided to all working platforms, and climbing on the outside of a scaffold is prohibited. Mobile scaffolding must not be moved if any person is on the scaffold, and wheel locks must be actuated before entry is made to the scaffold. Scaffolding (including footings) should be regularly checked by a competent person to ensure that it is safe for use.

#### **24.21 SOLAR RADIATION**

You must protect yourself from solar UV radiation when working outdoors. Clothing such as long sleeves and trousers will provide good levels of protection depending on the actual protection level provided by the clothing, and hats will provide protection from direct (but not reflected) sunlight.

Broad spectrum sunscreen must always be used on all exposed skin areas. Sunscreen must be re-applied every two hours, or as specified by the manufacturer. Sunscreen may need to be re-applied more often if washed off by perspiration or if wiped off during the work process.

#### **24.22 TOOLS & EQUIPMENT**

Tools and equipment must only be used for the purpose for which they were provided, and be protected from damage or loss. Wear and tear due to correct use is inevitable, and tools should be correctly maintained and sharpened. Handles should be kept free from damage and splinters, and not be allowed to become loose. Unserviceable tools must not be used, but returned to store for repairs or replacement.

General safety rules apply to the use of hand tools: -

- Use tools only for their intended purpose, and do not exceed design limits for the tool
- Keep tools sharp and remove burrs and “mushroom” heads
- Ensure that handles are not loose or damaged, and inspect bearing, mating and striking surfaces for cracks and wear
- Always wear eye protection when using hand tools for striking, chipping etc.

You must not use power tools unless they have been tested by a qualified person, and an inspection tag showing the due date of the next inspection has been fitted to the plug end of the lead of the tool. Visually inspect all power tools, flexible leads, safety switches and power boards before each use for any signs of physical damage (eg; cracked or broken casings, missing bolts or screws, etc.) or malfunctioning switches.

Do not use faulty or damaged equipment, but place an “out of service” tag on the unit, and take it out of service until it has been repaired by a competent person.

You must not use a power tool for any purpose other than that for which it was provided. You must not overload a power tool, but use it only within its design limits, and according to the manufacturer’s instructions. Private use of power tools is not permitted unless permission to do so has been granted.

### **24.23 WORKING AT HEIGHTS**

All precautions to prevent persons falling from heights must be observed, and safety equipment worn when there is any risk of falling from an unprotected edge. Increased risk of falling is present where:

- Roof materials are potentially slippery, such as highly glazed roof tiles, or a wet or “mossy” roof
- Roofs with a high pitch (greater than 25 degrees)
- The roof material is brittle or fragile (AC sheeting, alsynite, etc.); or
- The area where a person could fall to presents a hazard

Where a walkway is provided across a roof, you should stay on the walkway unless it is necessary to move off it to carry out work. Where roofing is brittle or fragile, crawl boards or planks should be placed across roof purlins for support. Where there is a risk of a person falling, and guardrails are not fitted, a safety harness and fall arrest system must be used. Safety harnesses must be correctly fitted and adjusted, and fall arrestors or lanyards must be secured to an approved anchor point. A person who can render assistance must be on hand in case of a fall.

### **24.24 WORKPLACE HOUSEKEEPING & HYGIENE**

Many workplace accidents and incidents occur because of poor housekeeping in workplaces. You should keep your workplace in a clean and tidy condition as much as possible to avoid time wasted in trying to locate items, to provide a workplace free of hazards, and to maintain a satisfactory work environment. Floors should be kept clear, and items which could fall placed in secure locations. Paperwork should be filed or stored in such a way that an item can be located easily if, for any reason, you are not able to be at work.

Rubbish must not be allowed to accumulate, but should be placed in bins and bins emptied on a regular basis. Putrescible waste (food scraps, etc.) must not be placed in workstation bins, but instead be placed in special bins provided for this purpose.

Recyclable materials should not be disposed of as general waste, but be placed into special bins provided for recyclable materials. Recycling bins should be used correctly, with only the type of material for which they are provided placed into them. Waste chemicals, oil, paints, and cleaning materials, etc, must be disposed of as hazardous waste, and not be placed into general waste bins.

## **24.25 WORKSITE SECURITY**

You must take all practicable steps to ensure that company property is protected from theft, malicious damage or unauthorised use when property is left unattended for any period. The degree of security warranted will depend on the circumstances – a site left wholly unattended will necessitate a greater degree of security than one left unattended during a work period when there are persons working within sight distance.

Worksites where members of the public may be put at risk if they enter must be protected with appropriate guarding, barricading or fending, dependent on the class and numbers of persons who may access the site. Where unauthorised entry may place a person at immediate risk to life, health or safety, the site must be made as secure as possible at all times when unattended, and measures taken to prevent unauthorised entry at all other times.

## **25 PROTECTIVE CLOTHING & PPE**

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### **25.1 PROTECTIVE CLOTHING & EQUIPMENT**

Protective clothing and equipment must be worn wherever there is a risk of exposure to hazards in the workplace. Protective equipment requirements are listed on safe work procedures, and these recommendations should be followed as a minimum requirement. Protective equipment must be properly cared for and maintained to ensure that the equipment is ready for use when needed and will function correctly and protect the user when worn.

Protective clothing provided for protection against specific hazards or required for hygiene purposes must be worn whenever exposure to hazards is likely, or the task you are doing determines the need for such clothing. Laundry of such clothing is generally at your expense, unless we have agreed to other arrangements. Where clothing is heavily soiled, or has been exposed to infectious or hazardous substances, we will arrange for the washing of the clothing.

Protective clothing and equipment is generally issued on a personal basis, and should not be used by another person unless steps to ensure the hygiene of the clothing or equipment have been taken.

### **25.2 HEAD PROTECTION**

Safety helmets and caps are constructed with an ABS plastic or polycarbonate head shell with an impact absorbing adjustable harness for personal fitting. They offer protection to the head from falling objects, impact with a fixed solid object, contact with live electrical wires and parts, exposure to ignition sources and intense heat, and are available in a range of colours. Accessories such as ear muffs and face shields can be attached to safety caps.

Head protection is mandatory on construction sites, mining operations and many heavy engineering and fabrication workplaces. Areas in places of work where a risk of head injury exists should be declared as a head protection area, and be clearly identified by use of appropriate safety signs. Any person entering a head protection area must wear appropriate head protection.

### **25.3 EYE & FACE PROTECTION**

Eye injuries are one of the most common types of injury in an industry, and one of the most avoidable. A wide range of eye protection is available, and can provide excellent protection from injury due to flying objects, dusts, chemicals, glare and solar radiation. Safety spectacles can be obtained with prescription lenses where they are required to be worn for long periods. Side shields or “wrap around” styles offer better protection from side impact particles. Working areas where a high risk or ongoing risks of eye injury exist will be declared an eye protection area, and any person entering the area must wear appropriate eye protection.

## 25.4 HEARING PROTECTION

Noise-induced hearing loss generally occurs over a long period, with persons at risk often unaware that their hearing is deteriorating. Industrial hearing loss may result in a shift in the hearing threshold, a lessened ability to hear different noise frequencies, a diminished hearing capacity, or conditions such as Tinnitus (ringing in the ears). All of these conditions are irreversible.

Hearing loss can occur over a long period, or may be caused by an exposure to a single or repeated loud noise event, such as an explosion or hammering noise (“impact” noise). Persons who work or are present in areas where there is a risk of exposure to potentially damaging noise levels **MUST WEAR** appropriate hearing protection **AT ALL TIMES** that they may be exposed to noise.

Hearing protectors may be either disposable (eg; ear plugs) or non-disposable (ear-muffs or reusable inserts). Reusable protectors must be used only by the person to who they are issued, unless they have been effectively cleaned and sterilised before re-issue. Hearing protectors must be cleaned and maintained in accordance with the manufacturer’s instructions, and stored in a clean location. Do not use damaged or defective items, but replace them immediately.

## 25.5 RESPIRATORY PROTECTION

Respiratory protective devices (respirators and face masks) are designed to protect the wearer against contaminants in particulate form (fumes, dusts, and mists) and contaminants in gaseous form (such as gases and vapours). Air-purifying devices are not suitable for atmospheres which may be deficient in oxygen.

Always ensure that the respiratory protection that you are using is the correct choice for the task. If you are in any doubt, ask. Respiratory protectors (with the exception of single-use dust masks) must be cleaned after use and stored in a clean, dust-proof container or storage. Respiratory protection is not to be shared with other persons unless it has been thoroughly cleaned and disinfected before re-use.

## 25.6 HAND PROTECTION

Suitable hand protection is available for persons who may be exposed to a risk of hand injury at work. Different types of hand protection are designed to protect against a particular hazard or types of hazard, and you must be careful to select the right glove for the task you are carrying out, especially when handling and using chemicals. All gloves (single-use latex types excepted) are to be properly cared for when not in use. Gloves which are worn, torn or damaged must be replaced immediately.

Gloves must not be worn when they will pose a risk of injury in certain situations. **Gloves must not be worn when working on or with rotating machinery or moving parts** where there is a risk of a glove becoming caught in the moving parts, and dragging the hand into the danger zone.

## **25.7 WORK CLOTHING**

Clothing worn at work should be suitable for the work to be carried out. Normal street clothing will be unsuitable for many tasks, and may expose the wearer to an unacceptable level of risk whilst working. Loose clothing and jewellery items must never be worn where there is a risk of the clothing or jewellery becoming caught in moving parts of machinery. Clothing should be selected which will protect the wearer against any risks normally encountered during work.

## **25.8 BODY PROTECTION**

Body protection in the workplace can range from outer clothing to protect from dirt, cuts, abrasions, and minor burns and splashes, to heavy duty garments giving protection against fire, ionising radiation and hazardous substances. The simplest form of body protection is provided by standard types of work clothing, and basic types of protective clothing such as overalls, coveralls and dust or laboratory coats. These items are generally made from medium to heavy weight cotton drill, although lighter weight garments are available for less arduous conditions.

## **25.9 HIGH VISIBILITY CLOTHING**

For added safety in traffic situations, many items of clothing are available in high-visibility colours for road workers and persons working in close proximity to industrial machinery and vehicles (eg; safety vests, shirts, jackets, overalls etc.). Reflective strips are fitted to many items for persons who may be required to work at night or in poor light conditions. You must always wear clothing of this type when traffic is a risk to your safety.

## **25.10 FOOTWEAR & FOOT PROTECTION**

Footwear must be suitable for the type of workplace that you are working in. Enclosed footwear is a minimum requirement in most workplaces, with a need for protective footwear in areas where a higher risk of foot injury may be present. "Fashion" footwear may be unsuitable in most workplaces, and guidelines for footwear to be worn with corporate clothing and uniforms should be followed.

Safety footwear must be worn wherever there is a risk of injury to the feet from hazards in the workplace. Safety footwear is designed to protect the feet from falling objects, hot materials, and penetration injuries through the sole of the footwear. The style of footwear that you wear in a workplace should be selected taking in to account the types of hazards that exist there.

Where a risk of foot injury exists in wet areas, waterproof footwear which has safety features such as impact-resistant toecaps and steel midsoles should be worn instead of normal safety footwear which could be damaged by the wet conditions.

You are to properly care for your footwear according to the care instructions provided by the manufacturer. A proprietary dressing should be applied regularly to leather uppers to prevent the leather "drying out", and footwear allowed to dry after working in wet conditions. Footwear which is worn, damaged or otherwise unserviceable should be replaced.



## 26 ACKNOWLEDGEMENT FORM

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I \_\_\_\_\_ (please print name) acknowledge that I received a copy of this Hope Diving Services Australia Employee Handbook and that I have read and understood it.

I agree to comply with the policies and procedures applicable to me contained within this Hope Diving Services Australia Employee Handbook.

Signed:

Dated: