



# EMPLOYEE POLICIES AND PROCEDURES MANUAL 2018

(To be read in conjunction with Civil Safety Policy and Procedures - Operational Guidelines)

**Trainers:** To be read in conjunction with the Civil Safety Policy and Procedures - Operational Guidelines and the Trainers Handbook

**All Staff:** *To be read in conjunction with the Civil Safety Student Handbook*



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## Mission Statement

*It is Civil Safety's policy that all employees will be treated fairly and equitably. Any distinction made between employees in the workplace will be based solely on merit and genuine occupational requirements.*

*Our mission is to provide our employees with an honest and helpful working environment, where every employee individually and collectively, can dedicate themselves to providing our customers with exceptional workmanship, extraordinary service, and professional integrity. Our commitment to this mission will allow Civil Safety to become not only a premier training company, but the premier training company in Queensland.*

*Wherever Civil Safety operates in the world we want to work with integrity – making the right decisions and doing things the right way.*

*In fact, we care as much about how results are achieved as we do about the results themselves.*

*Our code of Business Conduct is founded on our Charter values, which make an unqualified commitment to working with integrity. The code sets standards of behaviour for how we should work. In following these standards you can be confident you are working the right way.*

*The emphasis on integrity underpins everything we do. It must be evident in our relationships, the way we make decisions and the way we use our assets.*

*The dealings with each other in the Civil Safety workplace –and those in the community should reflect mutual respect. We should treat others as we expect to be treated.*

*Everyone at Civil Safety knows of our unwavering commitment to working safely. Our commitment to working with integrity is of the same order.*

*Training a safety culture that counts*

## Office Organisation

Civil Safety believes the main key to running an efficient business is having good office organisational skills.

This means all staff are to complete all daily requirements as per usual as well as keeping a tidy and organised working area.

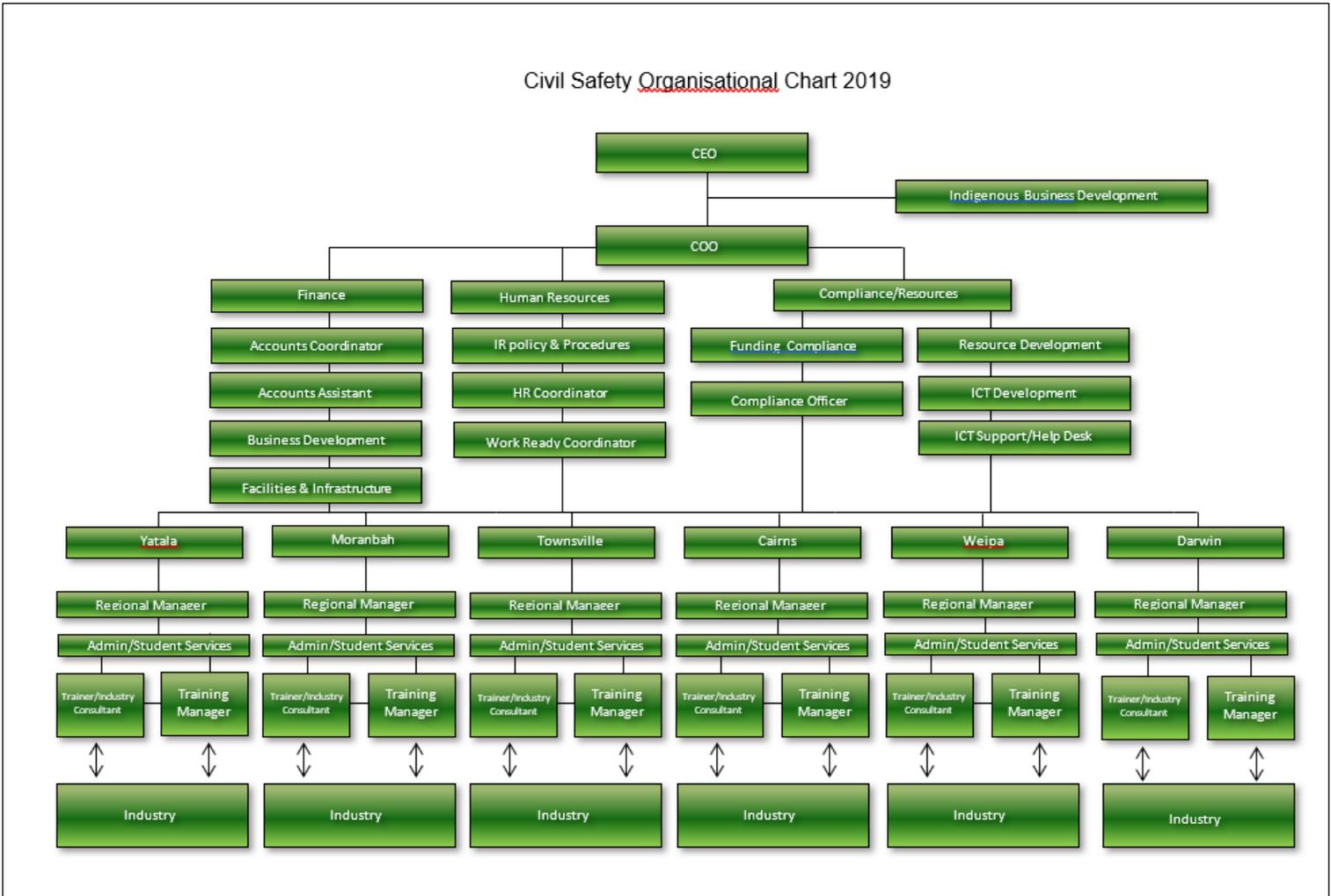
If an employee is given a task, they are to follow the whole procedure through. This prevents any mishaps within the workplace.

If an employee has nothing to do then they are required to ask the rest of their co-workers if they require any help.

There should never be an employee left standing around with nothing to do, there is always cleaning, filing, or printing to be done.

If an employee is seen standing around doing nothing, this may lead to disciplinary action.

Civil Safety is a busy business and to ensure we maintain our goodwill we must make sure all employees communicate effectively and efficiently.





## Electronic communication, mobile phone and social network policies

### Email policy

Every staff member has a pc or terminal on their desktop for their own use and has individual email addresses. We regularly use email as a form of communicating with clients and other staff etc.

You should be aware that it is company policy not to send or receive personal emails.

Any use of the email which breaches legislative requirements such as anti-discrimination, copyright and defamation or which could reasonably be expected to injure the reputation of Civil Safety is also prohibited.

We appreciate that email is considered an essential method of communicating and that many companies do not police private emails in the workplace, making it an extremely common form of communication between friends and colleagues and also quite an accepted practice. In light of this, we would like to point out the reasons for adopting the policy of not permitting the sending or receiving of personal emails.

### Virus Protection

The number one reason is the very serious risk of infecting our computer systems with a Trojan/worm/virus. ("virus"). The damage caused by viruses varies enormously from something as harmless as changing the colour of the background on your screen to complex macros which could cause your computer's hard drive (or perish the thought, our cloud system) to crash. The outcome of this could be the loss of an entire day's work saved on the system (assuming our cloud provider is able to successfully restore from the previous day's backup) in addition to damage to hardware, which, incidentally is not covered by insurance. As you can imagine, the cost of something like this to us could be phenomenal, particularly when you take into account lost productivity over an extended period while our hardware is either replaced or repaired and all of the programs and files saved on our system are restored from backup.

It is worth noting that most viruses are designed to be dormant for a certain period of time, ranging from a few days to many months, to enable the virus to be spread to plenty of other computers before the date it has been set to cause damage occurs. This means that our system could be infected with a virus that has not yet been identified by the anti-virus software companies and which could remain undetected for quite a long time. By the time it is identified and a cure is made available, it may have already done irreparable damage to our system and our backups and may not go back far enough to restore the system to the way it was prior to the initial infection. In this instance, our loss of data may be absolute.

As you may or may not know, we have invested quite a lot of money in purchasing very sophisticated anti-virus software that protects both the system and each individual workstation. The software runs in the "background" and will prevent a virus from being copied onto the system or prevent a file containing a virus from being opened in a current application or program, such as Word. The software is updated with "cures" for any new viruses by automatically downloading the



latest update from the internet and then updating the version running on the workstations across the network. This all sounds wonderful and does offer a high degree of protection for our systems. However, no anti-virus program is able to offer 100% protection against every single computer virus. There is a very real risk that we could be one of the very first few (unlucky ones) to be infected with a new virus, for which a cure has not yet been invented, let alone made available to be downloaded in a software update. There are even more viruses that are able to be detected by the anti-virus software but for which there is no cure.

It is a common belief that viruses can only be transmitted by way of an attachment to an email, which is activated when the attachment is opened. Be aware that it is now possible for viruses to be spread within a normal email message without any attachments. In this instance, the virus infects the pc on which it is received as soon as the email message is opened to read.

It is true, of course, that there is always the risk that our systems could be infected by a virus that we receive through an email from a client or some other work related source. What we are attempting to do by restricting the use of email to work only purposes, is minimise that risk as much as possible

### **Productivity**

The second reason is the rather obvious cost to the company in terms of lost productivity whilst employees read and write personal email messages during work hours. When you take into account there are sometimes up to 8 staff in the office, should each staff member spent only 15 minutes a day sending and receiving private emails that would equate to nearly a day and a half work for one person in lost productivity every week!

If you do receive personal emails at work, please note that it is your responsibility to reply to the sender advising them that you are not allowed to send or receive private email due to the serious risk of virus infection. Please also ensure that any private email addresses in the address book of your email program are deleted.

### **Mobile phone policy**

Civil Safety has a no mobile phones policy whilst at work in the office. **Mobile phones should be kept out of sight and on silent mode at all times.** Employees are to their mobile phones only on breaks or before or after work hours. Calls to other co-workers must be made to and from the work phones. The only time an employee should have their mobile phone out is if it is authorised by the manager, and only if they are expecting an urgent call.

If an employee does not comply with this requirement they may receive disciplinary action.

Civil Safety management staff are permitted to have their mobile phones available to them whilst in the office but where possible should be on silent mode.

### **Internet**

The internet is an essential source for research within our company and a common way for clients to utilise our services by accessing our website.



Our policy in respect of internet usage is that it is not to be used for any purpose other than client or administration work.

Any use of the internet which breaches legislative requirements such as anti-discrimination, copyright and defecation or which could reasonably be expected to injure the reputation of Civil Safety is also prohibited.

Again, the reasons for this are because of the risk of virus infection and to minimise lost productivity resulting from staff browsing internet sites for their own personal interest or entertainment. A recently published report nominates the biggest expense to business of internet misuse as being loss of productivity – either through loss of revenue or increased business expense.

Viruses can easily be transmitted to our computer system when an infected file is downloaded from the internet. Our IT consultants have advised us that it is now possible to become infected with a virus merely by accessing a website, without even downloading anything. Bearing in mind the potentially high costs of “cleaning up” a virus attack on our system, we feel that it is essential we try to minimise these risks as far as possible.

The other factor we have to consider is the ongoing cost to the company of providing internet access to staff. This cost is affected by the length of time spent on line. We are also restricted in the amount of data download each month. If we exceed our download allowance, we are charged a fee for every MB over our allowance. Whilst we do not wish to discourage staff from downloading anything that may be required for work purposes, we ask that you do refrain from regularly downloading updates to program files for example, just because you like to have the latest version running on your pc.

We point out that our system is capable of producing reports showing which users in the office generate the largest quantities of downloads over a given period and each user’s use of their workstation on and off the internet. We may need to look at this closely should the additional cost of downloads become a concern. We can also restrict internet access to certain sites. We are hopeful that with your co-operation this will not become necessary.

### **Summary**

We would like our staff to appreciate that the decision to introduce this policy has not been made lightly. We do not however, consider it unreasonable to restrict staff use of the internet and email services for work related purposes. In outlining our reasons for the policy, we hope you now understand why we feel it is necessary and ask for your co-operation.

Please be aware that if you continue to access the internet or email services for private purposes, you are in breach of company policy. This may obviously result in termination of employment. Should any of our computers or servers be infected with a virus as a result of a staff member accessing an email message or website that is **not** work related, we reserve our right to seek reimbursement from that staff member of all costs associated with repairing any damage, including hardware, restoring from backups and lost productivity.

We also ask that should you have any reason to suspect that your computer may have been infected with a virus to immediately advise our IT consultants. **Do not under any circumstances** attempt to



repair or delete the virus or any email message that it was attached to, even if you have been given the repair instructions by the person who sent you the virus.

**NB: Due to the fact that the email and internet facilities in our office are to be used only for work related purposes, we have the right to monitor your use of the internet and emails (including the contents of your emails) accessed/sent/received/generated on our systems.**

### Social Media policy

Social media includes (and is not limited to) networking sites such as Facebook, MySpace, Bebo, Friendster, Video and photo sharing websites e.g. Flickr, YouTube, Micro-blogging sites e.g. Twitter, Weblogs, and Forums and discussion boards such as Whirlpool, Yahoo! Groups or Google Groups.

You must not at any time, by social media:

- Discuss or post Civil Safety confidential information
- Discuss or post Civil Safety client confidential information
- Denigrate Civil Safety, people at Civil Safety (directly, by implication, or by reference) or other people with whom you have contact for work purposes (including people at other training providers), at all
- Without your supervisor's express approval, discuss or post information about workplace matters
- Without your supervisor's express approval, make any statement by or on behalf of Civil Safety.

Example: If you are concerned about the behaviour of a work colleague, or about any other matter concerning your work conditions, you are not permitted to express that concern by social media. You must do so in accordance with the company's formal grievance process.

Breach of this policy is regarded as a performance issue and can result in disciplinary action being taken.

Also remember that inappropriate social media comment by you may also expose you to personal liability to an offended person or defamation or other civil cause of action, or to complaint by the person of workplace harassment, discriminatory conduct, or other workplace breach.



## Financial Procedures

### Credit Card Use

Credit cards provide a convenient and efficient method of paying for business related expenses when such expenses cannot be charged to an account or paid on receipt of an invoice.

Cardholders are authorised to use the credit card for work related expenses such as:

- Purchase of goods and services within the cardholders area of responsibility
- Work related expenses including airfares, accommodation and meals (excluding alcohol)
- Marketing and business development expenses
- Client/referrer entertainment
- Conferences, seminars and training courses.

Purchases may be made, in-store, by telephone/fax or via secure internet site.

Corporate credit cards are not to be used for the purchase of non-work related or personal items. Improper or unauthorised use of the card will result in the cardholder being held liable for the expenditure.

Cardholders are responsible for the security of their card and personal identification number (PIN) if issued.

Lost or stolen cards must be reported to management and cancelled immediately.

Where the cardholder has a spending limit, approval for expenditure above the limit must be sought from the accounts department prior to the expense being incurred. Cardholders should confirm their spending limits with the accounts department.

Cardholders must obtain tax invoices for all purchases made with their corporate credit cards. Tax invoices are to be submitted to the accounts department prior to the end of the month that the expenditure is made. Cardholders must provide details of the purpose of the expense with the invoice/receipts.



## Vehicles and Driving

A company vehicle and/or fuel card may at times be provided to you for work related use.

You must hold and maintain a Class C licence. The vehicle user acknowledges that the licence is essential to you performing the duties of your position.

The company may at its discretion replace or withdraw the use of the motor vehicle and/or fuel card at any time.

You are required to comply with company policy for the vehicle and/or fuel card.

You acknowledge that the motor vehicle may not be driven by any other person than authorised employees of the company.

You acknowledge that the fuel card may not be used by any person other than authorised employees of the company.

If applicable, the company shall be liable for all fringe benefits tax (if any) on the vehicle.

You must comply with all Council parking regulations and the *Transport Operations (Road Use Management) Act 1995*, and other relevant traffic legislation and you will be responsible for parking fines and traffic offences incurred by you whilst driving the company's vehicle.

You are required to report a traffic offence or traffic accident to management as soon as possible.

You are expected to operate the vehicle safely. You will be required to reimburse the employer for damage or loss that in the company's reasonable opinion resulted from your negligent driving ("vehicle damage repayment"). The vehicle damage repayment will usually be (though is not limited to) the insurance excess payable by the company to its insurer for the damage, or the cost of repairs if less than a relevant excess.

**IMPORTANT: PLEASE KEEP COMPANY VEHICLES CLEAN, TIDY AND PRESENTABLE AT ALL TIMES**



## Petty Cash

Any petty cash purchases are to be authorised by management staff. All receipts are to be kept and recorded in a petty cash book and given to the accounts department.

## Replicon Time Sheets

Our working week is from Wednesday to Tuesday with our usual pay day on Wednesday. In order for an employee to receive their weekly payment, a timesheet/time recording book is to be provided to the accounts department via the employee's Replicon access on line.

### Recording in timesheet

Each day an employee is to log on at the commencement of each work day and log off at the end of their work day. The employee must also provide a detailed description of their work day (in the comments section provided). The employee is to ensure their hours are correct. Any incorrectly logged hours that have been noted by management will be changed to the correct hours and then discussed with the employee, for example not logging time off for the scheduled lunch break.

### Hours of work

All employees are to work the hours that they are rostered. No employee is to finish work early or to start work late unless otherwise given permission from management personnel. Conversely staff must not work any longer than their designated daily hours unless requested by management due to work load. For example, if you are to finish at a certain time and work load is manageable, it is not in order that extra hours be accrued.

### Recording lunch break

All employees are allocated an hour lunch break. It is a mandatory workplace requirement that employees take breaks during their work day. The employee is to log out of Replicon when commencing their lunch break on their Replicon timesheet. A minimum lunch break of 30 minutes should be logged off in Replicon (unless otherwise noted by management that the employee was requested to work during their lunch break due to work load).

### Submission of time sheet

Timesheets must be submitted on Replicon no later than 10 a.m. each Wednesday. Should amendments be required to the timesheet, the employee must notify their supervisor or the accounts department prior to this cut off time in order that the weekly pay run can take place.

It is your responsibility to ensure that your timesheet is submitted. If your timesheet is not submitted for any reason prior to 10 a.m. Wednesday, it will not be possible for the accounts department to process your weekly remuneration and it will not be processed until the following weekly scheduled pay run.



## Drug and Alcohol Management Policy

### Purpose

Civil Safety has a duty to ensure the safety of all staff members and others on its premises, on client work sites or attending its functions off premises.

All employees have a legal responsibility to ensure the safety of themselves, fellow employees and others attending our premises, on a client work site or our functions as well as to the public in general.

Civil Safety therefore seeks to manage the risks associated with the presence of drugs and/or alcohol consumed on its premises, on a client work site or at its functions and of alcohol and/or drugs consumed by its staff at functions related to their duties as employees of Civil Safety and of other attendees at such functions.

Drug and alcohol dependency can be a medical condition and Civil Safety encourages and supports its employees with a potential or known dependency to seek confidential referral, support and treatment.

Civil Safety is committed to ensuring that the use of alcohol and/or drugs by any employee does not adversely affect any employee or person on its premises, on a client work site or at its functions or adversely affect or put at risk the company, any employee or others.

### Conduct

The consumption of alcohol or illicit drugs at work; attending work with the presence of drugs or alcohol in your system; and being under the influence of alcohol or such drugs at work is not permitted. All employees must adhere to the client's policy whilst on any client's work site.

If the Employer has reasonable cause to believe that you (the employee) is affected by drugs or alcohol at work, the Employer may instruct you to cease work for the remainder of that day with you incurring loss of pay for the period not worked. You acknowledge that such conduct during working hours may constitute serious misconduct.

If the Employer or Employer Supervisor has reasonable cause to believe that an employee is affected by drugs or alcohol in the workplace, the employer or employer representative may instruct that employee to provide a breath and or urine sample immediately to determine the presence of alcohol and/or drugs. Should the employee refuse to provide a sample as requested it shall be deemed as serious misconduct. Should the initial sample return a non-negative result or a breath test reading of greater than 0.00% the employee will be instructed to cease work for the remainder of that day with loss of pay for the period not worked. The employee acknowledges that such conduct in the workplace during working hours constitutes serious misconduct.

### Drug and alcohol reasonable cause indicators



When assessing for reasonable cause, there will usually be more than one indicator present. Examples of reasonable cause include, but are not limited to the following:

- physical sign
- smelling breath, body odour, clothes
- slurred speech
- unsteady on feet
- eyes: bloodshot, dilated pupils, pin-point pupils
- excessive sweating
- flushed/ red complexion
- loss of weight
- unusual or out of character on-site behaviour
- continual involvement in small accidents or inattention
- obvious continual drop in performance
- changes in personality or mood swings
- excessive lateness
- absences often on Monday, Friday or in conjunction with holidays
- increased health problems or complaints about health
- emotional signs: outbursts, anger, aggression, mood swings, irritability
- paranoia
- changes in alertness – difficulty with attention span
- changes in appearance – clothing, hair personal hygiene
- less energy
- feigning sickness or emergencies to get out of work early
- going to the bathroom more than normal
- defensive when confronted about behaviour
- dizziness
- hangovers
- violent behaviour
- impaired motor skills
- impaired or reduced short term memory
- reduced ability to perform tasks requiring concentration and co-ordination
- intense anxiety or panic attacks or depression
- impairments in learning and memory, perception and judgement

All employees will be expected to perform their work in accordance with the Employer's drug and alcohol policy (as amended from time to time) and, when on site, with a client's drug and alcohol policy. This includes submitting to drug and alcohol testing in accordance with Employer and/or client policy.

### Work related functions

Moderate consumption of alcohol at work related functions is permitted provided that the effect of the alcohol consumption is not such as to place at risk the employee, other employees, Civil Safety (including its reputation) or others on Civil Safety premises, a client work site or attending its functions.

Civil Safety recognises that the consumption of alcohol at staff functions and client functions potentially increases the risk to it, its staff members and others attending. As a consequence, Civil



Safety regulates as a policy, the consumption of alcohol in the workplace, on a client work site, or at work related activities including as follows:-

- (a) Staff work drinks functions (in-house or otherwise) will be for a period not exceeding two (2) hours duration unless otherwise approved beforehand by the company director;
- (b) Should the company director or anyone appointed to represent the company for this purpose (nominee), believe at any function organised by, through or associated with Civil Safety, that the consumption of alcohol is exposing Civil Safety or its employees or others in attendance, to unreasonable risk, they may terminate the function prior to the two (2) hour limit expiring and direct any or all employees to leave the venue;
- (c) Should the company director or nominee reasonably believe that an employee attending any work related function (including staff drinks functions, client functions and the like) is affected by the consumption of alcohol such that it exposes Civil Safety or its employees or others in attendance to unreasonable risk, including the risk of damage to reputation of that person, Civil Safety or others, that employee can be required to immediately leave the venue;
- (d) Should any employee's behaviour at work be inappropriate as a consequence of their consumption of alcohol or the taking of illicit drugs, or their performance be significantly hindered as a consequence thereof, the company director or nominee, may instruct the employee to immediately leave the premises;
- (e) Should any employee reasonably believe that another employee's behaviour in the workplace, on a client work site, company or client function, is inappropriate or placing that employee, other employees or any other person including Civil Safety at risk as a consequence of that employee's consumption of alcohol or taking of illicit drugs or that the employee's performance is significantly hindered as a consequence thereof, they are required to report that to the company director or nominee of Civil Safety.

### Breach of Policy

Should an employee breach any of the clauses above or fail or refuse to:-

- (a) provide a sample, or
- (b) leave the workplace (or a function) when requested to do so by the company director or nominee in accordance with this policy,

it shall constitute serious misconduct entitling Civil Safety to take disciplinary action against that employee, including but limited to summarily terminating the employee's employment with Civil Safety.

### Support and awareness

All employees are encouraged to advise management if they have a potential known drug or alcohol dependency. Any such person who "self refers" in this manner, will be encouraged (at Civil Safety's discretion) and assisted to seek medical and/or counselling support and that matter will be treated confidentially.



All employees are also encouraged to advise the management staff if they believe another employee has a drug or alcohol dependency.

Both these obligations are a safety obligation under the Work Health and Safety legislation and accordingly, should be viewed seriously by every employee and are viewed seriously by Civil Safety.

If you have any concerns as to the meaning or application of this policy, you may seek clarification or further advice or assistance from the HR Manager.

Similarly, should any support be provided by Civil Safety with respect to an employee's drug or alcohol management issue/s, this will be provided through the services of the HR Manager in conjunction with the employee directly or if they wish, the company director.



## Workplace Safety

The Civil Safety Code of Business Conduct is based on values according to the Work Health and Safety legislation. It represents the fundamental commitment by the Australian Government Standards in which we comply with all applicable legal requirements and high ethical standards. The Code outlines the principals for business conduct applicable throughout the group, regardless of the location and role.

It is the duty of all employees to make sure they work in a safe and healthy environment. It may seem easier to keep silent or look the other way, but our commitment to working with integrity means we must never ignore an issue that needs to be addressed.

## Smoke free Policy

### Rationale

Tobacco smoke is responsible for a number of dangerous health conditions including lung cancer, cardiovascular disease, bronchitis, pneumonia, emphysema and asthma. Smoking is the greatest cause of preventable death in the developed world and causes in excess of 3400 deaths in Queensland each year.

Tobacco smoke has a detrimental impact on the health of non-smoking employees and also decreases workplace productivity and workplace morale.

Civil Safety's smoke free policy combats the damaging effects of smoking and passive smoking. This policy creates a health and pleasant environment for employees. Civil Safety provides a smoke free work environment and therefore smoking is strictly prohibited on the employer's premises, the employer's motor vehicle, and on site at a client's premises.

### Aims

This smoke free policy aims to build a healthy environment which protects the health and wellbeing of all employers, employees and clients. Civil Safety will actively encouraging smoking prevention and smoking cessation.

### Who does the policy affect?

The policy applies to all Civil Safety employers, employees and clients.

### Where is smoking prohibited?

Smoking is prohibited in all areas with the exception of the one (1) designated outdoor smoking area. These areas are clearly marked at the front and to the side of the buildings.



### What behaviours are expected under the policy?

Employers and employees are required to refrain from smoking while acting in an official capacity off-site.

### Our commitment

To support the smoke free policy and to minimise non-compliance Civil Safety will:

- Provide a copy of the smoke free policy to all existing employees and to new employees upon commencement with the organisation;
- Display adequate smoke free signage;
- Advise visitors of the smoke free policy;
- Provide information to assist smokers who wish to quit through the promotion of Quitline services, 13 QUIT (13 7848) and the provision of quitting tips.

Civil Safety will provide ongoing support to prevent exposure to tobacco smoke, prevent smoking uptake and encourage smoking cessation.

### Employees who smoke

Employees of Civil Safety who are smokers are to take “smoke breaks” during their designated lawful breaks i.e. 10 minutes mid-morning and mid-afternoon and 1 hour lunch break. Employees are not permitted to take breaks for the purpose of smoking outside these allocated breaks.

It is the employee’s responsibility to ensure that cigarette butts are extinguished and disposed of properly in the receptacle provided.

### Non-compliance strategy

Responses to policy breaches will include:

- Asking the individual to extinguish the cigarette immediately;
- Re-explaining details of the policy to the offending individual;
- Disciplinary action for failure to comply with a management direction.



## Uniforms

### Purpose

The appearance of employees reflects the image of our company and has a significant impact on the way we are viewed by clients and the general public. Civil Safety's goal is to present a professional and respectable work place, this means wearing uniforms with pride.

Civil Safety aims to provide its employees with comfortable and professional uniforms that project a good image and comply with Workplace Health and Safety guidelines. As part of the Work Health and Safety legislation all employees are to wear appropriate attire to work, this includes enclosed footwear.

### Policy

Employees should always be dressed neatly and appropriately for the type of work they perform. Current uniforms must be worn when at work and should be kept well maintained.

The Civil Safety **Administration** uniform is a shirt with the Company logo. This is to be worn with black slacks or skirt, and to comply with the Workplace Health and Safety Ethos. Enclosed shoes must be worn.

Civil Safety **Trainers** are to wear the Civil Safety High-Vis uniform, with enclosed steel cap boots and PPE. When training in the classroom only, Trainers may wear the company t-shirt.

What is **not** acceptable day to day attire:

- Singlets or sleeveless tops
- Denim jeans (this does not apply to trainer assessors working in the office)
- Clothing with tears, holes or rips
- See through clothing
- Low cut tops or t-shirts
- Leggings
- Track suit pants
- Beach shorts
- Midriff tops
- Open toed sandals
- thongs

**CASUAL FRIDAYS - The exception to the above** is that jeans together with a t-shirt for our current sponsored charity or appropriate casual shirt and casual footwear may be worn on a **Friday only (or such other occasion as agreed by management.)**

**Jewellery** should be discrete and professional in appearance. In order to maintain a safe workplace, wearing facial piercings other than in ears is not permitted (ie. Nose rings, eyebrow rings, tongue, etc.)



**Tattoos**, that could be perceived to be offensive, should be discretely covered (eg. Tattoos of naked men/women, skulls or depictions of violence, etc).

In the event that any employee arrives for work dressed in a manner that is not in line with this policy, their supervisor will advise them that they are not dressed or groomed appropriately to perform their duties, on the first occasion. They will be given the opportunity to address the issues immediately, and if necessary, to return home to change (the time to travel and change will not be paid). Any deliberate breaches of this policy could result in disciplinary action being taken against the employee. Any further incidents will be considered in breach of company policy and further action will be taken pursuant to the company policy and procedures.

Uniforms will be replaced on a fair wear and tear basis. Replacement requests are to be directed to the HR Manager.

A good guideline for work attire is, if you are of the opinion that it **MAY** be inappropriate, then this is most likely the case and a rethink of your work attire for that day may be in order.



## Staff Leave Policy

Leave requests must be completed and submitted on line through your Replicon log on prior to taking any form of leave, except for personal / carer's leave, and approved by your allocated supervisor.

Your leave request will be considered by your allocated supervisor and an email will be forwarded to you after consideration has been given to your request.

### Annual Leave

Full time employees are entitled to annual leave of twenty (20) days, four (4) weeks for each year of service, which is accrued progressively. Part time employees accrue annual leave on a pro rata basis. No annual leave shall accumulate for casual employees.

Staff are required to apply for annual leave as above at least two (2) weeks prior to taking leave (where practical). Management will consider your application and has the final discretion in approving leave requests.

While consideration shall be given to all leave requests, it may not be possible to grant leave at certain periods of the year if the requirements of the business would be jeopardised. Approval will not be unreasonably withheld in relation to these applications.

Civil Safety recognises that annual leave provides employees an opportunity to relax and to return to their job with renewed interest and vitality. Civil Safety encourages you to take annual leave each year and will direct you to take up to two (2) weeks annual leave during a particular period where more than six (6) weeks of annual leave has been accrued.

### Personal / Carer's Leave

Personal leave is leave taken when you are unfit for work because of personal illness, or personal injury.

Carer's leave is leave taken to provide care to a member of your immediate family or household if they suffer a personal illness, personal injury or unexpected emergency,.

Full time employees are entitled to ten (10) days of paid personal / carer's leave in each year of service with the company, which accrues progressively. Part time employees are entitled to personal / carer's leave on a pro rata basis. No personal / carer's leave shall accumulate to casual employees. All leave payments are to be approved by management.

Staff are required to provide a medical certificate when:

- 
- (a) Absent for two (2) or more consecutive days; or
  - (b) Absent on a Monday, Friday or business day following a public holiday.

Staff will not be entitled to personal / carer's leave if they do not provide the above certificate or sufficient evidence. Failure to do so will result in a reduction of annual leave for the period of leave taken. If you do not have accrued personal / carer's leave then this will be deducted from annual leave accrued. Should all leave entitlements be exhausted then this will be deemed unpaid leave.

Staff are required to be genuine in taking days off when they require personal / carer's leave. Any abuse of this benefit will be taken into account in evaluations of your performance.

Staff are required to notify the office by phone call to the office, preferably advising their immediate supervisor, no later than their regular starting time on the day/s they are absent. Should staff consider they will be absent for more than one (1) day, please advise the office as soon as practicable.

It is not acceptable to advise a fellow team member of your absence via SMS or email. The supervisor taking the phone call advising of a team member's absence are required to advise all teams members via email of the absence as soon as possible.

## Compassionate Leave

All employees are entitled to up to two (2) days compassionate leave on occasions when a member of their immediate family or household develops a personal illness or suffers an injury that poses a serious threat to their life or dies. Immediate family is an employee's:-

- Spouse
- Defacto partner
- Child
- Parent
- Grandparent
- Grandchild
- Sibling; or a
- Child, parent, grandparent, grandchild or sibling of the employee's spouse or defacto partner.

Employees will be able to take compassionate leave for other relatives (eg. Cousins, aunts and uncles) if they are a member of the employee's household, or if the company agrees.

The compassionate leave can be taken as:

- A single continuous two (2) day period, or
- Two (2) separate periods of one (1) day each, or
- Any separate periods the employee and the company agree.



An employee does not accumulate compassionate leave. It can be taken any time an employee needs it. If an employee is already on another type of leave (eg. Annual leave) and needs to take compassionate leave, the employee can use compassionate leave instead of the other leave.

This shall be paid for full time and part time employees. Casual employees may take unpaid leave.

To access compassionate leave, staff are required to give the company notice as soon as reasonably practical and provide evidence to the satisfaction of management of the need to take such leave.

## Unpaid Leave

There is no entitlement for an employee to take unpaid leave.

Applications for unpaid leave may be granted where exceptional circumstances exist, and must be authorised by management subject to the following conditions:

- (a) Unpaid leave will only be granted once all accrued unused annual leave has been taken;
- (b) In the case of prolonged illness, unpaid leave will only be considered once:
  - (i) The sick leave entitled has been exhausted; and
  - (ii) All accumulated annual leave has been taken.
- (c) In considering applications for unpaid leave, the company will take into account all relevant factors, including:
  - (i) The reason for the request;
  - (ii) Length of service;
  - (iii) Work performance; and
  - (iv) Attendance history.
- (d) During periods of unpaid leave, employees will not accrue entitlements to paid leave (for example personal / carer's leave, annual leave and long service leave). However, the employee's absence will not break their continuity of service.

## Long Service Leave

Long service leave is a period of paid leave granted to a staff member in recognition of a long period of service to an employer.

As of 3 June 2018, the entitlement of long service leave is 8.6667 weeks on full pay after each period of ten (10) years continuous service. After a staff member has completed an initial ten (10) years continuous service, they are entitled to take any further long leave accumulated only after another five (5) years continuous service (i.e. after fifteen (15) years continuous service).



Long service leave entitlements accumulated, but which have not been taken, are payable on termination.

## Parental Leave

Staff are entitled to unpaid parental leave after twelve (12) months continuous service as follows:

### Maternity Leave

- (a) Unpaid special maternity leave if the employee is pregnant and has a pregnancy related illness; or has been pregnant and the pregnancy ended within 28 weeks of the expected date of birth other than by the birth of a living child;
- (b) Unpaid maternity leave in respect of the birth or expected birth of the employee's child.

The maximum period of maternity leave (including special maternity leave and ordinary maternity leave) is fifty-two (52) weeks, less any period of related authorised leave taken by the employee or spouse.

The company requires eligible employees to provide a medical certificate and a statutory declaration regarding any application for maternity leave.

### Paternity Leave

- (a) Unpaid short paternity leave of up to one (1) week commencing on the day the employee's spouse begins to give birth;
- (b) Unpaid paternity leave after the spouse has given birth to a living child so that the employee can be the child's primary care giver.

***The maximum period of paternity leave (including short paternity leave and long paternity leave) is fifty-two (52) weeks, less any period of related authorised leave taken by the employee or spouse.***

The company requires eligible employees to provide a medical certificate and a statutory declaration regarding any application for paternity leave.

### Adoption Leave

- (a) Unpaid pre-adoption leave of two (2) days for the purpose of attending any interviews or examinations required to obtain approval for adoption, unless the company directs the employee to take another form of authorised leave to which the employee is entitled. Pre-adoption leave may be taken as a single, unbroken period of up to two (2) days or as otherwise agreed with the company.
- (b) Short adoption leave of up to three (3) weeks taken by the employee within the three (3) weeks starting the day of placement of a child with the employee for adoption.
- (c) Long adoption leave taken by the employee after the day of placement of a child with the employee for adoption so that the employee can be the child's primary care giver.



The maximum period of adoption leave (including short adoption leave and long adoption leave) is fifty-two (52) weeks, less any period of related authorised leave taken by the employee or spouse.

The company will require the employee to provide a statement by the adoption agency and a statutory declaration regarding any application for adoption leave.

### **Extension of Parental Leave**

The company will consider requests from employees that they extend their parental leave for an additional period of up to fifty-two (52) weeks.

### **Flexible work arrangements**

An employee may make an application in writing to management for flexible working arrangements where they have the responsibility for the care of a child under school age or a child under the age of eighteen (18) that has a disability.

Staff may make an application in writing and set out details of the change sought and the reasons for the change to management for flexible working arrangements.

The company will consider all such requests and will not refuse such a request unless this refusal is based on “reasonable business grounds”. The company will provide employees with a written response to the request within twenty-one (21) days, indicating whether a request for flexible working arrangements has been approved. Where such a request is refused, reasons will be provided. A copy of which will be placed on the employee’s personnel file.

## **PublicHolidays**

Office staff are not required to work public holidays. Full time and part time staff will be paid public holidays if they would normally be required to work on the day on which a public holiday falls.

Staff employed on a part time basis or on a flexible working arrangement whose day off falls on a public holiday, this day remains as their day off and there is no entitlement to public holiday pay.

## **ChristmasClosing**

Each year the company will decide whether to close the office/s for a period of time over the Christmas Day and New Year period. This may be for a period of two (2) to four (4) weeks normally commencing on the Friday prior to Christmas Day.

Where the office/s close/s during this period, staff will be required to take this time as annual leave. Unpaid annual leave can be utilised for any additional time for which there is insufficient accrued annual leave.



## Study Leave

Any full time employee currently undertaking tertiary study are entitled to unpaid study leave. Such entitlements are to be negotiated with the company and set out in writing.

Employees undertaking study are entitled to take unpaid study leave to attend lectures, classes and examinations and unpaid study leave to prepare and study for examinations and assessments. Such entitlements will be negotiated between the company and the employee and set out in writing.

## Codes and Ethics

Civil Safety believes that each employee had the fundamental right to work in an environment free from anti-discrimination, harassment, victimisation or any other inappropriate workplace conduct. Each employee is expected to treat others in the workplace (at work and outside of work) with courtesy, dignity and respect. Civil Safety will not tolerate any form of inappropriate workplace conduct, whether unlawful or not and disciplinary action will be taken against any employee or agent who breaches this policy.

The company owner and management staff have a responsibility to:

- Ensure that acceptable standards of conduct are observed at all times
- Promote and model appropriate behaviour
- Comply at all times with the code of ethics listed below
- Treat complaints seriously and ensure that immediate action is taken to investigate and resolve them
- Maintain confidentiality if they provide information to, or are involved in an investigation of a complaint in relation to the code of ethics

All employees have a responsibility to:

- Comply with the code of ethics listed below
- To refrain from engaging in harassing or discriminating conduct
- Maintain complete confidentiality if they provide information to, or are involved in an investigation of a complaint in relation to the code of ethics.

## Confidentiality

Employees are required to protect proprietary, commercial and other information that is confidential to Civil Safety. These obligations of confidentiality continue after an individual's employment with Civil Safety ends.

Information that is not generally available concerning the activities, results, or plans of Civil Safety or an associated company (i.e. inside information) must be used for authorised purposes only.



Such information should be handled and communicated with care, and must not be disclosed outside the Company without proper authority. It must never be used for personal gain.

Confidentiality also includes dealing with customer information. As a requirement it is asked for a customer to fill out an enrolment form to input into our company data. This information is to be kept confidential and used for work purposes only.

Unless otherwise agreed previously by the candidate, student, employer, guardian or other stakeholders, information cannot be shared with anyone other than stakeholders who have input or outcome responsibilities associated with the person (e.g. designated Civil Safety staff, NCVET, ASQA, Contracting Government Agencies).

It is important that you take the time to become familiar with information privacy requirements as legislated in the Information Privacy Act 2009 available at:

<https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/I/InfoPrivA09.pdf>

All external requests for confidential information must be made in writing and must be forwarded to the CEO for investigation and/or approval.

Any breach of confidentiality is considered serious and may result in a disciplinary warning being issued to the employee. Further breaches of a similar nature will result in termination of the employee's employment.

## Discrimination

Civil Safety and every person who works for it should be aware that discrimination, harassment, victimisation and vilification may be unlawful. Civil Safety recognises the rights of individuals and groups to be free from discrimination and harassment on legislatively applicable Federal and State grounds such as:

- Sex
- Marital Status
- Pregnancy or potential pregnancy
- Parental status including family responsibilities
- Race, ethnic background, nationality and social origin
- Religion
- Political belief or activity
- Trade union activity/inactivity
- Lawful sexual activity including sexuality or sexual preference
- Irrelevant criminal record
- Disability or impairment
- Age
- Association with, or relation to, a person with any of the above attributes.

(*Anti-Discrimination Act 1991*. Chapter 2 Discrimination prohibited by this Act (complaint), Part 2 Prohibited grounds of discrimination).



Discrimination, which includes both direct and indirect discrimination, is essentially any practice that makes distinctions between individuals or groups so as to disadvantage some or advantage others. Direct discrimination refers to individual actions or behaviour usually resulting from prejudice or stereotypical thinking. Indirect discrimination involves instances where certain groups are unreasonably excluded or otherwise disadvantaged by apparently neutral policies, practices, procedures or decisions that are unfair or unequal in their effect.

Under Federal and State legislation, Civil Safety will ensure that direct or indirect discrimination on the grounds listed above does not occur in its work environment or dealings with the public. Civil Safety will ensure that current and prospective employees receive fair and equitable treatment.

Unlawful discrimination will not be tolerated by Civil Safety. Employees found engaging in discriminatory conduct will be subject to disciplinary action, including termination.

## **Harassment**

Civil Safety is committed to providing all employees with a harassment free work environment. Harassment is a form of discrimination. It consists of unwelcome, embarrassing, unsolicited, offensive, abusive, belittling or threatening behaviour directed at an individual or group because of some real or perceived attribute such as a person's ethnicity, sexuality, or disability in circumstances



which a reasonable person, would have anticipated that the person harassed would be offended, humiliated or intimidated.

Harassment can be any one or more of the following:-

- Practical jokes
- Swearing
- Bullying
- A demand or inappropriate request for sexual/romantic favours
- Crude jokes, derogatory comments, offensive messages or phone calls
- Graffiti with racial overtones
- Name calling, physical threats and offensive gestures
- Campaigns of hate and silence
- Leering, patting, pinching, touching
- Displays of offensive posters, pictures or graffiti

If such behaviour makes an employee feel offended, humiliated or intimidated, then harassment and/or discrimination is occurring in the workplace and immediate action is required.

Harassment can occur on the basis of any of the grounds of discrimination.

**Any form of harassment in the workplace will not be tolerated. There will be disciplinary consequences for employees who engage in harassment in the workplace. This may include termination.**

## Bullying

Work bullying is aggressive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying can be defined as a repeated less-favourable treatment of a person by another or others in the workplace, which is considered unreasonable and inappropriate workplace practice. Examples of bullying at work may include:-

- Behaving aggressively
- Teasing or practical jokes
- Pressuring someone to behave inappropriately
- Excluding someone from work related events
- Unreasonable work demands
- Sabotaging someone's work or their ability to do their job by not providing them with vital information, appropriate training and/or resources.

Bullying often results from one person or a group needing to dominate or show superiority over another person.

What is not bullying – A manager can make decisions about poor performance, take disciplinary action, and direct and control the way work is carried out. Reasonable management action that's carried out in a reasonable way is not bullying.



**Any form of bullying in the workplace will not be tolerated. There will be disciplinary consequences for employees who engage in harassment in the workplace. This may include termination.**

## **Workplace Violence**

Violence and aggression include: verbal and emotional abuse or threats, and physical attack to an individual or to property by another individual or group. The impact of violence on a victim depends on the severity of the violence, his or her own experiences, skills or personal. Violent acts include:

- verbal abuse, in person or over the telephone
- written abuse
- harassment
- threats
- ganging up, bullying or intimidation
- physical or sexual assault
- malicious damage to the property of staff, customers or the business
- armed robbery

Workplace violence may not always be a critical or extreme situation from the outset. It sometimes follows a pattern of escalating behaviour – from agitation, expressed anger or frustration and intimidating body language, to verbal/written abuse and threats, physical threats or assault. Violence can be internal to the organisation or from external sources.

Workplace violence will not be condoned by Civil Safety and serious disciplinary consequences, including summary dismissal will apply for offences.

The complaints procedure should be followed in the event of a complain of workplace violence, however in a severe instance of violence you are required to immediately remove yourself from the situation and report to the instance to the company manager. The same potential outcomes described in the procedure will apply.

## **Complaints Procedure**

Civil Safety's code of ethics policy outlines the types of behaviour that are and are not acceptable within the workplace. Our complaints procedure is:

- **Impartial** – Both sides have a chance to tell their side of the story. No assumptions will be made and no action will be taken until all relevant information has been collected and considered.
- **Free of repercussions** – No action will be taken against anyone for making a valid, truthful complaint or helping someone in making a valid, truthful complaint. Disciplinary action, including possible termination may ensue against employees who make deliberately false and/or malicious complaints.

- **No victimisation** – Civil Safety will take all necessary steps to ensure that no victimisation occurs against anyone who makes a complaint. Should an employee (the first employee) victimise another employee for making a complaint, the first employee shall be disciplined including as to potential termination of employment.
- **Timely** – All complains will be dealt with as quickly as possible.
- **Completely confidential** – You can feel secure that if you do make a complaint under this policy, it will be remain as confidential as possible. The only people who will have access to information about the complaint will be the person making the complaint, the investigators and where necessary, the person about whom you have complained. In some situations, some details of a complaint will also have to be told to potential witnesses. Only the people directly involved in making or investigating a complaint will have access to information about the complaint. Employees involved in any way with an investigatory process, including complainants, alleged offenders or witnesses who breach confidentiality requirements explained to them at any time prior to, during or after the investigation process will face disciplinary consequences for their actions, including potential termination of employment.

The following procedure is to be used to resolve any complaint:

**Step 1** Approach the HR Manager or Business Manager who can provide information about the range of choices available to the employee with the complaint.

**Step 2** If judged possible by the complainant, try and sort out the problem or concern with the person involved informally. The HR Manager and Business Manager can provide advice on how to do this. This step is not compulsory, but is strongly recommended as a desirable course of action by Civil Safety, to ensure that minor issues are resolved informally between the parties, where possible.

**Step 3** If this does not work, or if the problem or concern cannot be sorted out informally, or if the complainant does not wish to attempt an informal attempt at resolution, a formal complaint may be lodged by the employee with the HR Manager or Business Manager. Details of the complaint must be formally recorded including full details of the alleged incident/s, time, place and/or circumstances.

**Step 4** A full examination of complaints will be conducted by a company representative (which may be the HR manager or Business Manager or another party) where appropriate and may include the following:-

- Interview the alleged offender in relation to the substance of the complaint
- Require the alleged offender to provide an explanation concerning alleged matters, and
- Further investigate the matter including taking evidence or witness statements from other parties including parties nominated by the alleged offender in defending the matter.

**Step 5** On completing their examination of the matter, the investigator will reach a final decision as to the outcome of the investigation and provide this information to the company owner for final decision.

**Step 6** The decision of the company owner will be actioned, and the complainant and alleged offender advised of the outcomes. Outcomes may include:

- 
- Counselling
  - Disciplinary action, including termination
  - An apology
  - Relevant training

## Disciplinary Procedure

Disciplinary action, which is commensurate with the severity and/or frequency of act/s of misconduct under these policies contained herein, will be taken as follows:

1. An employee will be verbally counselled by their Supervisor. Where requested by the employee, the Supervisor will conduct the counselling in the presence of an employee representative. Written notice and verbal counselling will be provided to the employee and a copy placed on the employee's file;
2. An employee will be counselled by their Supervisor in the form of a formal warning. Where requested by the employee, the Supervisor will conduct the counselling in the presence of an employee representative and have the warning confirmed in writing. A copy will be provided to the employee and placed on the employee's file.
3. An employee will be issued a final warning by their Supervisor and Employer. Where requested by the employee, the company representatives will conduct the counselling in the presence of an employee representative, and have the final warning confirmed in writing and the employee will be advised that dismissal may result from any further act of misconduct. The employee may also be placed on a period of suspension without pay for up to twenty-one days. A copy will be given to the employee and placed on their file.

Any disputes arising from the application of this process may be progressed through the disputes settlement procedure.

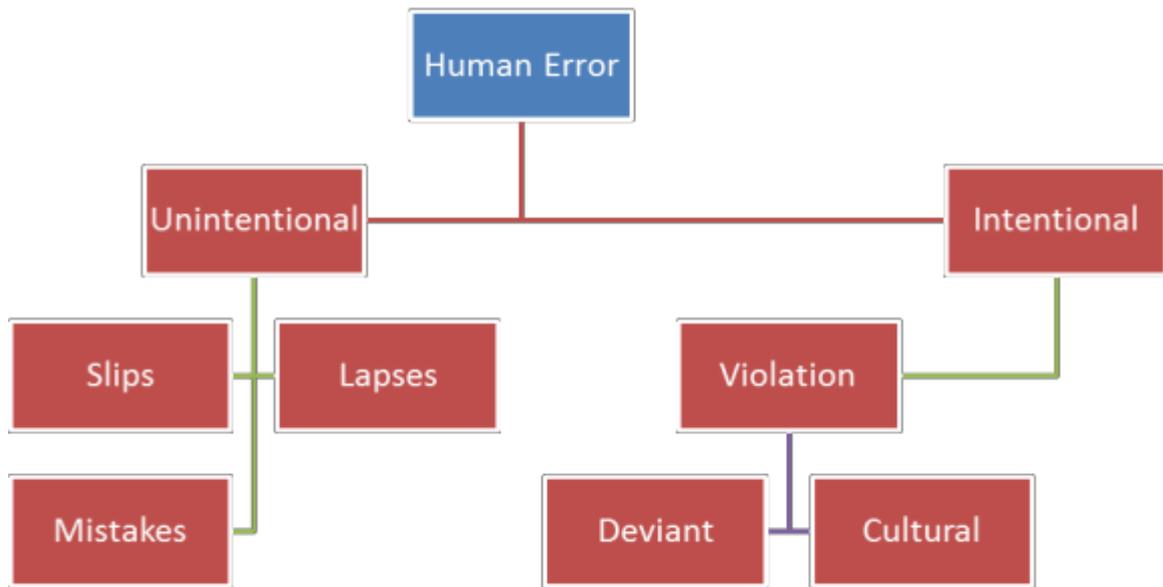
Civil Safety seeks a workplace where people ask if they are unsure of what to do. Civil Safety also wants concerns to be raised and if you believe the Code has been breached, you have the responsibility to report it.

The code explains how you can do this. Retaliation against anyone raising an issue will not be tolerated.

Our company enjoys a positive reputation, but this provides no benefit if all employees do not make the right decisions and do things the right way every day.

Therefore, Civil Safety requests that employees make a personal commitment to working with integrity. This will not only enhance our Company's reputation, but also allow us to share a sense of pride at the end of each day in what we have achieved together.

## Just Culture Decision Tree





I \_\_\_\_\_ have read Civil Safety's organisational policies and procedures manual and understand the policies and procedures of the Company and agree that I:-

- Shall follow all requirements set out herein by Civil Safety and will work to the best of my ability to maintain a safe and healthy work environment for not only myself, but also my fellow colleagues and valued customers.
- understand that if an issue may arise, it is my responsibility to liaise with management in order to take steps to rectify the issue.
- will wear the full work uniform requirements as set out herein.
- have read and understand the code of ethics policy and procedure and if an issue may arise I am to report the issue to management and, as a team, take steps to resolve the issue immediately.
- am aware that if need be there is a disciplinary procedure in place and I may be asked to undergo a mediation process.
- have agreed that if I am sick and unable to attend work I shall follow the procedure set out herein.
- understand that if I do not follow the terms and conditions written in the Civil Safety Policies and Procedures Manual that I may be given a written warning or my employment may be terminated.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_