



# **Showcall Crewing PTY LTD**

## **OH&S Policy Manual**

## TABLE OF CONTENTS

Occupational health and safety standards .....	3
Disciplinary action and dismissal policy.....	5
Drug and alcohol policy .....	6
E-mail usage policy.....	7
Environmental policy.....	8
Equal employment opportunity policy.....	9
Fire and emergency evacuation policy .....	10
First aid policy.....	11
Fork lift trucks policy .....	12
Hazardous substances policy.....	14
Incident reporting policy.....	15
Internet access policy .....	16
Management of legislative change .....	17
Manual handling policy .....	18
Mobile phone policy.....	19
Personal protective equipment (PPE) policy .....	20
Privacy policy - company .....	22
Privacy policy - employee .....	23
Rehabilitation policy.....	24
Risk management policy .....	25
Smoking policy.....	26
Social functions policy .....	27
Step and extension ladder policy.....	28
Stress and fatigue policy .....	30
Sun protection policy .....	31
Workplace harassment and conflict management policy .....	32
Employee policy agreement .....	33

## **OCCUPATIONAL HEALTH AND SAFETY STANDARDS**

### **Aim**

SHOWCALL CREWING PTY LTD intends to operate our business in a manner, which ensures the safety and wellbeing of our employees', clients and visitors.

It is our objective to ensure that all employees' are properly trained to operate in all areas of our business in a safe and professional manner.

SHOWCALL CREWING PTY LTD seeks your co-operation in realizing our health and safety aims and objectives in creating a safe working environment for you.

### **General**

Safety rules are introduced by the Company to ensure your safety and must be observed at all times.

All employees must familiarise themselves with the emergency response procedures.

Appropriate Personal Protective Equipment (e.g. hard hat, safety glasses etc) must be worn at all times. (Where applicable)

Jewelry and ties must be removed and long hair tied back before using machinery.

Employee's children are not permitted in the workplace unless management has granted prior authorization.

No pets in the workplace.

### **Behavior**

Foolish or irresponsible behavior, practical joking, which may result in an accident, is strictly forbidden.

If you consider any workmate or contractor to work in an unsafe manner, please contact the Manager immediately.

Climbing on chairs or on office furniture ANYTHING OTHER THAN A LADDER is strictly prohibited.

### **Tidiness**

Work areas must be kept clean and tidy at all times.

Flammable materials and fire hazards must be eliminated or adequate protection taken.

Any spills in the workplace must be cleaned up immediately and floors kept clear of obstructions.

### **Incidents**

ALL accidents, incidents, near misses and equipment malfunctions or necessary repairs must be reported and logged in the OHS diary by the safety representative. This enables modifications to be made to our policies and is a way of measuring our safety performance.

All persons requiring first aid treatment must contact the first aid officer who will render the appropriate treatment and enter the details in the OHS diary first aid register.

### **Plant and Equipment**

Your manager must be informed immediately should you consider any work practices or equipment unsafe.

All plant and equipment is to be used in a safe manner and in accordance with the manufacturers recommended use.

Only drivers who have undergone the appropriate assessment can operate machinery.  
(E.g. forklift)

Seat belts must be worn where fitted.

Always use a ladder to access high places.

### **Electrical Safety**

Be mindful of electrical safety.

Always keep power leads and appliances away from water.

Do not overload power points by using multiple power boards or double adaptors.

Review date: \_\_\_\_\_

## **DISCIPLINARY ACTION AND DISMISSAL POLICY**

### **Aim**

Here at SHOWCALL CREWING LTD we pride ourselves in having thorough job descriptions and an extensive training program for each employee. We hope this minimises the need to enforce this policy.

### **Policy**

#### **STAGE ONE – the verbal warning**

Stage one of the disciplinary action procedure is a verbal warning held in the form of a counseling meeting with the General Manager and the employee. An independent observer may be invited to this meeting. The conduct, capacity or performance allegations will be heard and the employee will be given the opportunity to respond. An agreed plan of action will be reached to improve performance standards or the appropriate conduct will be outlined. A written record will be made of this meeting and the employee will be asked to read and sign the record as correct. It will also state that if this behavior persists it may result in termination of their employment. The employee will then be given a copy for their reference and a copy will be kept in their employee file. If there are no repeat occurrences the employee will be commended and their employment retained.

#### **STAGE TWO – the written warning**

The second stage of disciplinary action will be undertaken if the behavior persists. This consists of a written warning outlining the behavior or problems being encountered and possible solutions. It will also give a review date for the employees' conduct, capacity and performance.

#### **STAGE THREE – the final warning**

A further repeat of this conduct will result in a final warning. A counseling meeting of the same format as stage one, will occur giving a very clear message that if this behavior persists the company will either terminate your employment or you will be demoted within the company. Records will be made from this meeting as in stage one. These records will be kept in your employee file for a period of two years.

### **INSTANT DISMISSAL**

There are certain behaviors that will not be tolerated and may result in the instant termination of employment:

- theft of Company products, workplace equipment
- assault of a co-worker or client
- abuse of a co-worker or client
- breaching the Companies confidentiality
- fraud
- intoxication at work
- behavior which could jeopardise the health, safety or profitability of other employees or the company
- willful or deliberate behavior inconsistent with your employment contract

Each incident of misconduct will be reviewed on its merits.

As with any allegation you will be advised of what the allegation is and will be given the opportunity to respond before a decision is reached.

Policy review date: \_\_\_\_\_

## **DRUG AND ALCOHOL POLICY**

### **Aim**

SHOWCALL CREWING PTY LTD is committed to providing a safe environment for its employees', clients and visitors. Drugs and alcohol can influence an employee's ability to maintain safe practices, endangering themselves and others in the work place.

Research has proven that drugs and alcohol can impair an individual's performance for many hours after the time they were consumed.

### **Policy**

It is SHOWCALL CREWING PTY LTD policy that an employee must inform their supervisor immediately if they may have a blood alcohol level above 0.00ml/l or are under the influence of non-prescription drugs on arrival at the workplace. An employee must remain uninfluenced by drugs and alcohol for the duration of their shift.

This policy includes employees' engaged in after hours work, on standby availability, casual or contract workers. An employee must not drive a company vehicle or operate machinery if they may be above the 0.00ml/l blood alcohol limit or are under the influence of non-prescription drugs.

The only exception to this policy would be where prescription drugs are used and a letter from your doctor is supplied stating what duties you are able to complete in a safe manner.

Any kind of substance abuse is regarded as a medical condition and we would encourage anyone this may apply to, to seek professional support and assistance.

If you feel at any time you are in breach of this policy you are required to notify the Manager immediately. Also if you suspect any other employee is in breach of this policy you are required to advise the Manager immediately.

From time to time SHOWCALL CREWING PTY LTD will host social functions and employees' are required to avoid excess alcohol consumption and not to take illegal drugs during or prior to these events.

Confidentiality is to be strictly observed in these matters.

A breach of this policy will lead to disciplinary action and may result in the termination of employment

Policy review date: \_\_\_\_\_

## **E-MAIL AND SMS USAGE AND HARASSMENT POLICY**

### **Aim**

While SHOWCALL CREWING PTY LTD appreciates the convenience and efficacy that Electronic Mail (Email) and SMS provides our aim is to protect against its misuse. This policy in conjunction with all existing company policies applies to the email system, in particular the confidentiality, harassment, and privacy policies.

SHOWCALL CREWING PTY LTD reserves the right to monitor, log and/or restrict employee email or SMS usage with or without notice.

### **Policy**

It is the policy of SHOWCALL CREWING PTY LTD that:

All documents created and sent via the companies email system remain the property of the company.

No messages of a harassing nature are to be sent. Harassment is ANY unwelcome or offensive behavior, which has no workplace function and intimidates, offends or humiliates the person or persons being harassed.

SMS replies and conversations may be stored. It is an offence under federal law to harass or intimidate anyone using email internet or SMS technology. Anyone caught doing so may be reported to the police.

No personal business is to be conducted using the companies email or SMS system.

Employees are prohibited from accessing, sending, displaying, generating or storing any material that is sexually explicit, offensive, discriminatory or contains profanities.

Only persons authorized by the General Manager may contact the media regarding Company matters.

No employee may criticise work done by the Company or make any comments that may damage the Companies reputation.

Any employee who is aware of unauthorised or inappropriate email usage or SMS by another employee is to contact the General Manager.

Any employee who does not comply with this policy will be subject to disciplinary action.

Policy review date: \_\_\_\_\_

## ENVIRONMENTAL POLICY

### Aim

SHOWCALL CREWING PTY LTD is committed to conducting our business in an environmentally aware and responsible manner. We seek the co-operation of our employees in ensuring our work practices are conducted with minimal environmental impact.

### Policy

SHOWCALL CREWING PTY LTD will implement systems to decrease the volume of waste we generate.

Where practical we will use environmentally appropriate packaging and will recycle wherever possible.

We seek the assistance of our employees to minimize our environmental impact by:

Where possible washing company plant and vehicles in the designated areas

Where there are no designated areas for washing plant and vehicles ensure it is done away from driveways, gutters and roads so the run off will not enter storm water drains

Where declared weeds occur on the job site ensure all soil and seeds are removed from plant and vehicles so transference of the weeds is avoided

Only mix chemicals in the designated areas

Dispose of chemicals as per the Material Safety Data Sheet (MSDS)

Never wash chemicals down drains or gutters

Where a chemical spill has occurred contain and clean up the spill by following the directions on the MSDS as directed by the production company in charge.

Remove all rubbish and waste from the work area and dispose of appropriately

Where practical take steps to prevent soil erosion

Wherever possible reduce the impact of your work on native flora and fauna (e.g.- noise, dust)

Recycle at every available opportunity

SHOWCALL CREWING PTY LTD seeks to identify our environmental impact and any potential risks at all our locations and implement control measures for any potential hazards.

Policy review date: \_\_\_\_\_

## **EQUAL EMPLOYMENT OPPORTUNITY POLICY**

### **Aim**

SHOWCALL CREWING PTY LTD is committed to a non-discriminatory workplace and will abide by the relevant Anti-discrimination and Equal Employment legislation.

### **Policy**

We will not discriminate against anyone in our recruitment practices or in the delivery of our goods and services. This includes discrimination based on sex, age, race, health status, marital status, disability, political conviction, or trade union associations

Our recruitment selection process will be based on merit so all applicants with the qualifications and experience we are looking for will be considered for the position. The successful applicant will be the person who best meets the specific requirements of the job. Promotions within the company will work in the same manner.

No employee, or manager is to harass another employee, client, contractor or any other person associated with this company. Harassment of any type is any unwelcome, or offensive behavior, which has no workplace function and intimidates, offends or humiliates the person or persons being harassed.

All employees and all levels of management will undertake not to discriminate, harass, vilify or victimize any employee, client, contractor or other person associated with SHOWCALL CREWING PTY LTD.

Non-compliance with this policy will result in disciplinary action and employees need to be aware they can be held legally responsible for their unlawful acts.

Policy review date: \_\_\_\_\_

## **FIRE AND EMERGENCY EVACUATION POLICY**

### **Aim**

It is the policy of SHOWCALL CREWING PTY LTD to provide a safe workplace for our employees', clients and visitors. In the unfortunate event there should be a fire or other emergency requiring evacuation of the premises the following will apply:

### **Policy**

- We will alert all persons within the vicinity
- Assist and remove any person/s in immediate danger (only if it is safe to do so)
- Call the fire brigade on 000
- Confine the fire if possible to prevent any further injury or damage. Employees' trained in the use of fire extinguishers can use these to confine the fire if it is safe to do so. If any risks are associated with this, evacuate the area immediately, closing any doors behind you.
- Evacuate immediately and proceed to the evacuation point furthest from the danger, closing all doors. Do not use lifts to evacuate the building.
- Check that all areas have been cleared and persons are accounted for.
- Maintain control of persons at the evacuation assembly areas and contact the emergency services with the details of what has occurred and of any persons unaccounted for.
- Remain evacuated until you are given the all clear to re-enter the area.

All venues have a building plan that you are to be familiar with

Evacuation assembly points will differ with each different venue, please see your supervisor for this information.

Policy review date: \_\_\_\_\_

## FIRST AID POLICY

### Aim

Anywhere people exist, so does the potential risk for injury. SHOWCALL CREWING PTY LTD is committed to the provision of effective first aid services that comply with current legislation. First aid involves the first response treatment and stabilization of ill or injured persons.

### Policy

SHOWCALL CREWING PTY LTD will ensure that it complies with current legislative requirements.

In particular:

- Risk assessments will be conducted and documented that take account of any particular hazards in the workplace.
- Suitable personnel will be trained to administer first aid.
- First aid cabinets and kits will be stocked appropriate to the type of injuries likely to occur as identified in the risk assessment. It will be kept in a prominent, accessible, clean location known to all workers.
- All company vehicles will be fitted with a suitable first aid kit.
- All First Aid incidents will have all the relevant details recorded in the First Aid log section of the OHS diary. The details will be recorded as soon as possible (usually by the First Aid Officer) and will be kept at the work place for 7 years. They will be kept strictly confidential.
- If required a First Aid Officer will be appointed and a first aid room will be provided. (this is a venue or production management facility provision)

### Reference

See - Basic First Aid Procedures

Policy review date: \_\_\_\_\_

## **FORK LIFT TRUCKS POLICY**

### **Aim**

To ensure the safety of all employees while working with or around fork lift trucks.

### **Policy**

SHOWCALL CREWING PTY LTD is committed to the safe operation of its forklift truck(s). This will be ensured through certified and authorised operators. Further SHOWCALL CREWING PTY LTD will ensure adequate information is made available to employees on the safe operation of forklifts. Training will include induction for new operators/ machines. Regular inspections will be carried out and correct operation of forklift trucks will be monitored at all times.

### **Procedure**

#### Maintenance.

Will be in accordance with manufacturer's recommendations and will only be carried out by authorised maintenance personnel or contractors.

Pre-operational daily safety checks will include:

- Steering, brakes and lights (if fitted).
- Tyres for wear or damage.
- All warning devices including horns and reversing alarms.
- Tines for damage.
- Tilt systems.
- Battery condition including fluid levels.
- Hydraulic lines, cables etc.

Minor faults will be recorded on the daily inspection sheet.

Major faults identified or occurring during the shift will require the forklift truck to be IMMEDIATELY removed from service until the faults are rectified. (Example – Steering fault)

#### Driving

- only certified / authorised employees are to operate forklift trucks.
- Seat belts are to be worn at all times.
- Passengers will not be carried.
- Loads will be placed fully against the truck carriage or back rest.
- Mast will be tilted backwards.
- Loads to be transported as close as practical to the ground.
- Ramps are to be driven up and reversed down at all times.
- Safe distances will be maintained from other vehicles.
- Speed will be reduced when making a turn to prevent forklift tip overs.
- if vision is obscured forklift is to be driven in reverse.

Prohibited practices

- leaving the forklift **without** the park brakes applied, tines lowered, controls in neutral and key removed.
- Lifting employees on the tines of the fork lift without using an approved work platform.
- overloading the fork lift. Load capacity to be checked on the data plate.
- Towing or pushing objects without the use of proper towing connections.
- Pushing objects with the point of a tine.
- Modifications to safety features of the fork lift including the fitting of any additional counter weights.

Policy review date: \_\_\_\_\_

## HAZARDOUS SUBSTANCES POLICY

### Aim

At SHOWCALL CREWING PTY LTD the safety of our employees' is of utmost importance. Strict adherence to this policy is **essential** to the health and wellbeing of our employees' as exposure to hazardous substances can result in skin complaints, breathing difficulties, allergic reactions, burns, cancer and death.

### Policy

Each substance used in the workplace will have a MSDS (Material Safety Data Sheet). Even many common cleaning agents are classed as hazardous substances. MSDS's can be obtained from the supplier when purchasing hazardous substances or can be obtained from the manufacturer. Each workplace must have a register of all hazardous substances used and have the current MSDS for each. The MSDS's must be readily accessible to all employees'.

The MSDS's contain information such as the use of the substance, whether it is hazardous or not, emergency contact numbers, first aid measures if exposure occurs, handling and storage information, disposal information, personal protection measures needed and what to do if spillage occurs.

### Procedures for handling substances

Ensure you have been trained to use the substance

If transporting the substance follow the transportation advice found on the MSDS and ensure the MSDS is in the vehicle carrying the substance

Follow the label, MSDS and risk assessment for the safe handling and personal protective equipment (PPE) needed.

Ensure the labels are fixed to hazardous substances containers and are legible

Follow the MSDS, label and risk assessment for the storage, disposal and use of substances

Follow your training and the information on the MSDS if exposure to hazardous substances occurs

Always wear PPE when opening, mixing or disposing of substances. The necessary PPE for the substance you are using is listed on the MSDS

Review the MSDS **at least** once in **every 5** years to ensure it contains current information

Non –compliance with this policy will result in disciplinary action.

Policy review date: \_\_\_\_\_

## **INCIDENT REPORTING POLICY**

### **Aim**

SHOWCALL CREWING PTY LTD intends to operate our business in a manner, which ensures the safety and wellbeing of our employee's, clients and visitors.

### **Background**

An incident is an event or series of events that results in harm to people, damage to property or to the environment or loss of process or product.

Incident examples include but are not limited to

Spills - any loss of primary containment of product including product contained within bund (with zero tolerance on volume).

Plant incidents - any car, truck, fork lift or plant incidents or serious malfunctions that occur whilst carrying out work-related activities.

Injuries - The consequence of an instantaneous event causing harm to a person (e.g. broken limb, cut requiring stitches, burns).

Implosions, explosions or fire.

Fatalities.

Serious incidents are those, which result in serious injury or fatality or where a person is exposed to immediate risk to their health or safety. A serious injury may be classed as one, which requires in patient hospital treatment. For the definition of a serious injury contact your locally responsible government body such as WorkCover or WorkSafe.

### **Policy**

In the unfortunate event of an incident in the workplace the following will be adhered to.

#### Serious Incident:

- Notify the appropriate emergency services for assistance
- Immediately notify the appropriate government body in your state (eg WorkCover or Department of Industrial Relations)
- Preserve the incident site until a safety inspector arrives or gives direction to do otherwise.
- Provide written notification within 24 hours on an approved Incident Notification Form & file a copy of this form for reference.
- The Manager of the business is to be notified as soon as practical & the insurer will also require prompt written notification.

#### ALL incidents including near misses

Regardless of severity of the incident are to be recorded in the OHS Diary so necessary policy changes can be made and as a safety record.

Policy review date: \_\_\_\_\_

## **INTERNET ACCESS POLICY**

### **Aim**

SHOWCALL CREWING PTY LTD appreciates that the Internet can be a valuable workplace tool. To protect against its misuse, this policy in conjunction with all existing company policies apply to Internet usage.

### **Policy**

SHOWCALL CREWING PTY LTD reserves the right to monitor, log and/or restrict employee Internet access with or without notice.

It is the policy of SHOWCALL CREWING PTY LTD that:

Internet access is permitted to authorised employees only.

Internet browsing must only be conducted for activities that directly relate to company business.

All results of network activity conducted while doing company business and being conducted with company resources remain the property of the companies.

Use of the Internet for any illegal purpose is strictly prohibited.

Employees are prohibited from accessing, displaying, generating or storing any material that is sexually explicit, offensive, and discriminatory or contains profanities.

Information relevant to company business may be downloaded.

The downloading of software is prohibited.

Any employee who is aware of unauthorized or inappropriate Internet usage by another employee is to contact the General Manager.

Any employee found to be breaching this policy will be subject to the companies' Disciplinary Action and Dismissal Policy.

Policy review date: \_\_\_\_\_

## **MANAGEMENT OF LEGISLATIVE CHANGE**

### **Aim**

To ensure the health and safety of our employees', clients and visitors by complying with all relevant legislative changes.

### **Policy**

SHOWCALL CREWING PTY LTD will follow any changes in the legislation, which may apply; to the way we conduct our business or provide goods and services to our clients.

We will endeavor to keep at the forefront of technical knowledge in relation to OHS issues in the workplace. We aim to remain up to date with any changes in regulations or codes of practice.

This will be done by maintaining a close relationship with our local council, Work Cover and the Department of Industrial Relations.

Policy review date: \_\_\_\_\_

## MANUAL HANDLING POLICY

### Aim

At SHOWCALL CREWING PTY LTD we are committed to reducing the potential for manual handling types of injuries as far as is practical. Manual handling is any activity where an employee is required to grasp, manipulate, carry, lower, push, pull, hold or move an object. It therefore encompasses most workplace activities.

### Policy

- Staff will be encouraged to identify hazards and associated risks as part of our Risk Management practice. Risk assessments will include poor working postures, work layout and work organisation, repetitive handling and the application of force.
- Training will be provided to all relevant staff so that they can participate in risk assessments successfully.
- Improvements in procedures will focus on task redesign to reduce risks.
- Mechanical aids, such as trolleys and appropriate handles will be supplied.
- Training in back care will be provided.
- Sufficient resources will be allocated to comply with the aim of this policy.

### Reference:

National Standard for Manual Handling.  
Workplace Health and Safety Legislation  
Manual Handling Procedure

Policy review date: \_\_\_\_\_

## MOBILE PHONE POLICY

### Aim

Mobile phones offer an extremely convenient method of communication with fellow employees and clients. They can however pose a safety hazard when used in certain circumstances. SHOWCALL CREWING PTY LTD aims to ensure the safety of our employee's while using mobile phones.

### Health concerns regarding mobile phones

The scientific literature has to date provided no concrete evidence that long-term mobile phone usage creates a health hazard. As more research is undertaken this possibility cannot be ruled out.

### Policy

For safety reasons employees must:

- Use a land line wherever possible
- Limit the number and duration of calls where practical
- Use a hands free set when ever available.
- It is a legal requirement to use a hands free attachment for your mobile phone while driving. At SHOWCALL CREWING PTY LTD we recommend employees avoid using a mobile phone while driving as it can act as a distraction.
- Ensure their mobile phone is switched off at service stations while fuelling vehicles.
- The use of mobile phones while operating forklifts or other machinery is strictly prohibited.
- The use of mobile phones on the job (unless allowed by the General Manager) is strictly prohibited.

### Employee owned mobile phones

All mobile phones owned by employees' must be used for SHOWCALL CREWING work only during the shift you are working. They are an important method of communication between the Crew Chief the Office and the you the crew worker. If the boss, crew chief or office contacts you during the shift you must reply as it is likely to be related to the job you are working on. If the client has an issue with this you can politely inform them the boss is contacting you.

If a friend or relative needs to reach you in the case of an emergency only they may call for you. Keep all personal calls limited to your breaks. Any replies to futures jobs can also be done during your break.

Policy review date: \_\_\_\_\_

## **PERSONAL PROTECTIVE EQUIPMENT (PPE) POLICY**

### **Aim**

At SHOWCALL CREWING PTY LTD we are committed to providing a safe environment for our employee's, clients and visitors. Personal Protective Equipment (PPE) is any piece of clothing or equipment which when worn and fitted correctly can protect the wearer from risks of injury or disease in the workplace. PPE includes but is not limited to protective footwear, gloves, hearing and eye protection, head wear, high visibility apparel, respiratory apparatus etc.

### **Policy**

It is the policy of SHOWCALL CREWING PTY LTD that PPE must be worn/used at all times it is indicated, without exception. All PPE is owned by SHOWCALL CREWING.PTY LTD If you do not return the PPE once you cease employment you will be charged the cost price. Steels Toed shoes are not provided by SHOWCALL CREWING and are the responsibility of all crew members to wear.

### **Issue and Maintenance of PPE**

SHOWCALL CREWING PTY LTD will ensure employees are issued with 1 hard Hat and 1 High Vis Vest on commencing employment if you do not already own your own. SHOWCALL CREWING PTY LTD provided PPE is one size fits all.

The PPE will be replaced when unserviceable due to damage or fair wear and tear. If you loose or neglect to bring your PPE and SHOWALL CREWING PTY LTD must provide you with another one in order to work you will be may be charged for the additional PPE at cost price.

All PPE supplied by SHOWCALL CREWING PTY LTD remains the property of SHOWCALL CREWING PTY LTD unless you have purchased your own through SHOWCALL CREWING.

On completion or termination of employment services all PPE items are to be returned to SHOWCALL CREWING PTY LTD

All items of PPE are to be used according to the manufacturer's instructions and are only to be used for their intended purpose.

It is the responsibility of all employees to regularly inspect their PPE and ensure they are in full working condition. Advise your supervisor immediately if any items need servicing or replacing.

Do not use any item of PPE if it is not in full working condition. Always ask for and use a replacement item.

Employees are responsible for the correct storage of their issued PPE.

### **Specific PPE**

Safety Helmets- are to be worn in designated areas or where there is a danger from falling objects. Safety helmets are to comply with AS1800, AS1801 and AS1698. Safety helmets are to be replaced after 2 years from the issue date or earlier if damaged.

Earplugs and ear muffs- where the noise levels exceed 85dBA ear protection must be utilized. Which ear protection to be used in each circumstance needs to be ascertained by qualified personnel. Ear protection needs to comply with AS1270. Don't share ear protection with other employee's due to the risk of infection.

Respiratory protection- respiratory protection must be used where indicated in the MSDS or where there is potential exposure to biological or atmospheric hazards including dust. The type of respiratory protection utilized is to be determined by your supervisor and must comply with AS1715 and 1716. Respiratory protection should not be shared amongst employees due to the risk of infection.

Gloves- gloves must be worn where there is risk of damage to the hands. The type of glove required depends on the task at hand and is to be determined by your supervisor. Hand protection must comply with AS2161 and AS2225

Steel Cap boots- is to be worn where there is potential for foot injury either from falling objects or stubbing injuries. Footwear is to comply with AS2210

High visibility clothing- must be worn if employees are working in heavy traffic areas or where you need to be visible to traffic.

Safety harnesses or lifelines- must be worn where there is a risk of falling.

The Sun Protection Policy constitutes part of this PPE Policy and clearly outlines what must be worn to ensure all outdoor employees are adequately protected from ultra violet radiation.

Policy review date: \_\_\_\_\_

## **PRIVACY POLICY - COMPANY**

### **Aim**

SHOWCALL CREWING is committed to the protection of personal privacy. Our commitment to privacy is demonstrated by our adhering to the 10 National Privacy Principles as outlined in the 1988 Privacy Act.

The personal information we collect is for the administration of providing you with our goods and services and to enhance and develop our relationship with you. The information we collect typically consists of contact details and job title or position.

### **Policy**

SHOWCALL CREWING PTY LTD will collect only information that is relevant and necessary and will collect the information in an unobtrusive manner. The information will not be used for any purpose other than that for which it was collected. From time to time we may need to disclose your information to service providers, agents, contractors and strategic partners to help us provide and market our services to you. If we do this we require these parties to protect your information the same way we do.

You are not required to provide us with any personal information when dealing with us. However, you need to be aware we may not be able to notify you in the event of any product recalls, or any product delivery issues.

SHOWCALL CREWING PTY LTD will use a variety of physical and electronic security measures including restricting physical access to our offices, firewalls and secure databases to keep personal information secure from misuse, loss or unauthorised use or disclosure.

The Internet is not a secure environment. If you send us information, including your email address, via the Internet, it is sent at your own risk.

You have a right to access the personal information we hold about you. Please contact us to ask for access to your information or if you have a complaint concerning the privacy of your information. If you would like more information about our approach to privacy please contact us at:

Address  
Privacy Officer  
SHOWCALL CREWING PTY LTD

Policy review date: \_\_\_\_\_

## **PRIVACY POLICY - EMPLOYEE**

### **Aim**

SHOWCALL CREWING PTY LTD is committed to the protection of personal privacy.

Our commitment to privacy will be demonstrated by our adhering to the 10 National Privacy Principles as outlined in the 1988 Privacy Act.

### **Policy**

SHOWCALL CREWING PTY LTD will only collect information that is relevant and necessary. The information will be collected in an unobtrusive manner directly from employees. We might also collect information from referees in the initial hiring phase of employment.

#### Applicants for positions

Applicants will be asked to provide certain personal details. They will at no stage be obliged to provide details. However, omission of certain details may mean we are unable to assess their suitability for the job.

Information held will only be used to assess applicant's suitability to the position. It is required so that we can organise remuneration and so we can provide appropriate care should you fall ill at work. The information will not be used for any purpose other than that for which it was collected and will only be disclosed to our insurers, the relevant banking institutions, and government bodies.

#### Employees

The information held for each employee will be as follows: name, date of birth, address, career details, references, tax file number, bank account details, any medical conditions or allergies, any other details relevant to the position.

We will endeavor to always hold accurate, up to date and complete information. Should employees find any errors, or need to update their personal details they will be able to have the information corrected.

Employee files are to be kept locked to ensure confidentiality.

Should employees have any complaints about the privacy of their personal information discussions will be held with the General Manager.

Policy review date: \_\_\_\_\_

## REHABILITATION POLICY

### **Aim**

SHOWCALL CREWING PTY LTD is committed to the prevention of injury and illness in the workplace by providing a safe environment for our employees'. In the unfortunate event that an injury has been sustained in the workplace, the company will ensure the appropriate treatment is administered and a rehabilitation plan will be put into place as soon as practical.

### **Policy**

It is the policy of SHOWCALL CREWING PTY LTD to:

- Assist in the return of injured employee to their pre-injury health and employment.
- Provide suitable duties should the employee be unable to perform their pre-injury duties temporarily.
- Provide the services of a qualified and Work Cover accredited rehabilitation provider.
- Provide vocational assistance should an employee be unable to resume their pre-injury employment on a permanent basis.

### **Our commitments to you**

Do our utmost to provide a safe workplace and remain vigilant in the prevention of workplace injuries.

If a work place injury has been sustained ensure a rehabilitation plan is implemented as soon as practical, following medical advice.

Monitor the progress of an employee undertaking altered duties and follow medical recommendations relating to the employees limitations.

To ensure all matters are kept written and verbally confidential.

Policy review date: \_\_\_\_\_

## **RISK MANAGEMENT POLICY**

### **Aim**

To ensure the health, safety and wellbeing of our employees, clients and visitors whilst in our workplace. This will be done by identifying the risks that our company is exposed to and to implement control measures that will reduce these risks to an acceptable level.

### **Policy**

Risk management will be embraced by our company as a core management tool in all decision making.

Implementation of risk management will be through the existing management structure and will involve all employees of our company.

### **Implementation Process**

Risk management will be actively supported by all managers / supervisors and staff.

The policy will be communicated to all staff and their involvement will be sought.

Adequate resources will be allocated by management to ensure the process is implemented and continues.

All risk will be identified. Risks will include but not be limited to economic, environmental, financial, security and occupational health and safety.

Risks will be evaluated against their likelihood of occurrence and the possible consequence of their happening. These evaluations will be used to prioritise action plans.

Control measures, where required, will be implemented and reviewed for their effectiveness.

Documentation will be maintained.

Policy review date: \_\_\_\_\_

## **SMOKE FREE WORKPLACE POLICY**

### **Aim**

SHOWCALL CREWING PTY LTD is committed to a safe and healthy work place environment for all of its employees', visitors and clients. A smoke free environment is part of our commitment.

### **Background**

Health authorities worldwide have documented the detrimental effects of smoking and passive smoking.

### **Policy**

It is the policy of SHOWCALL CREWING PTY LTD that employees' must not smoke in enclosed workplaces or within 4 metres of the entrance of the building. Smoking is not permitted in the toilet areas, hallways or any other part of the buildings. Smoking is also prohibited in company vehicles.

All employees' are advised to notify the General Manager of any breaches of the smoke free workplace policy. Employee's who breach this policy will be dealt with as outlined in the Disciplinary Action & Dismissal Policy.

### **Reference**

QLD-Tobacco and Other Smoking Products Amendment Act 2004

VIC- Tobacco Act 1987 (Amended 1/3/2006)

NSW- Smoke Free Environment Amendment Act 2004

Policy review date: \_\_\_\_\_

## **SOCIAL FUNCTIONS POLICY**

### **Aim**

At SHOWCALL CREWING PTY LTD we are very proud of our reputation in the community. From time to time we host social functions, which will be attended by our clients and local business people. Important contacts and business decisions can arise from these functions therefore we ask our employees' to be mindful of social etiquette and be responsible ambassadors of the company.

We ask that you avoid excess alcohol consumption and the use of illegal drugs is strictly prohibited. The company's workplace harassment and discrimination policies extend to these events. With regards to smoking please follow the regulations of the venue the event is held at.

This policy also applies to social functions our employee's may be invited to attend hosted by our clients, suppliers, distributors, or local business groups. It applies anywhere where you are representing the SHOWCALL CREWING PTY LTD.

Policy review date: \_\_\_\_\_

## STEP AND EXTENSION LADDER POLICY

### **Aim**

To prevent injury to employees and others while ladders are being used.

### **Policy**

SHOWCALL CREWING PTY LTD is committed to the safe use of ladders. Risk assessments will be conducted prior to the purchase of new ladders and will cover the use of existing ladders in all work situations. Employees will be required to follow the safe working procedures applicable to each type of ladder.

### **Implementation Process / Procedure**

#### Purchase

- All ladders will be of industrial strength with a load rating of at least 120 kgs.
- Single ladders will not exceed 6.1 meters.
- Extension ladders will not exceed 7.5 meters.

#### All ladders:

- Will be used to gain access, **or**
- To carry out work where the trunk of the body remains centred on the ladder and equipment can be used with one hand. That is the person on the ladder should have three points of contact with the ladder at all times. (Exception – Where additional controls such as harnesses are used.)
- Will be used only on a firm base and a level surface.
- Will not be used to support a platform.
- Will not be used on scaffolding or elevated work platforms to gain extra height.
- Will not be placed in access ways.
- Will not be placed where people will be forced to walk under the ladder or plant may collide with the ladder.
- Metal or metal reinforced ladders will not be used where there is a possibility of contacting live electrical power.

#### Step Ladders

- Will be fully opened when in use.
- Locking spreader will be fully engaged.
- Makeshift spreaders such as rope and chains are **not to be** used.
- Employees must not stand on the top 2 steps of the ladder to work.

Extension Ladders

- Will be erected at an angle between 70° and 80°.
- Will extend at least 1 metre above a surface being accessed.
- Will be secured against movement at or near its top **or** bottom. (Example – tied to a secure point or another person holding the bottom.)
- While in use the employee's feet must not be less than 900 mm from the top of the ladder.

Policy review date: \_\_\_\_\_

## **STRESS AND FATIGUE POLICY**

### **Aim**

At SHOWCALL CREWING PTY LTD we intend to provide and maintain a working environment that protects the health, safety and well-being of our employees.

### **Background**

We appreciate that due to client deadlines, the workload and workplace dynamics that stress can occur in the workplace. Everyone responds to stress differently. Excess stress can result in lower team morale, increased absenteeism, decreased productivity and increased accident rates. Therefore the way stress is dealt with is important. The most effective way of dealing with occupational stress is through open, honest communication with fellow employees and management.

### **Policy**

At SHOWCALL CREWING PTY LTD we commit to being open and approachable with employees.

We will adopt a positive risk management approach to occupational stress. Our approach will be to identify potential stressors, assess their effect, develop and implement suitable controls and we will review those controls to determine their effectiveness.

We will investigate workplace accidents or incidents to determine if employee fatigue is a factor.

We will look at absenteeism rates amongst our employees' and look for uncharacteristic behavior, which can suggest employee stress.

We will encourage employees to participate in assessing their work situations, methods and pace of work.

If conflict arises positive steps will be taken to facilitate a resolution.

Policy review date: \_\_\_\_\_

## **SUN PROTECTION POLICY**

### **Aim**

SHOWCALL CREWING PTY LTD is committed to the health and safety of our employees' and has read the growing research on the detrimental health effects of sun exposure.

Any of our employees' who work outdoors need to take certain precautions to protect themselves from the harmful effects of the sun's ultra violet rays.

Steps that need to be taken to minimize your sun exposure:

Protect your skin before going outdoors- apply a broad spectrum, water resistant SUNSCREEN with an SPF of 30+, at least 20 minutes prior to working outdoors. The sunscreen needs to be reapplied at least every 2 hours. Sunscreen will be kept in an accessible area to all outdoor workers.

Wear a HAT with a brim of 10-12cm.

Outdoor workers will need to wear long sleeved, collared SHIRTS and trousers. These will be made of a tight weave fabric and will be loose fitting, giving the best sun protection whilst still being cool. We advise that you do not remove your shirts.

SUNGLASSES are to be worn and need to comply with the Australian Standard AS1067:2003. Where safety glasses are required these need to comply with AS1337 and AS1338.

Where possible, you are to complete outdoor jobs early in the morning or late in the afternoon. This minimises ultra violet ray exposure during its peak between 10am and 3pm.

When working outdoors maximise the use of trees, buildings or umbrellas to provide natural SHADE.

Examine your skin regularly, taking particular notice of any sores or spots that don't heal within 4 weeks or any moles or freckles that change or look different. Have any suspicious spots checked by your doctor.

The implementation of this policy requires all outdoor workers to be responsible and vigilant in the protection of their own skin from skin cancer.

Policy review date: \_\_\_\_\_

## **WORKPLACE HARASSMENT AND CONFLICT MANAGEMENT POLICY**

### **Aim**

SHOWCALL CREWING PTY LTD is committed to a harmonious and productive work environment. Workplace discrimination and harassment are unacceptable and will not be tolerated under any circumstances.

### **Background**

As well as being unlawful, harassment can lead to increased absenteeism, decreased productivity and tension in the workplace.

Harassment is ANY unwelcome or offensive behavior, which has no workplace function and intimidates, offends or humiliates the person or persons being harassed.

### **Policy**

Wherever possible, disputes will be resolved quickly and informally.

All reports of discrimination or harassment will be dealt with in a sympathetic and confidential manner to help achieve fair hearings of the allegations and reducing the risk of defamatory action. No employee is to be victimised for making allegations of discrimination or harassment.

Employees who feel that they are being discriminated or harassed will be encouraged to tell the person or people that the behavior is unwelcome or offensive. If the behavior continues then the incident or behavior should be reported to the supervisor.

If the supervisor is the source of the problem then it should be reported to the Office Manager. If the Office Manager is the source of the problem then it should be reported to the General Manager.

If the General Manager is the source of the problem it can be reported to a Workplace Health and Safety inspector or Industrial Relations inspector.

Co-workers will be treated in a respectful and courteous manner.

Non-compliance with this policy will result in disciplinary action and employees' need to be aware they will be held legally responsible for their unlawful acts.

This policy applies to all employees', contractors and the dealings we as a company have with clients, customers and other businesses.

Policy review date: \_\_\_\_\_

## EMPLOYEE POLICY AGREEMENT

I \_\_\_\_\_ (Employee's name) have read and agree to abide by the policies and procedures in the SHOWCALL CREWING PTY LTD Policy Manual. I have raised any questions or issues that required clarification with my employer. I am aware that breaches of these company policies will be subject to disciplinary action.

Employee's Signature \_\_\_\_\_ Date \_\_\_\_\_

Witnesses Name \_\_\_\_\_ Date \_\_\_\_\_

Witnesses Signature \_\_\_\_\_