

# **GAS MOTORS PTY LTD GASMAK PTY LTD**



**ABOVE & BEYOND**

## ***Employee Induction & Safety Manual***

(Part 1 of 2)

# INDUCTION & SAFETY MANUAL



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## INTRODUCTION

This Induction and Safety Booklet has been developed to explain to all staff members the employment policies and rules of GAS Motors Pty Ltd and GASMAK Pty Ltd ("the Company").

The Booklet outlines what the Company expects of you and what you can expect in return. The Booklet does not cover the Company's position on all matters in the workplace, but it does cover most of the general issues you will need to be aware of during the course of your employment.

We trust you will benefit from reading this Booklet, as we believe it mutually beneficial to advise you of your conditions of employment thus avoiding any confusion or disappointment.

If you are unsure about any issues in this Booklet, please don't hesitate to ask your Supervisor, Department Manager, Financial Controller.

Your employment is subject to continued satisfactory service based on the Terms and Conditions of your Employment, Job Description, this Booklet and your observance of the Company's general policies and rules.

At the back of the Booklet is a 'Declaration', which you are required to sign as confirmation you have read and understand the contents of the Induction And Safety Booklet.

**Please return the Declaration to the Payroll Officer *within one week* of receiving this Induction And Safety Booklet.**



## **SECTION 1: EMPLOYMENT POLICIES AND CONDITIONS**

### **ATTENDANCE AND PUNCTUALITY**

Regular on time attendance at work is critical to the effective functioning of the Company. You are expected to make every effort to be in attendance for every working day and *on time*. Your attendance record includes absences, sickness and annual leave.

You are required to attend your place of work during the specified time of your working day and record your arrival and departure times so your manager may authorize and report to the payroll office. Where facial recognition devices have been installed to facilitate this process you are required to sign in via these means.

*Punctuality, regular attendance and performance will be the basis of your continued employment.*

### **Excessive Absenteeism**

Absenteeism places additional burdens on other staff members and could result in the neglect of our customers' needs and therefore may jeopardise your employment. Excessive absences for which there is no satisfactory explanation will result in a serious review of your continued employment.

### **Procedure for Being Absent**

If it is necessary for you to be late or absent from work (including sick leave), you must notify your Department Manager prior to 8.00am on the day of your scheduled starting time. If your Department Manager is not notified *directly* and in person by you (where possible), the Company will assume no notification has been given and there will be no sick leave entitlement. Contacting a fellow worker or the leaving a message with switchboard operator, or someone else, will be taken as *no notification* given.

### **AWARDS AND SUPERANNUATION**

The common statutory awards operating within the Company are available from your Supervisor or the Payroll Officer. These Awards are:

- a) Federal Vehicle Industry Repair, Services and Retail Award 1983 and (Long Service Leave) Award 1977
- b) Victorian Clerical and Administrative Employees' (State) Award 1996

A number of items discussed in this Booklet are covered in the relevant Award; therefore it is important that you consult the Award for full details and conditions. Please discuss any queries you may have with your Supervisor, Manager, Payroll Officer, and Financial Controller.

### **Superannuation**

You will be required to join a superannuation fund. The Payroll Officer will provide you with the information about the various funds that are available to you. Please advise the Payroll Officer of your choice of fund. The Company contributes the statutory amount each month on your behalf in accordance with the Superannuation Guarantee Act. You also have the option of additional personal contributions, which can be arranged through the Payroll Officer.

### **JOB DESCRIPTION**

Every position within the Company has a Job Description, which is to be used as a guideline for carrying out your duties. If your position changes, or changes are made to the job you are doing, you will be issued with a new Job Description. It is your responsibility to advise your Department Manager if you are not issued with a current Job Description.



## LICENCES

### Driver's Licence

In order to operate vehicles for the Company, you are required to have an acceptable driving record. If you are assigned a company vehicle, or you drive a customer or company vehicle as a requirement of your position you shall:

- At the start of employment provide a copy of your driver's licence. You are required to hold a current Victorian driver's licence if you drive a Company or customer's vehicle.
- Ensure your driver's licence is always current.
- Notify your Department Manager *immediately* your licence is no longer current or you lose your driving privileges.
- Produce your licence whenever requested by your Department Manager.
- Produce as requested a certificate of driving record from Vic Roads.

### Forklift Licence

If you are required to operate forklifts, cranes or other industrial equipment, you must be a licensed operator and provide a copy of the licence for our records.

### Unlicensed Drivers

If you do not hold a driver's licence, you ***must not drive*** a company vehicle, or customer's vehicle under any circumstances. No unlicensed staff member is to drive their own vehicle or a third party vehicle onto any part of the Company's property, at any time. Should you become aware that your licence is to be cancelled, you must inform your Supervisor or Manager immediately and not drive any company or customer vehicles. If you are found guilty under this clause, you will be personally liable for all costs, damage or claims by third parties, and will result in disciplinary action and/or (where appropriate), termination.

## LEAVE

### Annual Leave

Annual leave must be taken in accordance with statutory award regulations and at a time that is convenient to both the Company and you. You must be employed for 12 months before requesting holiday leave. In order to satisfy your preferences as well as meet the staffing needs of the Company, please discuss your holiday needs well in advance with your Department Manager and complete a ***leave application form***. No arrangements should be made for holidays prior to receiving approval from your Department Manager. No pay in lieu is permitted to be authorised (except upon termination). If you have less than 12 months service and leave your employment unlawfully or dismissed for misconduct, Award provisions will apply regarding non-payment of annual leave entitlements on a pro-rata basis.

### Sick Leave

Sick leave will be granted entirely in accordance with the relevant statutory awards. There is no entitlement to be paid sick leave during the first three months of service. The Payroll Officer can provide you with additional information. Entitlement to payment of single days of sick leave without a medical certificate is limited to ***two occasions*** per year of service. ***In all other cases a medical certificate is required.*** It is Company Policy that sick leave absences before or after weekends or public holidays require the production of a medical certificate. Sick leave will not be paid unless a medical certificate is produced upon return to work. Retrospective or copied medical certificates are not acceptable. If you become ill during a period of annual leave or other leave you cannot convert any part of that leave to sick leave. You must also refer to Attendance and Punctuality.

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## Other Leave

Other leave includes long service leave, jury duty, military leave, maternity/paternal leave and bereavement leave. This leave shall be granted entirely in accordance with the relevant statutory awards. The Payroll Officer can provide you with additional information.

## Special Circumstances

Requests for additional leave of absence in special or exceptional circumstance may be considered. In the first instance you should discuss such special requests with your Department Manager.

## MEDICAL EXAMINATIONS

The Company wishes to maintain a safe and healthy working environment for the benefit of all staff. Following an offer of employment and as a continuing condition of employment, the Company reserves the right to require applicants and staff to submit to a medical examination. You may be required to have other medical evaluations during your employment if the Company has concerns about your physical ability to perform your job effectively or if there may be a risk to yourself or others. Medical examinations will be required for other related purposes based on business necessity and will be performed by a physician or medical advisor selected and paid for by the Company. Medical information is confidential and as such, confidentiality will be maintained in accordance with applicable legal requirements.

## OVERTIME

From time to time you may be requested to work overtime. You will be expected to co-operate with any reasonable request. Overtime and payment thereof must be authorised by your Department Manager.

## PAYROLL DEDUCTIONS

Deductions can be arranged from your pay for such things as health fund, social club contributions, etc by contacting the Payroll Officer. You will need to request such deductions in writing.

## PERFORMANCE REVIEWS

You are expected to perform the requirements of your employment to the best of your ability, constantly making every effort to increase your proficiency. One of the main reasons you have been employed is your ability to do your job well. To help you do this, we provide you with special tools, equipment, manuals and other items necessary to carry out your work. At least every 12 months your Department Manager will conduct a review to discuss your general performance. The review will cover your strengths as well as ways in which you may be able to improve. This is an opportunity to discuss your job concerns and development goals. **Note: Wage/salary increases are not linked to reviews.**

## PERSONAL INFORMATION

If your home address, home telephone number and/or marital status change, you must notify the Payroll Officer and your Department Manager immediately so that our records can be kept up to date. Incorrect records can result in delays should it be necessary for us to notify your family in case of sickness or accident. If there are any changes that may affect your payroll deductions, such as a change of name, number of dependants etc. let us know promptly in writing so that we may make the necessary changes. Personal details are kept confidential and will not be released to third parties without your consent.

## PROBATIONARY PERIOD

You are employed on a trial basis (as specified in your Terms & Conditions of Employment). During this period the Company will give careful consideration to your work and attitude, your ability and your future value to the Company. You have the opportunity during this time to consider whether or not this is the company you wish to work for and whether the type of job we have is right for you. **Note: The Company**

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may make its decision on your suitability well before the end of the trial period. It must also be understood that continued employment beyond this period is not a guarantee for future employment.

## PUBLIC HOLIDAYS

Proclaimed Statutory Holidays and any other days declared, as a public holiday will be paid if you are permanent or part-time. You will not be able to substitute an alternative day, unless prior arrangements have been made with your Department Manager. The Company will be closed for business on the following public holidays (except for designated departments on selected days): New Years Day, Australia Day, Labor Day, Good Friday, Easter Monday, Anzac Day, Queens Birthday, Christmas Day, Boxing Day.

## REFERENCES

Only references for length of service will be issued upon request. References will not be issued if you are instantly dismissed.

## RESIGNATION

In the event that you wish to resign, you are required to give the appropriate period of notice as required under the award provisions and your resignation must be *in writing*. On leaving the Company you will be required to account for all company property. The unlawful use of company records will be referred to the relevant authorities for full action to recover. Offending parties will be prosecuted.

## TERMINATION, DISCIPLINARY ACTION AND INSTANT DISMISSAL

### Termination

The Company may terminate your employment without notice for any misconduct, incompetence or behavior that is, in the reasonable opinion of the Company, prejudicial to the commercial interests of the Company. On termination of your employment, however occurring, you agree to return immediately all property belonging to the Company. All staff is subject to dismissal or retrenchment should circumstance demand it. Any actions in this regard will involve a level of prior counseling and will not be done in a harsh or unjust manner.

### Disciplinary Action

In the event there is a breach of Company Policies and Rules, disciplinary action will take place as follows:  
For *minor* breaches of Company Policies and Rules and failure to achieve satisfactory standards - your Supervisor or Manager will give a verbal warning, normally.

For *more serious* offences or in the event of further transgressions -

A written warning may be given by your Department Manager, following an interview, attended by another Manager or Supervisor.

Should you *continue the unsatisfactory behavior or performance* -

Your Department Manager, following a further interview, attended by another Manager or Supervisor, may give a final written warning.

Where the breach is considered to be major or where there has been a *failure to comply with the conditions of the written warnings* dismissal will apply -

A final interview attended by another Manager or Supervisor will be conducted and your employment will be terminated.

### Instant Dismissal

The Company has the right to dismiss you without following the Disciplinary Action procedures under certain circumstances. In all cases, the facts surrounding the incident will be thoroughly investigated; you will be presented with the known facts and given the opportunity to respond.

The circumstances in which this may occur are as follows:

***Breach of the Company's Code of Behavior, including dishonesty, fraud, theft, breach of safety, harassment discrimination provisions, willful damage to company property, harming or threatening co-workers, drunkenness, use of illegal drugs, gross neglect, and unauthorised absenteeism.***



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In all cases you will be given the opportunity to defend or explain your behavior and you are entitled to call any person/s of your choice to provide assistance.

## **SECTION 2: CODE OF BEHAVIOUR / PRACTICES**

The Company is proud to be able to employ a wide variety of people from diverse backgrounds and employment categories. The consideration of everyone's rights is an integral part of our work environment. Accordingly, below are some basic behavior guidelines that you will be required and expected to follow (are not permitted and will not be tolerated). Violating any of the behavior guidelines (but not limited to) will result in disciplinary action and/or (where appropriate), termination.

1. Failure to notify your Supervisor when you are unable to report to work, or failure to be at your work station at your allocated start time.
2. Abusing sick leave that is contrary to Award provisions or your conditions of employment.
3. Poor work performance.
4. Practical jokes, horseplay, fighting and use of profane or abusive language.
5. Bringing of firearms, weapons, or dangerous substances onto Company property.
6. Committing a fraudulent act or the engagement in any unlawful activity (including dishonesty, fraud, pilferage and being charged with a criminal offence).
7. Abusing, destroying or wasting company property or equipment.
8. Acting in a manner that causes imminent risk to the reputation, viability or profitability of the Company.
9. Defacing company property including defacing or misusing company issued, subsidised or serviced uniforms.
10. Failure to obey the directions of your Supervisor or Manager.
11. Failure to observe and adhere to all Company Policies and Procedures.
12. Failure to follow safe working practices, thereby endangering others.
13. Falsifying company records.
14. Falsifying or giving misleading information when applying for employment.
15. Intimidating other staff members, customers or suppliers.
16. The unlawful harassment of another staff member, customer or supplier.
17. Making sexist or racist comments or engaging in behavior which materially affects the performance of other staff members.
18. Misrepresentation of the Company.
19. Working under the influence of alcohol or illegal drugs or bringing unauthorised drugs or alcohol onto Company premises.
20. Unauthorised use of company or customer vehicles, equipment, property or time for personal use or gain.

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## 55. Codes of practice s.55: See note 1.

s.55(1) amended by No. 67/1992 s.66(3)(c)(i), substituted by No. 78/1993 s. 10.

- (1) For the purpose of providing practical guidance to employers, self-employed people, employees, occupiers, designers, manufacturers, importers, suppliers or any other person who may be placed under an obligation by or under this Act, the Minister may approve any code of practice.

s.55(2) amended by No.67/1992 s.66(3)(c)(ii)

- (2) A code of practice may consist of any code, standard, rule, specification or provision relating to occupational health or safety and may apply incorporate or refer to any document formulated or published by any body or authority as in force at the time the code of practice is approved or as amended formulated or published from time to time.

s.55(3) amended by No.67/1992 s.66(3)(c)(i)

- (3) The Minister may approve any revision of the whole or any part of a code of practice or revoke the approval of a code of practice.
- (4) The Minister shall cause to be published in the Government Gazette notices of -
  - (a) the approval of a code of practice;
  - (b) the approval of a revision of the whole or any part of a code of practice; and
  - (c) the revocation of approval of a code of practice

s.55(5) amended by Nos 67/1992 s.66(3)(c)(iii), 13/1996 s.59.

- (5) The Minister shall cause a copy -
  - (a) of every approved code of practice;
  - (b) where an approved code of practice has been revised and that revision has been approved, of every approved code of practice as so revised; and
  - (c) where an approved code of practice applies incorporate or refers to any other document, of every such document –

to be made available for inspection by members of the public without charge at the office of the Authority during normal office hours.

- (6) An approved code of practice shall come into effect –
  - (a) on the day on which notice of approval of the code of practice is published in the Government Gazette or on such later day as may be

\* \* \* \* \*

by the employer to comply with any requirement imposed by or under this Act.

- (2) An employee shall not -
  - (a) willfully or recklessly interfere with or misuse anything provided in the interests of health safety or welfare in pursuance of any provision of this Act or the regulations; or
  - (b) willfully place at risk the health or safety of any person at the workplace.



## SECTION 3: MISLEADING AND UNFAIR SALES BEHAVIOUR

You may be (or could become) one of the many staff members who sell vehicles, service or parts to customers. It is, therefore, important to advise you that the Trade Practices Act prohibits misleading and unfair sales behavior. Breaches of the Act can result in substantial fines and damages being awarded against both you and the Company.

Common areas of concern in our organisation include:

### GENERAL

Do not make misleading comments about price, particularly if being asked to compare a competitor's price.

- If pressured by a customer as to the suitability, features or benefits of a product, and you are uncertain, consult your Supervisor or Manager rather than guessing or giving incorrect information.
- If your conduct is in breach of the Trade Practices Act, you are liable to be dismissed.

### PARTS

- Only 'genuine' manufacturer's parts may be described as such.

Ensure customers are aware of the manufacturer's and the Company's policy on warranties and refunds, particularly if queried.

Ensure that the parts sold will meet the customer's requirements, offering a refund or credit if this turns out not to be the case.

### SERVICE AND REPAIRS

- Clearly set out the work to be done on the job card, (with a quote if applicable).
- Ensure the customer signs the job card (or gives documented approval) as acknowledgement of work to be done.
- Contact the customer for approval if the work to be done changes from that described on the job card. Document any agreed changes.
- Suitably qualified trained staff must carry out all work.
- Check that the work carried out agrees with the job card.
- Fully explain the work actually done to the customer, together with any warranties on service, repairs and parts.

### VEHICLE SALES

- Give a true description of the vehicle including features particularly where the vehicle is on order.
- Ensure the details of warranty are fully and clearly explained.
- Clearly describe a demonstrator as such.
- Ensure that the vehicle offered is clearly suitable for the customer's intended purpose.
- Ensure extra charges (e.g. dealer delivery and on-the-road costs) are fully explained and included in the quotation and final price.
- Fully explain finance conditions and costs to the customer.

## **SECTION 4: HARASSMENT & DISCRIMINATION POLICY**

The Company is an equal employment opportunity employer.

For further information refer to our specific Harassment and Discrimination Policy and Procedures Manual.



## **SECTION 5: GENERAL POLICIES AND RULES**

### **ACCIDENTS**

If any injury occurs on the job, no matter how slight, report it *immediately* to your Supervisor or Manager. Failure to do so could affect a subsequent workers' compensation claim. All accidents, injuries or occurrences must be recorded and logged correctly by the Department Manager or Occupational Health & Safety Officer.

### **ACCIDENTS - COMPANY VEHICLES**

If the vehicle you are driving is involved in an accident, you must complete the Company's *Motor Vehicle Accident Form 1* (found at the back of the Motor Vehicle Handbook) in full immediately and hand it to the Financial Controller. *Every driver is to ensure a copy of this form is kept in the glove box of the vehicle. You will* be held responsible for any fines or infringements received. These must be paid promptly without any liability to the Company. More information on the use of company vehicles and accident procedures are detailed in the Company Policies and Procedures Manual, and the Motor Vehicle Handbook.

### **ALCOHOL AND DRUGS**

You are not allowed to work under the influence of intoxicating liquor or a drug (except for a drug taken in accordance with the directions of a medical practitioner). The Company is concerned about productivity and more importantly, for your safety, fellow workers, customers and the general public. The Company reserves the right to request you to have a drug or alcohol test if it is thought you are under the influence of illegal drugs or alcohol. Should you be found to be under the influence of either drugs or alcohol at the workplace while carrying out your duties, or if you are found to be bringing unauthorised drugs or alcohol onto the premises, you will not be allowed to continue to work. The Company reserves the right to take whatever action is deemed suitable including instant dismissal.

*The consumption of alcohol on company premises, or during work hours is strictly forbidden (consumption of alcohol may be permitted at approved company functions).*

### **AMENDMENTS**

All amendments to this Induction and Safety Booklet will be made on an 'as required' basis and issued as a notice. New staff will be issued with the current version containing any amendments.

### **AMENITIES**

Amenities are provided for your convenience. Lunchrooms are to be used for tea and meal breaks. Please keep these areas clean and tidy, clean up after yourself and place rubbish in the bins provided. Food waste should be disposed of hygienically. Eating is not permitted in the showroom, customer lounge, service reception, or any other customer contact areas.

### **ATTITUDE AND HARMONY IN THE WORKPLACE**

Harmony in the workplace is very important, both within and between departments. It is expected that you show courtesy and co-operation when dealing with other staff, other departments and customers. It is up to everyone to make a conscious effort to have a positive attitude and to treat your work mates in the same way as you wish to be treated. The willful ridicule of other staff, management or departments is totally unacceptable. Encouraging others to participate in or malign other staff, management or departments will not be tolerated. This type of behavior will result in disciplinary action and/or (where appropriate), termination.

### **BUILDINGS OR FACILITIES**

The use of company buildings or other real estate facilities, and/or plant and equipment is not permitted for personal use outside the requirements of employment, without permission from the Department Manager concerned. If you have obtained approval to use company facilities for personal use, you must have "clocked off" prior to commencing these personal tasks. **You are not covered by workers' compensation for the relevant time**



## CASH AND CHEQUE HANDLING

### Cash

If cash handling is a part of your job function, you will be held responsible for its safekeeping whilst the cash is in your possession and for obtaining correct authorisations whenever the cash is transferred from your possession to another person or the bank. Failure to follow these basic rules will result in your having to reimburse the Company for any cash not accounted for and will result in disciplinary action and/or (where appropriate), termination.

### Cheques

1. Personal or business cheques of less than \$500 may be accepted as payment for parts and service invoices where we know the customer. Cheque payments of more than \$500 require a bank cheque. Additional identification, licence number and expiry date may be required in certain circumstances and recorded on the back of the cheque.
2. In all cases, methods of payment such as cash, credit card or eftpos are preferred.
3. Where cheques are accepted as payment for repairs or service invoices, they should be for the exact amount of the relevant invoice. Under no circumstances are personal or business cheques for larger amounts to be accepted and change given.
4. When a cheque is accepted, the parts or service invoice number should be written on the back of the cheque, together with the identification details of the drawer. If the drawer is a known customer, this should be noted as an alternative to identification details. A stamp will be provided to facilitate the endorsement of all cheques with the above information.
5. Cheques made payable to third parties other than the Company's trading name are generally not accepted for payment. In some cases third party cheques drawn on the Reserve Bank by Government Departments (such as pension cheques, income tax refunds) and may be accepted as payment *-provided the bearer of the cheque is known to us and can be positively identified*. The payee must endorse the cheque as payable to the Company's trading name. Prior approval for the acceptance of such cheques must be sought from the Dealership Manager.

*Under no circumstances will approval be given to accept personal or business third party cheques for cash.*

6. Staff cheques may not be cashed via the service or parts department tills or deposits held by the accounts department.
7. Personal cheques will not be accepted as settlement for motor vehicle purchases. The acceptance of cheques in settlement of motor vehicle transactions is the responsibility of the F&I Department.

## COMPANY EQUIPMENT

The use of company equipment such as photocopiers, fax machines, phones, computers, computer software, printers, special service tools, electronic devices, library materials, microfiche and computer sourced information, is not permitted for personal use or the use of any external third party without prior permission from your Department Manager. Removal of any equipment from the premises without the Department Manager's authorisation is not permitted; you will be held personally responsible and will result in disciplinary action and/or (where appropriate), termination.

## COMPANY PROPERTY

You are expected to respect company property and the property of other staff members. Damage to any buildings, equipment and other company facilities, caused by negligence may result in you having to pay for the damage and will result in disciplinary action and/or (where appropriate), termination.

## COMPANY RULES AND POLICIES

It is expected that your behavior during Company time both on and off the premises will be beyond reproach and that you will uphold the standards set by the Company at all times (this includes your attendance at any training sessions). **Company loyalty is a condition of your employment and any**

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**disregard for the Company Policies will result in disciplinary action and/or (where appropriate), termination.**

## COMPANY VEHICLES (INCLUDING DELIVERY VEHICLES)

Various positions require staff to drive company vehicles. Some staff will be allocated a vehicle for sole use, others for specific duties, e.g. deliveries or casual use to the post office, banking etc.

If you have been authorised to drive a company vehicle (including delivery vehicles), you must observe the following rules:

- Only licensed drivers may drive company vehicles.
- Drive in a safe and courteous manner, as your behavior as a driver reflects upon the Company. Company vehicles must be kept clean and presentable at all times and serviced promptly according to the manufacturer requirements when kilometer levels are reached.
- Smoking in a company vehicle is not permitted.
- Report any defects on company vehicles to your Department Manager immediately.
- Personal property must not be left in company or customer vehicles, as the Company is not responsible for loss or damage.
- Keys must not be left in vehicles that are unattended. Vehicles must be locked and where possible alarms activated.
- If you are allocated a Company vehicle, your Department Manager will advise fuel usage limits to you. Excessive use of fuel for personal purposes is not allowed.
- Improper behavior or improper use of company vehicles will result in disciplinary action and/or (where appropriate), termination.

Staff with sole use of a Company vehicle for business purposes may also use the vehicle during period of annual leave or public holidays in accordance with the Rules set out in the Motor Vehicle Handbook.

### Demonstrators

The use of company demonstrators involves the same obligation as that of any company vehicle. The vehicles are to be kept clean and ready for delivery at all times. Any defects are to be reported to the Department Manager and rectification undertaken immediately. **NOTE: No company vehicle is to be driven interstate without approval of dealer principal.**

## COMPUTER ACCESS POLICY

The computer system must only be accessed to the level of your authorised password. Information on vehicles and customers is for Company use only. Information accessed through the computer system on a vehicle or customer is strictly confidential and must not be given to a third party, no matter how close the presumed relationship of that person with our customer. All enquiries regarding our customers and/or their vehicle by another party must be directed to the relevant Department Manager and in the case of references, the Financial Controller. Under Australian laws, privacy is legally protected and company personnel who breach these regulations will result in disciplinary action and/or (where appropriate), termination.

## COMPUTERS

Access to computers has been provided in order to carry out job functions efficiently and effectively. Computers are not for personal use, unless authorised by your Department Manager. Screen savers (unless authorised by the MIS Department), accessing, storing or distribution of inappropriate or offensive material is not acceptable. The use of electronic communication may be monitored. All material transmitted or received by electronic communication belongs to the Company. Improper use of Company computers will result in disciplinary action and/or (where appropriate), termination.

## E-MAIL AND INTERNET

All e-mail and Internet is the property of the Company and as such, it is important we maintain knowledge of **use** and **abuse** of the facilities.

1. All e-mail and company management can review Internet access. This is to ensure e-mail use and Internet access is appropriate and professional.



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2. We accept that some non-business usage of e-mail is appropriate. For this reason, the company does not desire to completely prohibit the use of e-mail for non-business use.  
Browsing the Internet for non-business purposes for those given access during paid business hours is strictly not permitted. If this privilege is abused, Internet access will be permanently denied, and a written warning may be issued.
3. Further to our discrimination and harassment policies, acts of, or attempts at sending obscene, harassing and/ or threatening e-mail is strictly prohibited. Browsing of certain categories of WWW sites is also strictly prohibited. These include sexually orientated sites; sites with racist, anarchist or violent themes; "chat" sites; and any site deemed illegal by local; state or federal laws. This applies at all times when using the Companies Internet, Social Media and e-mail facilities.
4. Sending, receiving, printing or otherwise disseminating proprietary data, trade secrets or other confidential information of the Company in violation of the company policy or proprietary agreements with other companies or organizations is prohibited.
5. Forgery (or attempted forgery) of electronic mail messages is prohibited.
6. Unauthorized acts of, or attempts to read, delete, copy, or modify the electronic mail of other users is prohibited.
7. Use of systems and/or networks in attempts to gain unauthorized access to remote systems is prohibited.
8. The willful introduction of computer "viruses" or other disruptive/destructive programs into the Companies network or into external networks is strictly prohibited.

The Company has made a large investment in e-mail and Internet facilities to improve the workflow and systems for all staff. Abuse of the above guidelines will be dealt with severely. This can include immediate termination. We hope that you will view each of the guidelines as common sense, however if you do have any questions or comments, please do not hesitate to speak with IT Manager.

### COMPLAINT/GRIEVANCE PROCEDURES

It is Company Policy to treat staff members fairly and impartially and to provide prompt consideration of complaints and grievances that may arise. If a dispute or problem arises at the workplace, you are encouraged to attempt to resolve the dispute or problem with the person concerned yourself. You can speak to your Department Manager. Alternatively, a Contact Officer has been appointed at your place of work to assist you with your complaint/concern and you can obtain a copy of the Company's *Grievance Procedures* from them.

If you believe the problem or dispute cannot be or has not been satisfactorily resolved, you are further encouraged to approach the Dealer Principal.

Management doors are always open for you to discuss any matters related to your work.

### CONFIDENTIALITY AND DISCLOSURE OF INFORMATION

Information relating to the affairs of the Company, suppliers and staff. It is a condition of your employment that you do not disclose any such information to any person unless you are authorised to do so by the Dealer Principal. You must not use this information for personal gain or benefit. In addition, you must continue to keep such information confidential for one year after you leave your employment with the Company. In the event that such confidential material is disclosed the Company will have the right to take action for damages.

### CONFLICT OF INTEREST

It is a condition of your employment that, whilst you are employed with the Company you must not engage directly or indirectly in any business which carries on a similar business to that of the Company, unless prior approval in writing has been provided by the Dealer Principal. In addition you must not participate in any activity outside the Company's hours of work, which, as a result, conflicts in any way with the execution of your duties for which the Company employs you.

### CUSTOMER COMPLAINTS

If for any reason you are involved directly with a customer who has a concern or complaint, you are required as a minimum to do the following;

- Let the customer have his/her say - do not interrupt.
- Remain happy and composed

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- Attempt to resolve their complaint (*you are authorised to solve the complaint if the resolution cost is less than \$50.00, you must immediately report your actions to your Manager*)
- Explain that you wish to help solve the problem so you will refer them to your immediate Supervisor or Manager.
- Thank the customer for bringing their concern to your attention and assure them that your Manager or our Customer Relations Manager will follow the matter through.

It is the intention of the Company that all customers' concerns and complaints are dealt with promptly in a most mutually beneficial manner. If you or your Department Manager are unable to satisfy a customer's concerns or complaints, they are to be brought to the attention of the General Manager or Dealer Principal.

### CUSTOMER RELATIONS

If we deal with customers fairly, promptly and courteously, we will give them reason to come back for their next vehicle or service requirement.

#### **Remember:**

Acknowledge the customer promptly and with courtesy. Introduce yourself with a smile

- Treat all customers with respect, regardless of gender, perceived race or ethnic background, disability, or any other distinguishing characteristics
- Ascertain the customer's name and use it wherever possible

Be friendly, but not familiar

Always remain calm, ***do not lose your temper*** Make only promises you can keep

Be sincere and listen to what the customer is telling you they want from us, be positive - let the customer know what you *can do*

Respectful and clear communication eases most problems

Regardless of your own job ***description never leave a customer unattended***

### CUSTOMER VEHICLES

The following rules must be observed when driving a customer's vehicle.

- Do not operate a customer's vehicle for any reason unless you hold a current driver's licence and you have determined for yourself that the vehicle is registered or has a current issue trade plate fitted (including road-testers).
- You must obtain authority from the Supervisor or Department Manager to drive a customer's vehicle.
- Authorised company staff may only drive customer vehicles for repair or road test, collection and delivery.
- Extreme caution must be observed when driving customer vehicles. Safe driving according to traffic regulations is required.

The use of radios except when necessary for repair is not permitted.

Smoking in a customer's vehicle is not permitted.

Any damage to a customer's vehicle or the soiling of the interior is to be reported immediately to your

### SUPERVISOR.

- Workshop staff must protect vehicles from workshop grime by using suitable seat covers, floor mats and guard covers.
- Keys must not be left in vehicles that are unattended. Vehicles must be locked and where possible alarms activated.
- Misuse of a customer's vehicle will result in disciplinary action and/or (where appropriate), termination.

### CUSTOMER TEST DRIVES

No vehicle is to be test driven by a customer unless accompanied by a Company staff member. A photocopy of the customer's licence must be obtained prior to any test drive occurring. Any subsequent variation must be authorised by the Dealer Principal. All salespersons must be familiar with the Company's Procedures as outlined in the Motor Vehicle Handbook, paying particular attention to the section '*Theft Protection*'.



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## DRINK DRIVING

Driving a customer or Company vehicle (including delivery vans) while under the influence of alcohol or illegal substances is absolutely forbidden and may result in instant dismissal. A bus driver must not have drugs or alcohol present in his or her blood or breath immediately before or while driving a bus.

Where alcohol or illegal substances are a factor in an accident and the Company's insurers declines the claim, the Company will pursue you to recover the cost for damage caused.

## ENVIRONMENTAL OBLIGATIONS AND IMPLICATIONS

Current legislation requires we take all reasonable and practical measures to ensure we prevent contaminants escaping into the environment. For example, waste oils and liquids should not be tipped down sinks or storm water drains, nor should they be poured onto the ground or into trenches.

We have a moral and legal responsibility to conform to these obligations. Substantial penalties exist for non-conformance. Should you be aware of any environmental damage either potential or real, you are required to report to our Environmental Manager.

## FIRE EMERGENCY

Fire is an ever-present hazard, especially where fuels and electrical equipment are used. Familiarise yourself with the fire extinguisher locations and the building exits. Every staff member should know how to operate them effectively: Doorways marked EXIT should not be obstructed at any time.

**EVACUATION OF PREMISES: AN EMERGENCY EVALUATION SYSTEM IS DISPLAYED FOR YOUR AWARENES ON THE NOTICE BOARDS IN YOUR DEPARTMENT. PLEASE READ.**

## FIRST AID

First aid kits are located in various departments (the First Aid Officer should be notified if first aid supplies are low or require replacing). If you need first aid assistance, contact a First Aid Officer. All first aid treatment received should be treated as a temporary measure and if further assistance is required, a doctor should be consulted.

**FIRST AID PRACTITIONERS: A LIST OF ALL FIRST AID PRACTITIONERS AND CONTACT NUMBERS IS DISPLAYED ON THE NOTICE BOARDS WITHIN YOUR DEPARTMENT. PLEASES READ.**

## FRIENDS AND FAMILY

As vacancies arise, we are happy to interview anyone you might recommend for a job. Naturally, all applicants will be screened as carefully as you were and will be hired only if they meet the job requirements.

## FRINGE BENEFITS TAX (FBT)

Accepting any gifts or gratuities including such items as incentive trips, dinners, tickets to sporting events, etc may have FBT implications. Therefore, it is Company policy that you are *precluded* from participating in product promotions arranged by suppliers and manufacturers unless the Company receives a written undertaking from the supplier/manufacturer that they will reimburse the Company for the FBT payable or that they will bear the cost themselves. If you disregard this policy and accept any award, gift or gratuity, this benefit will be deemed as "assessable income to the employee". If FBT is applicable and not borne by the person/s or company offering the benefit then the liability for any taxes incurred is the sole responsibility of the recipient of the benefit and will not be borne by the Company.

## GIFTS AND GRATUITIES

You are not permitted to ask for or receive any money, rewards, goods or services additional to your remuneration package from any person, persons or companies that deal with the Company unless specifically approved in writing by the Dealer Principal.

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The granting of permission to participate in any incentive or promotion provided by a third party will be granted only as a benefit and not as a right to participate. Therefore any participation by you in any promotional incentive is at the sole discretion of the Directors of the company.

## HOURS OF TRADING AND ATTENDANCE

Business hours vary from department to department. Your Department Manager will advise your hours of work. Management may change these hours in accordance with award provisions to fit the needs of our customers.

## HOUSEKEEPING

Good housekeeping and good work go hand in hand. Customers often compare the quality of service with the cleanliness of the premises. You must not allow untidiness to create an impression of carelessness and poor service. Take the little additional care needed by keeping equipment in its proper place. Dispose refuse in the containers supplied, and observe the few simple rules of tidiness. It is your obligation to protect and/or return equipment, keep your work area clean and tidy, and follow common sense and safe housekeeping practices. Whether you work in the office, showroom, workshop or warehouse, you should be mindful to keep your work area clean and tidy.

## INFORMATION AND INVENTIONS

You are to inform your Department Manager on any matters you become aware of that may be of interest, importance or use to the Company, including your own proposals or suggestions.

You are required to tell us about any process, invention or discovery (as those terms are commonly understood), or modifications, innovations and improvements that you may make or become aware of, by yourself or with others, in connection with your employment. Any of those will then become Company property ("inventions"). You are also required to give us full particulars of these inventions, and take all steps at the Company's expense to enable the Company to obtain copyright, patent or other protection for these inventions and will assign to the Company all rights, which the Company can acquire in relation to the inventions and vest title in the Company absolutely.

## KEYS

The security of premises is of utmost importance. Only authorised staff will be allocated keys to the premises. These keys are part of the security system and are your personal responsibility if they are issued to you.

They are not transferable and must not be lent or copied. The loss of a key must be reported immediately to your Supervisor and depending upon the circumstances you may be charged with the costs of the re-keying the respective area. If you are the last to leave the premises, it is your responsibility to ensure the premises are fully secured and locked.

Vehicle keyboards are there for a purpose - when you use keys please ensure the vehicle you accessed is locked and the keys returned to the board.

## LOAN VEHICLES

It is Company Policy not to provide loan vehicles unless authority has first been obtained from your Department Manager. Where approval has been granted, the question of insurance liability *must* be determined before the vehicle is driven away. The person receiving the vehicle must sign a **Loan Agreement** stating that they are liable for any damage caused to the vehicle whilst in their care. A \$2,500 excess applies and a daily hiring fee is at the discretion of the Department Manager. Loan Agreement books are found in the Department Manager's office.

## MEETINGS

Meetings are held at various times to keep you informed and updated. On time attendance is compulsory and your Department Manager will endeavor to give sufficient notice.

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## MISREPRESENTATION

Willfully misrepresenting the products or services sold, or Company Policies and Procedures will be regarded as 'misrepresenting' the Company and you will result in disciplinary action and/or (where appropriate), termination.

## MOBILE PHONES

The use of your own personal mobile phone to make and receive calls in company time is to be kept to an absolute minimum. You will be treated as an adult and an honor system exists in relation to the accepting and making of personal telephone calls. Abuse of this could result in no use of mobile phones for personal calls. Your Supervisor or Department Manager will be the adjudicator of this policy.

**NO MOBILE PHONE IS TO BE USED WITHIN THE WALLS OF ANY BUILDING THAT HAS HAZARDOUS CHEMICALS OR NEAR THE PETROL PUMPS.**

## OBSCENE LANGUAGE

Swearing or using profane language on Company premises or while carrying out your daily duties will not be tolerated and will result in disciplinary action and/or (where appropriate), termination.

## DRESS STANDARDS

The nature of our business is such that our Company is in view of the public and our reputation is determined by the impression we create. You are required to be dressed appropriately for the job you perform. Too much importance cannot be placed on personal cleanliness, hygiene and neatness. Your personal appearance must be of the highest standard.

For guest facing staff, name badges must always be worn on the right hand side of your jacket/top.

If you are in a position that requires you to attend to guests, you must maintain a neat and professional business dress standards, i.e. business shirts plain white/and or plain blue (sleeves not rolled up), tie, black and/or charcoal suit for Males. Ladies black or charcoal corporate suit/dress with plain white or black shirt/top. Males must be clean-shaven. Long hair should be worn so as not to violate health and safety regulations. Extreme hairstyles, fashions, jewellery and visible tattoos are deemed to be inappropriate for a business environment. If in doubt, you should err on the side of conservatism.

## UNIFORMS

Most of the franchise manufacturers have a registered corporate uniform. Your Department Manager will advise you if a uniform is available. As a general rule the Company does not subsidise uniforms however, as protective clothing is required for some job functions certain departments are provided with subsidised or serviced uniforms. Your Department Manager will advise you of any programs that exist for your department.

## OVERALLS

If your place of work supplies workshop overalls, they must be worn throughout the working day. These must be kept in good condition and any unnecessary damage avoided.

## PARKING

Company vehicles must be parked on Company premises in the designated areas. Parking of private vehicles on Company property at any time is only permitted with the specific approval of and at the discretion of the Department Manager. The Company is not responsible for any loss or damage caused to private vehicles.

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## **PAYMENT POLICY - MOTOR VEHICLES**

The Company's payment policy for delivery of a motor vehicle is strictly cash or bank cheque. The Dealer Principal must approve any variation to this policy in writing. Cheques collected are to be handed to the Accounts Department for banking at the earliest possible opportunity. Bank cheques are required for payment, with the only exception being corporate fleet owners whose cheques have been previously approved by management. Cheque and cash handling policy must be observed at all times.

## **PERSONAL PROPERTY**

Personal property is your responsibility. The Company does not accept liability for the loss of any personal property left on the Company's premises, or left in company/customer vehicles. It is therefore important that you keep your personal property in a secure place and arrange your own insurance against loss or damage (this includes personal belongings in company vehicles). You should report anything lost or found to your Supervisor or Department Manager immediately.

## **PRESENTATION OF PREMISES**

You are responsible for the neatness and presentation of your workstation. Offensive material, such as male/female calendars, screen savers, posters, and magazines, are not permitted to be displayed or found on Company premises or found in company vehicles or company property.

## **PRIVATE VEHICLES**

No private vehicles are allowed on Company property unless you have gained authorisation from your Department Manager. Only *licensed* drivers may drive vehicles on Company property. Should you abuse this ruling the Company reserves the right to prohibit you from bringing your vehicle onto Company property and further disciplinary action may be taken. You must drive your vehicle in a safe and responsible manner both on Company property and in the vicinity of Company premises. Driving in an irresponsible manner will result in disciplinary action and/or (where appropriate), termination.

## **PURCHASE ORDER BOOKS**

No purchases can be made in the Company's name for personal use without Specific Management Authorization. Company purchases must be made using a purchase order, signed by an authorised person, normally the Department Manager. The quoted cost for the services or goods should be noted on all copies of the purchase order. Any unused lines on the order must be crossed through to avoid unauthorised purchases.

## **REFERRALS FOR BUSINESS**

The Company encourages you to refer sales opportunities for new and used vehicles. Should you know of a person considering buying a new or used vehicle, please advise the relevant Sales Manager at the earliest possible opportunity. A 'spotters fee' will be paid after the vehicle is delivered. It is expected that managers and salespersons refer business as part of their function; therefore managers and salespersons directly involved in selling motorcars are exempt from spotter's fees. Service and parts business referrals are encouraged.

## **SECURITY AND SECURITY CHECKS**

The physical security of the Company's premises as well as the safety of our staff is of utmost importance. At the close of trading each day all locks should be secured. Your Department Manager will instruct you regarding specific security procedures pertaining to your position.

In order to minimise disruptions to operations and to help ensure the security of the staff and property, hawkers and canvassers are not permitted on Company premises (unless approved by management).

The Company reserves the right at all times to request you upon entering or leaving the premises to disclose to a Manager and in the presence of a third party, the contents of any parcel, bag or container, including any article of clothing carried or worn by you. You may also be asked to disclose the contents of any vehicle in your charge on Company premises.

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## **SECRET COMMISSIONS**

You are not to receive an incentive or secret commission ('kick back') of any kind, without the express approval in writing of the Dealer Principal. Failure to comply will result in disciplinary action and/or (where appropriate), termination. Legal proceedings will commence to recover funds.

## **SMOKING**

Refer to the Company's Occupational Health & Safety Policy.

## **SPECIAL TOOLS**

The Company provides special tools and equipment that are specific to a franchise, or are too expensive to expect mechanics and operators to provide and maintain. These tools are held in a tool store where they are under supervision and are constantly maintained and calibrated in good working order. Such tools issued to mechanics must be handled with care and returned clean after use. The mechanic or operator who obtains a tool from the store is responsible for its proper use and return. Should a tool be damaged or not in full working order, the mechanic must advise their Supervisor immediately.

## **SOLICITATIONS**

Solicitations and collections for any purpose in Company time must have prior permission granted from management.

## **SPEED LIMIT**

The speed limit on all Company premises is 5kmp/h if road signs are not displayed. Excessive speeding endangering customers, other staff or Company premises will result in severe disciplinary action and/or (where appropriate), termination.

## **STAFF LOANS**

The Company is happy to make representation on your behalf to a credit provider and with your approval provide supporting evidence of earnings. However, under no circumstances will the Company provide a loan of any type.

## **STAFF PURCHASES, DISCOUNTS**

After successful completion of the trial period you will be eligible to purchase goods or services at special prices, provided they are for your personal use or on behalf of your immediate family. If you are seeking to utilise this facility, discuss your needs with your Department Manager.

## **STATIONERY AND POSTAGE**

Company stationery, stamps and franking machines are not for personal use. Contravention to this will be deemed as theft. All mail sent out on Company letterhead must be viewed and authorised by the Department Manager.

## **SUGGESTIONS**

Suggestions to improve the way we do things are always welcome. If you have ideas or recommendations for improvement, i.e. customer relations, staff morale, safety, sales, service or any other area of our operations, please write your suggestion down and bring it to the attention of your Supervisor or Department Manager (at a convenient time). The suggestion will be examined at the Company's Monthly Management Meetings. We may pay a reward for suggestions that are adopted by management.

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## SUPPLIERS

Our suppliers are an integral part of our business and over the years we have enjoyed good relationships through strong support and open communication. The Department Manager will determine our affiliations with various suppliers. Unsatisfactory products or services provided by any of our suppliers are to be reported to the Department Manager immediately for rectification and corrective action. You must not accept any gift or gratuity from any customer or supplier or vendor that may be construed as payment or obligation to do business with that individual or company. All entitlements and rewards earned by Company representatives as a result of sales competitions carried by vehicle manufacturers or any other suppliers remain the sole property of the Company and may be awarded at the sole discretion of the Company.

## TELEPHONES

### Answering

It is your responsibility to answer a phone ringing in your vicinity (irrespective of which department you may be in at the time). Do ***not let phones ring continuously***. For the purpose of good customer relations, put a smile in your voice and be courteous when answering the call. Make every attempt to redirect the call to the appropriate person or department. Take a message and ensure you record and pass the message on to the person it is intended for at the earliest opportunity.

### Personal Calls

All telephones are to be used for business purposes only, except in the case of an emergency. You are not to make or receive personal telephone calls unless approved by the Department Manager. No STD calls are to be made unless authorised by the Department Manager. No ISDN calls are permitted without the express approval of the Dealer Principal. Making nuisance or harassing telephone calls will not be tolerated and will result in disciplinary action and/or (where appropriate), termination.

### Switchboard

The way a customer (or potential customer) is handled by the switchboard operator has a significant impact on our business. If you operate the switchboard, you are required to maintain a high level of professionalism at all times. Switchboard operators must not conduct conversations with other staff whilst operating the switchboard, as the customer's call must be attended to first.

All staff members must assist in every way possible to ensure the switchboard operator maintains the desired level of efficiency at all times. This means advising the switchboard operator your availability, if messages are to be taken, or whether you are expecting visitors. You must also notify the switchboard operator if you leave the premises, with your expected return time and again when you actually do return.



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## **THEFT**

Theft on any level will not be tolerated. If you are found stealing, (including but not limited to), from a customer's vehicle, from another staff member or from the Company, you will be subjected to disciplinary action and/or (where appropriate), termination, and charges will be laid. It is expected that should you be aware of any such activity (including personal belongings of your own, other staff members, customers, or Company property), you must bring it to the attention of your Department Manager immediately.

## **TIME CARDS/CLOCKS**

Regulations in some instances require that we keep records of time worked. Your Supervisor or Manager will inform you of your obligations. Recording of another person's time or use of another person's time card in any way is a serious violation of Company policy and will result in disciplinary action and/or (where appropriate), termination. Hand-written times are not allowed on time cards.

## **TRADE PLATES**

Use of trade plates must be authorised from the Department Manager and you are required to be aware of the legal obligations relating to their use. Trade plates on vehicles can only be used in the company of an authorised staff. Each and every use of a trade plate must be logged in the trade plates register. The Company can face substantial fines for failure to adhere to regulations governing trade plates including withdrawal of the plates.

## **TRAINING**

You are encouraged to increase your education and skills both as a staff member of the Company and as an individual. The Company offers a variety of in-house training to assist with improving skills in performing your job. Your Department Manager must approve attendance at in-house training. You may be reimbursed for tuition costs of educational courses providing: (by the Department Manager or Dealer Principal), and:

- course has been discussed with the department manager and prior approval has been given by the Department Manager or Dealer Principal;
- the course is job related to your present position or possible future promotion within the Company;
- you are a staff member when the course begins and are still employed by the Company when the course is completed; and
- you pass all units and modules involved in the course.

A short summary of the course attended is required to be completed and submitted your Department Manager for further reference on the course and institution.

Training is also made available through attendance at the various manufacturers training centres, in-house training sessions and meetings, as well as books, manuals and bulletins.

We expect you to utilise training offers as they become available, and attend in-house training as required. Where you may experience difficulty in the performance of your work, we encourage you to seek advice and discuss training or course needs with your Department Manager.

## **WORK LOAD**

The retail motor industry suffers from constantly changing market conditions due to economic conditions, interest rates, new model introductions, government contracts and obviously the popularity of the product at any time. Accordingly, workloads vary from heavy times to times when there is a considerable easing of the volume of work. We will make every possible effort to avoid retrenchments when volume diminishes; however, no guarantee of employment can be given. It is your obligation and duty to advise your Supervisor or Department Manager when you have time on your hands so that you are able to assist and participate in other areas that may need assistance.



## **SECTION 6: OCCUPATIONAL HEALTH & SAFETY**

### **OCCUPATIONAL HEALTH & SAFETY (OH&S) POLICY**

It is Company policy to ensure that its business is run and conducted properly in a safe environment without risk to the health or well being of our staff, customers and visitors or contractors who enter the premises. The Company provides active support to address OHS risks in the workplace, together with Workplace Injury Management.

Awareness, training and information are provided on safe working policies, particularly in the area of manual handling, hazardous substances and injury prevention management. The Company has provided a written model for "*Safe Operating Procedures*" to assist and support Managers in implementing the National Standard & Code of Practice for Manual Handling.

Safety in the workplace is designated as both an individual and shared responsibility, and each person employed in our company must ensure that their tasks are performed safely, without causing risk to themselves, fellow workers, customers, visitors or the community.

#### ***Department Managers are responsible for:***

Implementing OHS Policies and Procedures.

Providing a safe and healthy work environment for all employees. Reducing accidents.

Ensuring legal responsibilities are met correctly and adequately.

#### ***Supervisors are accountable for:***

All employees carry out ensuring OHS Procedures. Providing instruction and promoting safety at all times.

Taking immediate action to rectify any OHS concerns. Ensuring protective equipment and/or apparel is used at all times.

#### ***Employees are expected to:***

- Assist in the prevention of accidents by complying with safety instructions given.
- Immediately report any unsafe work condition or equipment to their Supervisor.
- Where safety equipment is provided ensure it is used correctly at all times.
- Success will ensure a safer and healthier environment, along with better individual and Company performance.

### **A) PROTECTIVE CLOTHING/EQUIPMENT**

Protective clothing and safety equipment will be provided in particular areas of work to minimise the risk of injury, for example, if you use machinery, or apply toxic products, you must at all times wear protective clothing, such as ear protection, goggles, gloves, etc.

Where equipment is supplied it must be at all times be used in the correct manner and for the correct purposes for which it has been provided.

The Company in accordance with Industrial Award requirements will provide safety equipment. If you fail to use the safety equipment or to wear safety clothing and incur an injury or fine from an Occupational Health & Safety Inspector, the Company takes no responsibility and will not reimburse you.

### **B) REHABILITATION AND WORKERS - COMPENSATION**

All injuries must be reported immediately to your Supervisor or Department Manager and the Payroll Officer. Workers' Compensation forms can only be obtained through the pay office. The Company may not be held liable if an accident/incident is not reported immediately. A Rehabilitation Program has been established if you are injured at work. Speak to your Rehabilitation Co-ordinator, Supervisor or Department Manager about the details. The Company's Rehabilitation Policy and Procedures under the relevant State Act are displayed throughout the Company.





## C) SMOKING

As part of providing a safe work environment, the Company maintains a *no smoking policy* for the health and benefit of all employees and customers. Designated smoking areas have been nominated and your Supervisor or Department Manager will advise you where these locations are. These designated areas must be kept clean and cigarette butts disposed of appropriately.

*You will not be given time off work to smoke*, but may smoke during designated breaks. Failure to observe the *no smoking policy* will result in disciplinary action and/or (where appropriate), termination.

## D) SAFETY IN THE WORKPLACE

If you are aware of an unsafe work situation that may place people at risk of injury, it is your legal responsibility to bring it to the attention of your Supervisor or Department Manager. Safety codes, manual handling procedures and safety equipment must be used and adhered to at all times. Should any safety equipment or safety procedures not be appropriate or in full working order you must report it to your immediate Supervisor or Department Manager. If no action is taken within a reasonable period, bring it to the attention of the Safety Committee or you may notify the Dealer Principal direct.

Occupational Health and Safety legislation states that individuals can be made accountable and responsible for any negligence in regard to safety practices on their part.

To minimise the risk of any injury, protective the Company provides equipment and some clothing items. Remember failure to use the appropriate safety items could affect any Workers' Compensation claims.

The Company is committed to providing a safe place of work for their employees. Employee involvement is required in the total aspect of company operations so that a safe and efficient working environment can be maintained in an atmosphere of mutual trust and respect.

Management is responsible for providing a safe system of work in accordance with current standards.

- Supervisors at every level have the responsibility for ensuring that safe working procedures are clearly understood and constantly observed.
- Employees have a duty to follow safe working procedures at all times, and take care to prevent injury to themselves or fellow employees.

### ***All employees, regardless of occupation shall:***

- Be familiar with our Occupational Health & Safety Policy
- Not take risks that could lead to injury.
- Take reasonable care in relation to the health and safety of other people at work.
- Co-operate with your immediate Supervisors.

If you are new to the department take the time to become familiar with your new environment, particularly with machinery and equipment.

If you are not sure on how to handle equipment, *ask* for assistance.

# INDUCTION & SAFETY MANUAL



ABOVE & BEYOND

## SAFETY RULES

1. Always use safe working practices on the job. Short cuts can cause injuries.
2. Report all 'near misses' and obvious safety hazards to your Supervisor and Department Manager so that appropriate action can be taken to prevent unnecessary injuries.
3. Horseplay and practical jokes are not allowed.
4. Under no circumstances are you allowed to bring intoxicating liquor, drugs or dangerous goods onto Company premises. If you report for work in an apparently intoxicated or similar condition, you will not be allowed to start work (for your own safety and for the safety of others).
5. Obey warning signs, they are there to protect you.
6. Work areas are to be kept in as clean and tidy state as is practicable.
7. Rubbish should be disposed of in the rubbish bins provided.
8. Walkways should be kept clear of obstructions.

It is particularly important that the following are kept clear:

- Fire exits
  - Fire extinguishers, hydrants and other fire protective equipment
  - Stairways
9. The speed limit on Company premises is 5 kmp/h if road signs are not displayed. Drivers of all motor vehicles **must drive in a safe and responsible manner** and obey all road signs. Normal traffic rules apply.
  10. Electrical equipment must be handled with care; ensuring wire protection is not damaged or broken. Do not stand in water or allow the electrical cord to come in contact with water.
  11. If you are found misusing or abusing items, causing willful misconduct and disregarding safety will result in disciplinary action and/or (where appropriate), termination.

## MANUAL HANDLING

The 10 point plan for manual handling:

1. Plan the lift - How, Where to?  
Plan the route Is it clear of obstacles? Could you trip or slip?
2. Keep the work area clear of obstructions that may cause a trip or fall.
3. Position your feet correctly. One foot beside the load, the other foot slightly to the rear.
4. If the load is at ground level, *bend your knees, not your back*.
5. Check the load before you lift for weight, size, and shape.  
*Get help*, if you think the load is too heavy or too awkward in size. It is not weak to do this, it is *simply stupid not to*. In team lifting it is important that people are of similar height and build. One person should direct the lift.
6. Get a secure grip. Hold diagonally opposite ends of the item. Use your whole hand.
7. Lift smoothly and slowly - avoid jerks.  
*How to lift* - tighten stomach muscles, head erect, tuck chin in, straighten legs, (the thighs and buttocks take the strain).
8. Keep the load close to the body - this causes less strain on your spine.
9. Don't twist when lifting - if you need to change direction, lift first, and then use your feet to change direction.
10. Wherever possible, avoid lifting excessive weights. Use the appropriate mechanical equipment, cranes and forklift trucks.



## HOUSEKEEPING RULES

Good housekeeping and good work go hand in hand. Customers often compare the quality of service with the cleanliness of the Company and we must not allow untidiness to create an impression of carelessness and poor service.

### *Office Safety*

- Do not leave desk drawers open.
- Desks are to be cleared each night before leaving the premises.
- Do not overload or leave filing cabinet drawers open, open one at a time.
- Do not keep documents or other equipment on top of filing cabinets or workstations.
- Do not overload shelves in compactors and other storage areas.
- Do not climb up on shelves in compactors.
- Use handrails when ascending and descending stairs.
- Do not place obstructions in passageways.
- Do not climb on chairs or other furniture.

## Parts, Stores and Warehouse

- Aisles in storage areas to be kept clean and clear.
- Parts to be housed correctly to avoid damage or injury.
- Protruding parts into aisles are to be re-located.
- Parts are not to be stored in aisles.

## Workshops

- Floors must be kept clear of oil, grease or objects.  
Electrical leads, airlines and cables must be coiled and stored off the floor when not in use.
- Oxygen, acetylene and other gas bottles should be securely stored. Oxygen and acetylene bottles should not be stored together.
- All parts no longer required and general rubbish must be cleared from the floor at the completion of each job and stored or placed in waste bins.
- Return special tools after use to their allocated areas or storage.
- Keep workbenches clear of rubbish.
- Clean pits after use and cover when not in use (if applicable).
- Locker room areas must be kept in a clean and tidy state. Boots, overall, etc. is not to be stored on top of lockers or underneath them.
- If you work in workshops and have long hair, you are required to wear a hair net or hair tied in a bun to avoid being caught in machinery or vehicles being repaired.

## WELDING RULES

There are significant hazards associated with welding operations including welding flash, toxic fumes and the risk of fire. The following safety rules apply:

The appropriate cutting and welding permits are to be completed prior to the commencement of any non-production welding activity.

- Always wear the appropriate protective equipment when welding or cutting.
- Never weld without the welding screens.
- Appropriate ventilation and fume extraction is to be used for welding operations.
- Never weld when other employees about you are not protected. The welder's off-sider needs protective goggles, gloves, etc as much as the welder does.



## **FORKLIFT RULES**

Only licensed forklift truck operators are allowed to operate forklift trucks (or if you hold a forklift learner's permit). Failure to comply with the forklift rules could lead to the operator losing their licence and subsequently their employment. The regulations laid down by the Victorian WorkCover Authority must be complied with. In particular, the following general rules apply:

- Forklift operators are not to speed.
- Under no circumstances is any employee to be given a lift or ride, or to be raised or lowered using a forklift, except when using the approved cage.
- Forklift operators are not to carry their load above other employees, and employees are not permitted to walk under a load being lifted by a forklift.