



# AUSSIE tool shed

## Aussie Tool Shed Policies and Procedures

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## General Company Information

### 1 Our Company and its business

Aussie Tool Shed is an Australian-owned hardware chain founded in 2010 by three tradespeople: Charlie, an electrician; Jamie, a plumber; and Alex, a carpenter. They were frustrated with the quality of products and level of service they received from other hardware stores and believed there was a market for a better alternative. They knew they were willing to pay a bit more to obtain quality products and services and believed that many others, tradies and DIYers, would be too. The vision was of a hardware chain offering Australian made products (where possible) and genuine service by qualified tradespeople.

Today, Charlie, Jamie, and Alex run Aussie Tool Shed from its headquarters in Sydney. The organisation has rapidly expanded and now has stores in each state in Australia and a solid online presence. They have a distinct differentiation point: employing trade-qualified staff, stocking Australian-made products, DIY tutorials and Q&As accessible from a web browser, and dedicated DIY and trades advice hotlines.

#### 1.1 To date, some of our greatest achievements include:

- provided large equipment and tools for the construction of landscaping and car parking for the Cascade Peak Shopping Centre
- supplied power tools for the construction of a shopping complex
- landscaping and carpark construction for Peak Retirement Village
- landscaping, swimming pool construction, and playground construction for the Cascade Peak Water Park.

### 2 Company Vision and Regulatory Responsibility

- 2.1 Our vision for the future is to make the Aussie Tool Shed Pty Ltd a power tool company that is widely recognised for being innovative and a pioneer for technology which makes the company brand very recognisable.
- 2.2 Our responsibility is to ensure that we maintain the integrity of our business processes and implement controls. Assessing, identifying and remediating areas of business that are not complying with laws and regulations.

### 3 Mission Statement

- 3.1 Be an AWESOME leader in the field of large-scale development.
- 3.2 Deliver AWESOME results on time and to budget.
- 3.3 Have an AWESOME environmental friendliness, where possible
- 3.4 Have AWESOME working relationships with all clients and subcontractors.

### 4 Your employment and this handbook

- 4.1 The terms and conditions of your employment within Aussie Tool Shed are set out in your contract of employment.
- 4.2 This employee handbook provides employees with a general understanding of our Company's policies and procedures. This handbook contains information that you may need to assist you in your work and the standards, policies and procedures that apply in

the day-to-day conduct of business. However, the employee handbook cannot anticipate every situation or answer every question regarding your employment.

## 5 Industrial Awards / Collective Agreements

- 5.1 You may be employed by the Company under a written common law employment agreement, Award, or Collective Agreement. Where you have been employed under any of these arrangements then you will have been provided with a copy of your employment agreement or Collective Agreement.
- 5.2 If you are employed under an Award, then the Company will provide you with a copy of the Award on request.
- 5.3 To the extent that there is any inconsistency between any applicable Award or Collective Agreement and this employee handbook, the Award or Collective Agreement will apply. The Australian Fair Pay and Conditions Standard ["the APCS"] as defined in the Fair Work Act 2009 [Cth] apply to your employment. To the extent that there is any inconsistency between the APCS and this employee handbook or any applicable Award or Collective Agreement, the APCS apply to the extent that it is "more favourable" (as defined by the Act and/or the Workplace Relations Regulations) to the employee.
- 5.4 Our Company sees its employees as key contributors in every aspect of its business. It is through your commitment to excellence, your positive attitude to your tasks and your willingness to work as a team that we will achieve our Mission Statement.

## 6 Experience and Training

- 6.1 In your Application for Employment, you provided us with details of your experience and training. We have relied on the complete truth of what you have told us in assessing your suitability for the position with our Company and in deciding to employ you in that position. Employees must promptly provide the Company with any information that concerns the employee being unable to perform the employee's full range of duties.
- 6.2 If you believe there is a course or training program that will enhance your ability to perform your work, then we invite you to discuss this with your supervisor. We are committed to ensuring that all our employees are well trained to perform their work. If we can assist you with any further training, please speak with us.
- 6.3 Our Company will not pay your fees with respect to a training course or program that you undertake whilst employed with the Company. However, the Company may in some circumstances agree to pay or contribute towards such fees. Accordingly, you should discuss with us any courses that you are planning to do.
- 6.4 From time to time, you may be expected to undertake training at the request of the Company to develop your skills and expertise in your position with our Company.

## 7 Employee Relations

- 7.1 If you have any concerns about the workplace, we encourage you to voice these concerns openly and directly with management. This facilitates clear communication and avoids many unnecessary problems. Our workplace policy is that if you, as a valued employee, have a concern about any matter, then management shares your concern. We may not always agree with the point that you have raised, but we do want to hear what you have to say and will carefully consider it in a positive way. Any workplace disputes must be resolved in accordance with our Dispute Settlement Procedure set out in this handbook.

## **8 Employee's Duties and Responsibilities**

- 8.1 If you have entered into a written employment agreement, then your duties and responsibilities are referred to therein. Each employee's employment will commence the date the employee accepts the Company's Offer of Employment or such other date as the Employee and the Company expressly agree in writing as the commencement date.
- 8.2 In accepting the Company's Offer of Employment, the employee is representing to the Company that the employee can efficiently and properly carry out those duties and that the employee has all the skills and experience to do so.
- 8.3 The employee must carry out all reasonable lawful instructions given to the employee to the highest level of the employee's skills, competence and training. The employee must efficiently and satisfactorily comply with all reasonable lawful requests made by the Company.
- 8.4 The employee is required to obey all reasonable lawful directions given to the employee by the Company in the course of the employee's employment, and the employee must carry out all duties and responsibilities required of the employee to the satisfaction of the Company. The employee may be asked to do work for a subsidiary of the Company or take instructions from an agent or contractor of the Company. The employee must, in these circumstances, carry out all reasonable lawful tasks assigned to the employee.
- 8.5 There may be occasions when the work required of the employee is not work, usually done by a person holding the employee's position in the Company. The employee is not required to take on any work that is dangerous or which requires particular training or experience which the employee does not have.
- 8.6 There may be additional responsibilities and duties required of the employee in the course of the employee's employment, which the employee will be expected to carry out.

## **9 Full-time Employees**

- 9.1 Full-time employees are permanent employees who do not have casual or probationary status and who are scheduled to work thirty-eight hours per week.

## **10 Part-time Employees**

- 10.1 We employ some part-time employees. Part-time employees are permanent employees who do not have casual or probationary status. Part-time employees are engaged to work less hours than full-time employees. They receive, however, all of the entitlements of full-time employees on a proportional basis.

## **11 Casual Employees**

- 11.1 We employ some casual employees. Casual employees are employees who are not permanent. Casual employees are short-term and work irregular and uncertain hours.
- 11.2 Casual employees are not entitled to a range of benefits normally afforded to part-time and full-time employees, such as holiday leave or personal sick leave (except for unpaid carer's leave). Casuals are, therefore, paid a load in lieu of such benefits.

## **12 Contractors**

- 12.1 We engage some independent contractors and consultants for specific tasks. Contractors are not employees. Contractors are independent business entities that are engaged to provide specific services on a project-by-project basis to the Company.

- 12.2 All contractors render to our Company tax invoices with their Australian Business Number that comply with GST requirements. We expect them to do this promptly upon completion of any project. If a tax invoice is given to you by a contractor, you should ensure that it is promptly passed on by your supervisor.
- 12.3 Contractors are responsible for their own WorkCover insurance, superannuation and PAYG tax payments with respect to themselves, their employees, and subcontractors.
- 12.4 All contractors usually provide all their own equipment, materials, and supplies.

### 13 Payment of Wages

- 13.1 All employees are paid fortnightly on a Thursday.
- 13.2 Your pay will be electronically deposited into your bank account. You should have provided the Company with your bank account details and filled out an Employee Bank Account Information Form. It is your responsibility to make sure the details you give us are correct. If you wish to change this at any time, you must fill out a new form.
- 13.3 We are legally required to make certain deductions from every employee's pay. Among these deductions are applicable PAYG taxes. In addition, we pay the compulsory Superannuation Employer's contribution which currently is eleven percent (11%) of your ordinary times earnings. The general super guarantee percentage will increase each financial year by .5% until it reaches 12%.

Period	General super guarantee (%)
1 July 2022 – 30 June 2023	10.5
1 July 2023 – 30 June 2024	11
1 July 2024 – 30 June 2025	11.5
1 July 2025 – 30 June 2026	12
1 July 2026 – 30 June 2027	12
1 July 2027 – 30 June 2028 and onwards	12

- 13.4 The employee will be provided with a pay slip indicating details of payment and deductions. The employee must review the accuracy of the pay slips and report and discrepancies to the Company's payroll officer.

### 14 Emergency Procedures

#### 14.1 Emergency Numbers

A list of contact numbers in the event of an emergency is provided below:

- **Ambulance: Emergency – 000**  
**Bookings – 131 233**
- **Police: Emergency – 000**  
**Assistance Line – 131 444**
- **Fire: Emergency – 000**

## 14.2 On-site evacuation procedure

If it is unsafe for employees, visitors, and contractors to remain inside the building, the whole service will be evacuated. The Incident Controller on site will take charge and determine who does what [activate your Incident Management Team].

- Call 000.
- Inform emergency services of the nature of the emergency [e.g. "There is smoke in the building"].
- If the decision to evacuate on-site is made, evacuate employees, visitors, contractors out of the building; to the designated assembly area/s if this is the evacuation option.
- Take the staff roster and your Emergency Kit/First Aid kit.
- Once at assembly area, check all employees, visitors, contractors are accounted for.
- Wait for emergency services to arrive or provide further information.

## 14.3 Off-site evacuation procedure

If it is unsafe for employees, visitors, contractors to remain inside the building, the whole service will be evacuated. The Incident Controller on site will take charge and determine who does what [activate your Incident Management Team].

- Call 000.
- Inform emergency services of the nature of the emergency [e.g. "There is smoke in the building"].
- If the decision to evacuate off-site is made, determine which off-site assembly point you will evacuate staff, children and visitors to.
- Evacuate staff, children and visitors to the designated assembly area/s
- Take the staff roster and your Emergency Kit/First Aid kit.
- Once at assembly area, check employees, visitors, contractors are accounted for.
- Wait for emergency services to arrive or provide further information

## 14.4 Emergency response procedures [specific emergencies]

### FIRE

- Report the outbreak of fire immediately to the Incident Controller
- Remain calm and activate the fire alarm.
- Phone 000 to notify the fire brigade.
- Extinguish the fire (only if safe to do so).
- If threat exists evacuate the room/s to the designated assembly area/s closing all doors and windows.



- Check that all areas have been cleared and notify the Incident Controller.
- Check employees, visitors, contractors are accounted for.

#### BUSHFIRES/GRASS FIRES

- Identify which buildings need to be evacuated in the case of a fire.
- Phone 000 to notify the Fire Brigade.
- If threat exists decide appropriate action e.g. move to shelter-in-place or evacuate the room/s, closing all doors and windows.
- Turn off power and gas.
- Check that all employees, visitors, contractors are accounted for.
- Listen to local radio or TV on battery-powered sets for bushfire/weather warnings and advice.
- Ensure employees, visitors, contractors do not hinder Emergency Services or put themselves at risk by going near damaged buildings or trees.
- Contact the region for advice and support, as appropriate.

#### SEVERE WEATHER /STORMS AND FLOODING

- Store or secure loose items external to the building, such as outdoor furniture.
- Secure windows (close curtains & blinds) and external doors. If necessary, tape windows and glass entrances. Utilise boards and sandbags if required.
- Protect valuables and disconnect electrical equipment – cover and/or move this equipment away from windows.
- During a severe storm, remain in the building and keep away from windows.
- Restrict the use of telephone landlines to emergency calls only.
- After storm passes, evaluate the need to evacuate if uncontrolled fires, gas leaks, or structural damage has occurred as a result of the storm.
- Report to the Incident Controller regarding the status of employees, visitors, contractors' safety.

#### BOMB/CHEMICAL THREAT

- If a bomb/chemical threat is received by telephone:
  - stay calm
  - do not hang up
  - refer to the bomb threat checklist.
- If a bomb/chemical threat is received by mail:
  - avoid handling of the letter or envelope
  - place the letter in a clear bag or sleeve

- inform the Police immediately.
- If a bomb/chemical threat is received electronically or through the service's website:
  - do not delete the message
  - contact police immediately
  - ensure doors are left open
  - **do not** touch any suspicious objects found.
  - if a suspicious object is found or if the threat specifically identified a given area, then evacuation may be considered.

#### MAJOR EXTERNAL EMISSIONS/SPILL (includes gas leaks)

- Notify the Incident Controller.
- Call the Fire Brigade by dialling 000.
- Turn off gas supply.
- If it's a gas leak onsite, notify your gas provider (number can be found on the emergency numbers and key contacts page).
- Evacuate employees, visitors, and contractors to designated assembly area/s. This may be an offsite location.
- Check employees, visitors, and contractors are accounted for.
- Contact the region for advice and support, as appropriate.
- Await 'all clear' or further advice before resuming normal services activities.

#### INTERNAL EMISSION/SPILL [e.g. cleaners storeroom]

- Move employees, visitors, and contractors away from the spill to a safe area.
- If safe to do so, the spill can be cleaned up by staff. Personal Protective Equipment should be worn as per the requirements of the Material Safety Data Sheet and Safety Work Procedure/Practice (procedures including OHS/WHS Service Policy).
- Contact the Fire Brigade if the nature of the emission/spill is unknown or it is unsafe to manage.
- Notify WorkSafe if required (refer to Notifiable Incidents to WorkSafe Flowchart).

#### EARTHQUAKE

- Don't panic.

#### If outside

Instruct employees, visitors, and contractors to:

- Stay outside and move away from buildings, streetlights and utility wires.
- DROP, COVER and HOLD
  - DROP to the ground

- Take COVER by covering their head and neck with your arms and hands
- HOLD on until the shaking stops.

If inside

Instruct employees, visitors, contractors to:

- move away from windows, heavy objects, shelves etc.
- DROP, COVER and HOLD
  - DROP to the ground
  - take COVER by getting under a sturdy table or other piece of furniture or go into the corner of the building covering their faces and heads in their arms
  - HOLD on until the shaking stops.

After the earthquake

- Evaluate the need to evacuate if there are uncontrolled fires, gas leaks or structural damage to the building you are in.
- If you evacuate, watch out for fallen trees and power lines, and stay clear of any structures that may collapse.
- Arrange medical assistance where required.
- Help others if you can.
- Report the status of employees, visitors, and contractors' safety to the Incident Controller
- Tune in to the radio if you can and follow any emergency instructions.
- If there is damage to the facility and it is OK to do so, you may take notes and photographs for insurance purposes.

MEDICAL EMERGENCY

- Check for any threatening situation and remove or control it (if safe to do so).
- Remain with the casualty and provide appropriate support.
- Notify First Aid Officer.
- Notify the Incident Controller (Chief Warden).
- Notify the ambulance by dialling '000'.
- Designate someone to meet and direct the ambulance to the location of the casualty.
- Try not to leave the casualty alone unless emergency help arrives.
- Do not move the casualty unless exposed to a life threatening situation.

INTRUDER/PERSONAL THREAT

- Notify the Incident Controller.
- Notify the police by dialling '000' and requesting assistance.

- Do not do or say anything to the person to encourage irrational behaviour.
- Initiate action to restrict entry to the building if possible and confine or isolate the threat from building occupants.
- Determine if evacuation or lockdown is required. Evacuation only should be considered if safe to do so.

## **Employment Policies**

### **15 Business Hours**

- 15.1 Aussie Tool Shed business hours are from 7:00 AM – 4:00 PM. Operating hours, however, will vary in remote sites and project sites depending on contractual arrangements.
- 15.2 Aussie Tool Shed observes two fifteen (15) minute breaks during the work period: 10:00 – 10:15 AM & 2:00 – 2:15 PM. These breaks allow employees to rest, use the restroom, and interact with other employees.

### **16 Employee Movements Policy**

- 16.1 When leaving the workplace for any period of time during work hours you are required to inform the Company as to your whereabouts and your intended time of return.
- 16.2 You are also requested to leave your mobile on at all times whilst you are absent so that we can contact you if the need to do so arises. This enables the facilitation of clear communication between staff and the passing on of messages.

### **17 Presentation and Dress Policy**

- 17.1 Dress and grooming standards are a very important aspect of the image that the Company presents to its customers and to visitors.
- 17.2 During business hours, all staff members must always wear the Aussie Tool Shed uniform.
- 17.3 If you have shoulder-length (or longer) hair, you are required to tie it neatly back if operating landscaping equipment.

### **18 Customer Service Policy**

- 18.1 The success of our Company depends upon our customers being impressed and happy with our products and services. Employees must aim to ensure that our customers are given prompt and polite services, and if any customer has a complaint, it is dealt with courteously. If any customer needs urgent service, for whatever reason, we do all we can to meet the customer's requirements within their time frame, not ours.

### **19 Diversity, Discrimination and Harassment Policy**

- 19.1 We are committed to providing a workplace culture and environment that is free of discrimination and harassment.

#### **Diversity**

Aussie Tool Shed recognises and values the individual differences of its employees and the community and recognises that employees come into its service with a wealth of personal knowledge and life experiences.

Aussie Tool Shed recognises that diversity is an opportunity to enrich and extend opportunities for all, by creating an inclusive environment for all people regardless of their background. This is ensured by:

- providing a welcoming and supportive organisation
- offering flexibility in the way in which services are provided
- providing adjustments to operations within reason
- having transparent employee recruitment and selection procedures.

## **Discrimination**

Discrimination may be any selection, exclusion or preference made on the basis of an individual's sex, race, transgender, sexuality, ethnicity, age, religion, disability, including physical, intellectual, psychiatric, sensory, neurological or learning), marital status, pregnancy, carer's responsibilities, political affiliation or beliefs and membership or an organisation or association (such as a trade union). Discrimination may be either overt and direct, or subtle and indirect.

## **Harassment**

Harassment is any form of behaviour that is not wanted and not asked for and that either humiliates, offends or intimidates a person.

- 19.2 Legislation generally prohibits discrimination and harassment on the grounds of an individual's sex, race, transgender, sexuality, ethnicity, age, religion, disability (including physical, intellectual, psychiatric, sensory, neurological or learning), marital status, pregnancy, care's responsibilities, political affiliation or believes and membership of an organisation or association (such as a trade union).
- 19.3 Discrimination and/or harassment in the form of actions, signals or words including jokes is not tolerated by our Company.
- 19.4 If you become aware of any conduct that is possibly discriminatory or could amount to unlawful harassment; you should advise your supervisor who will handle the matter in a timely and confidential manner in accordance with the Dispute Settlement Procedure.
- 19.5 If a customer, contractor or other employee engages in any behaviour that you regard as discriminatory or harassment such as an unwelcome sexual advance or offensive gestures, then you should immediately report this incident to your supervisor.

## **20 Bullying Policy**

- 20.1 Our Company is committed to providing a workplace culture and environment that is free of bullying. Bullying is not tolerated by our Company in the workplace.
- 20.2 Bullying occurs where an employee uses strength, power or position to intimidate, oppress or persecute other employees by fear. Examples of bullying behaviour include unfair and excessive criticism, publicly insulting others, ignoring the point of view of other employees, constantly changing or setting unrealistic work targets and undervaluing their efforts at work.

- 20.3 Any employee who becomes aware of possible bullying should promptly advise their supervisor who will handle the matter in a timely and confidential manner in accordance with the Dispute Settlement Procedure.

## **21 Occupational Health and Safety/Work Health and Safety (OHS/WHS) Policy**

- 21.1 We take our obligations under the Work Health and Safety Act 2011 (Cth) seriously so that we can provide a safe and healthy work environment for employees, contractors, customers and visitors.
- 21.2 The WHS Committee meets regularly. Employees are invited to discuss or provide a memo on any matters relating to safety or health for discussion by the WHS Committee.
- 21.3 If you become aware of any circumstance or hazard that could give rise to a risk of injury or illness to any person, then you should immediately notify your supervisor, fill out a Hazard Report Form and lodge it with your supervisor.
- 21.4 If there is an accident that does give rise to an injury or illness or could have resulted in an injury or illness, then it is important that all employees who are present immediately inform their supervisor and fill out a statement setting out what happened in a Hazard Report Form.
- 21.5 In all workplace activities, you are expected to comply with all WHS procedures, and all directions given in respect to safety. If this requires you to wear protective clothing or a helmet or to wear ear plugs/muffs or face masks or protective goggles, then you must do so, and no one has any authority to exempt you from this compliance.
- 21.6 If there are restricted areas where only authorised personnel are permitted, then you are not permitted to enter those areas unless expressly authorised by the appropriate officer or your supervisor.
- 21.7 If you see any person or employee not complying with any WHS procedures or requirements, then you must immediately report this to your supervisor. You will appreciate that this is a fundamental matter of workplace safety. All such reports will be treated confidentially.
- 21.8 If you see any machinery being improperly used or being used without safety guards (when these are required) or observe any machinery to be damaged or defective or in need of repair or service, then you must immediately report this to your supervisor. You will appreciate that this is also a fundamental matter of workplace safety. All such reports will need to be treated confidentially.

## **22 No Smoking Policy**

- 22.1 In keeping with our policy of promoting a safe and healthy working environment, smoking is prohibited in the workplace.
- 22.2 No designated smoking areas have been provided at the workplace and employees are not allowed smoking breaks whilst working. If you wish to smoke, then you may do so outdoors during your meal break.

## **23 Alcohol and Drug Policy**

- 23.1 As part of our OHS/WHS policy, alcohol consumption or drug use in the workplace is strictly prohibited. You must not come to work intoxicated or under the influence of drugs. If you have a drug and/or alcohol problem, you could cause injury to yourself and others, and you could damage your physical and mental health.
- 23.2 An employee who appears to be under the influence of alcohol or drugs may be:

- a. requested to acknowledge that he/she is so affected, and if he/she does so acknowledge, then the Company may give that employee a written warning not to attend work whilst intoxicated or under the influence of drugs and may require the employee to leave the premises
  - b. if the employee does not acknowledge that he/she is intoxicated or under the influence of drugs, the employee may be required to participate in an alcohol or drug test. If the employee so agrees and is found to be intoxicated or under the influence of drugs, the employee will be counselled in accordance with the Counselling Procedure (see paragraph 30 of the employee handbook) and may be issued with a written warning
  - c. If the employee refuses to participate in an alcohol or drug test, the employee will be counselled to participate. If the employee continues to refuse to participate without a legitimate cause, the employee will be deemed unfit and may be given a warning or, in serious cases, dismissed for misconduct.
- 23.3 If you have a drug or alcohol problem, you are invited to seek counselling from management to facilitate treatment and rehabilitation.

## 24 Ergonomics

All employees must observe the ergonomic requirements of Aussie Tool Shed.

- a) People sitting should try and change posture frequently.
  - Employees should not sit in exactly the same posture for long and, at a minimum, should get out of their chair every hour and walk around.
- b) Performing different tasks throughout the day addresses the problem of sitting in one position for too long.
  - Performing different tasks throughout the day will encourage different postures and can help alleviate many of the problems people experience due to sitting for extended periods.
- c) Frequently used items must be placed in the “optimum reach zone” of the desk or work surface.
  - The most convenient location for the placement of equipment is the area that the hands can reach with the upper arms hanging down freely beside the body.
- d) An external pointing device should be used when working on the laptop for extended periods of time.
  - Having either an external monitor or laptop station with external keyboard and mouse in the most common locations of use, allows an important degree of freedom in setting one’s posture that is not possible with just the laptop.
- e) It is important that when people use a mouse, they do so without high muscle stress.
  - the arm, wrist and fingers should not be in great tension when using the mouse.

## 25 Computer and E-mail Policy

- 25.1 Computers, computer files, computer software and e-mail systems are the property of the Company and are intended to be used only for Company business.
- 25.2 The computer and e-mail system must not be used in a manner that is disruptive or offensive to others. It will be a breach of this policy to access, download or send objectionable material including:

- a) pornography, including child pornography. You should be aware that accessing, downloading or sending child pornography is a criminal offense
  - b) material involving the instructions or promotion of crime, violence or hate
  - c) material involving an offensive description of violence to compel sexual conduct
  - d) material involving sexually degrading acts
  - e) material that is defamatory.
- 25.3 If you see another employee breaching this policy, you must immediately inform management.
- 25.4 You must not download, view, or send spam, junk mail or pop-ups because they may contain viruses, worms, or Trojan horses. If you receive any pornographic, spam or junk email, then it must be deleted immediately.
- 25.5 You are prohibited from intentionally creating or sending viruses, worms, or Trojan horses. You must do a virus check prior to opening any e-mails from unknown sources.
- 25.6 Whilst the occasional use of computers for personal purposes will be tolerated (provided this is not otherwise a breach of this policy), you must not do so excessively or allow such conduct to interfere with your normal duties.
- 25.7 If you violate this policy, your employment may be terminated. You may also face immediate dismissal (depending upon the seriousness of your breach) for serious misconduct.
- 25.8 If you use any computer for an unlawful purpose, you may be reported to the police if a crime is involved and any other appropriate authority and your employment with us may be terminated on the grounds of misconduct.

## 26 Document Management policy

26.1 All staff must ensure that they use the current version of all documents.

26.2 Electronic files will be saved centrally for access by staff in the organisations cloud-based storage system.

26.3 All document authors or reviewers must follow a consistent approach to the development of documents, and follow all guidelines as set out in the procedures section. Document authors or developers must also ensure that prior to the development or revision of any document, approval to commence revision or development is granted by their immediate manager, or by the managing director.

26.4 All documents are subject to approval prior to use by any staff member. Approval must be given for every document by the authorised person specified within the procedure section. This avoids confusion and errors as it ensures everyone is using the most current documents.

## 27 Use of Telephones Policy

- 27.1 The phone system is intended for Company and business use only. Personal use of the telephone system is prohibited/limited to three (3) personal calls per day. Personal use of the telephone system for interstate or international calls is strictly prohibited. You should be aware that telephone calls may be monitored.
- 27.2 To ensure effective telephone communications, you should speak in a courteous and professional way.
- 27.3 If you experience an abusive or aggressive caller then immediately pass the caller onto your supervisor.



- 27.4 When taking calls for an employee who is not present, please advise the caller that the employee is not able to take the call and record the message on the message pads provided. The message should be promptly passed onto the employee concerned.

## 28 Disclosure of Confidential Information Policy

- 28.1 For the purposes of this paragraph, confidential information means all information of whatsoever kind of nature including:
- a) All information contained in a document, or any software that is the property of our Company and which is by its nature confidential to us and/or our Business and/or to any of our customers; or
  - b) All documents or software that is marked or contained in a package or envelope that is marked "Strictly Confidential", "Confidential", "Secret" or "Not to be disclosed" or otherwise uses words which indicate that we regard the information as being of a confidential nature; or
  - c) All oral, written, recorded information and/or databases concerning us, our business, any customer, our systems and procedures.
- 28.2 You must only use confidential information for our benefit and in the proper performance of our obligations as an employee.
- 28.3 You must not, at any time either during your employment or following your resignation or termination, disclose or divulge any confidential information without our prior written consent.
- 28.4 You must not use or attempt to use any information which you acquire in the course of employment in any manner which may injure or cause loss to be calculated to injure or cause loss to the Company.

## 29 Corporate Compliance and Quality Assurance Policy

- 29.1 Our Company takes seriously all aspects of legal compliance. If you become aware of any activity being conducted by any person, whether a fellow employee, executive or any person contracted to the Company, which involves anything illegal or contrary to any law then you must report this to your supervisor immediately. You will appreciate this is in the interest of all employees and the Company. All such reports will be treated confidentially.

## 30 Personal Leave Policy

- 30.1 Where personal leave/carer's leave or unpaid carer's leave was, is being, or will be taken, the Company may require the employee to, as soon as reasonably practicable, provide the company with:
- 24.1 In the case of sick leave, a medical certificate from a registered health practitioner indicating, that, in the practitioner's opinion, the employee was, is, or will be unfit for work due to personal injury or illness. Where it is not reasonably practicable to provide a medical certificate, a statutory declaration made by the employee may be provided indicating that the employee was, is or will be unfit for work due to personal injury or illness.
- 24.2 In the case of carer's leave where care or support is required because of personal illness or injury, a medical certificate from a registered health practitioner indication that, in the

practitioner's opinion, the employee's immediate family member or household member had, has, or will have a personal injury or illness. Where it is not reasonably practicable to provide a medical certificate, a statutory declaration made by the employee may be provided indicating that the employee's immediate family member or household member had, has or will have a personal injury or illness and that the employee required leave to provide care or support.

- 24.3 In the case of carer's leave where care or support is required because of an unexpected emergency, a statutory declaration made by the employee indicating that care or support was required due to the employee's immediate family member or household member being affected by an unexpected emergency.

This clause does not apply where the employee cannot comply due to circumstances beyond the employee's control.

- 30.2 The employee is required to fill out an Application for Personal Leave Entitlements for all personal leave taken.
- 30.3 Unpaid personal leave will not be paid out to the employee upon termination of the employee's employment with the Company.

### 31 Parental Leave Policy

- 31.1 Parental leave means either maternity leave, paternity leave or adoption leave. Maternity leave means either:
- a. Special maternity leave, which is unpaid leave taken by an employee because she is pregnant and has a pregnancy-related illness, or where the pregnancy has ended within twenty-eight weeks before the expected date of birth otherwise than by the birth of a living child; or
  - b. Ordinary maternity leave, which is a single, unbroken period of unpaid leave taken in respect of the birth or expected birth of the child by the employee.
- 30.2 Paternity leave means either:
- a. Short paternity leave, which is a single unbroken period of unpaid leave of up to one week taken by a male employee within the week starting on the day his spouse begins to give birth, or
  - b. Long paternity leave, which is a single unbroken period of unpaid leave taken by a male employee after his spouse gives birth to a living child so that the employee can be the child's primary caregiver.
- 30.3 Adoption leave means either:
- a. Short adoption leave, which is a single unbroken period of unpaid leave or up to three weeks taken by an employee within three weeks from the day of placement of a child with the employee for adoption or
  - b. Long adoption leave, which is a single unbroken period of unpaid leave taken by an employee after the day of placement of a child with the employee for adoption so that the employee can be the child's primary caregiver.
- 30.4 The employee is entitled to a maximum of fifty-two weeks unpaid parental leave (less any "related authorised leave" as defined in the Act) if:
- a. In the case of maternity leave, immediately before the expected date of birth, the employee has or will have completed at least twelve months' continuous service with the Company;
  - b. In the case of paternity or adoption leave, immediately before the first day on which the leave is or is to be taken, the employee has or will have completed twelve months' continuous service with the Company.

- 30.5 Unless the Company indicates otherwise, an employee is not entitled to special maternity leave for a period longer than stated in the medical certification. In addition, a period of special maternity leave must end before the employee starts any continuous period of leave including ordinary maternity leave.
- 30.6 An employee may take short paternity leave or short adoption leave while his/her spouse is taking authorised leave because of the birth or placement. Unless the Company indicates otherwise, a period of long paternity leave or long adoption leave taken by the employee must not include any period during which his spouse is taking maternity leave, adoption leave, or any other authorised leave, because of the birth or placement.

## 32 Code of Ethics

31.1 This Code of Ethics is designed to outline the standard of behaviour expected by employees of Aussie Tool Shed Pty Ltd.

31.2 Staff are expected to adhere to the following values:

Be inclusive: ensure that all internal and external customers are treated the same.

Be honest: ensure that you in business representations with internal and external customers.

Be accountable: promise what you say you will deliver.

Be sustainable: ensure that sustainability plays an important part in any work activities that you undertake.

Be professional: ensure that you always act with integrity

## Safety Procedures

### 31 Introduction

- 31.1 Aussie Tool Shed is committed to creating a workplace environment that is conducive to safety as well as being productive.
- 31.2 To achieve this aim management and employees will comply with all relevant legislation and safety regulations that are in force in the client's work environments.
- 31.3 Aussie Tool Shed has a Safe Workplace Code of Practice that is constantly being updated as hazardous conditions and safer practices are recognised.
- 31.4 This Code of Practice is the core for all safety inductions for new employees and regular updates for all employees.
- 31.5 Safe workplace practices lead to greater productivity.

### 32 Safety Procedures

- 32.1 Designated Health and Safety Representatives (HSRs) will be responsible for ensuring that matters of policy as set out elsewhere in this document are carried out. In addition, the HSR will identify and cause to be rectified all potential safety hazards.

### Designated Work Areas

- 32.2 Aussie Tool Shed will be divided up into the following designated work areas:

- 32.2.1 The office, including office entrances and exits, and staff/visitor car park.
- 32.2.2 The depot, including the warehouse and the outdoor area containing the landscape supplies and large landscaping equipment.
- 32.2.3 Each remote worksite where landscaping work is carried out is considered a separate designated work area.
- 32.2.4 In instances of large worksites where different teams are working in different areas (for instance different areas of national park land where each team is a long way from each other, then the area in which each team is working constitutes a separate designated work area.

### **Health and Safety Representatives**

- 32.3 Every designated work area must have a designated HSR (health and safety representative).
  - 32.3.1 The administration manager will be the HSR of the office work area
  - 32.3.2 You will be the HSR of the depot.
  - 32.3.3 Every worksite defined above is required to have a site supervisor who will be the HSR of their respective work area.
- 32.4 HSR to be aware of “Duty of Care” under Workplace Health and Safety Act. To make sure that all persons entering a workplace that requires a safety induction has a current induction or arranges to get that person inducted. Inductions are for a limited period of 12 months.
- 32.5 Note: Inductions are for limited periods.

### **Registers to be Kept**

- 32.6 Aussie Tool Shed will keep the following registers:
  - Phone/contact details – Staff Medical Advisors, Ambulance, Police, etc.
  - Accident: Minor and Serious
  - Inductions
  - Safety training courses attended

### **Office**

- 32.7 The following safety procedures are to be exercised in the office.
  - All electrical leads are to be checked and tagged on a regular basis.
  - Power boards to be used. No “piggybacking” of double adaptors will be tolerated.
  - Power leads are to be kept away from walkways, but if they must be in the walkway, then they are to be securely fixed to the floor with gaffer tape or similar.
  - Floor space to be kept clear.
  - Office areas are to be non-smoking
  - All staff are to be aware of emergency fire exits and positions of fire.
  - Extinguishers are to be inducted in this use

## Depot or Sites

32.8 The following safety procedures are to be exercised in the depot or whilst working in remote sites.

- High visibility clothing to be worn.
- Pedestrians to follow marked walkways.
- Operators of forklifts and other vehicles to use designated lanes.
- All materials and equipment to be stored in a safe manner in their allocated areas.
- Signage and barriers must be erected around all areas of temporary storage, work in progress and incident locations.
- Report to the HSR all accidents or injuries of any nature and the damage to or loss or theft of any equipment
- Everyone will at all times on the site conduct themselves in such a manner as to have proper regard for the welfare and safety of all other persons on the property.
- First aid kits are to be carried in all vehicles and maintained in perfect order.
- HSR instructions are to be followed exactly.
- Think before acting. If a situation has the potential to be hazardous extra care must be taken. Even tea, leaders can make the wrong choice of options. If you believe this to be the case, talk it over.
- Ensure that all instructions shall be carried out in a tidy and safe manner on the site.
- All food scraps, papers, cans, bottles and other refuse of a like nature will be placed in a proper receptacle or removed from the site.
- No loud music is to be played where it interferes with the owner of the property
- No dogs are to be brought on-site without the prior consent of the owner of the site
- All manual lifting is to be conducted safely. Manual lifting of material where it is unreasonable for such to be conducted or to do so creates a danger of injury to persons or damage to equipment is forbidden.
- Keep gear in first class condition. If an accident does occur it is much better to be cut with a sharp axe than a blunt one.
- Vehicles are to be driven within the road rules.
- Air-conditioned vehicles will be non-smoking. Other by mutual consent.
- All vehicles are not to be driven on or about the property at a speed in any manner that is unsafe or inconsiderate of the owner of the property.
- While working on public roads, special care must be taken. Safety vests must be worn, and "Men and Work" signs must be erected at both ends of the job.
- Safety boots [steel caps] are mandatory. Some relaxation of this may be allowed in wet areas.
- There will be numerous work sites that have additional safety requirements. Usually, they are in place by legislation and must be complied with.
- Chainsaws are to be used by experienced personnel. Safety helmets and ear protection will be worn.

- No loud or offensive language is to be spoken on any property
- Whilst loose-flowing clothing may be appropriate for our climate, industrial-type clothes provide greater protection in hazardous situations. If hair is to be worn long, it will be securely tied back from the face.
- Personal protection. Sunscreen, insect repellent, and medication (e.g. hay fever) are to be used when necessary. Most important. If you are allergic to anything, make sure that the person you are working with knows about it and what to do in case of emergency.
- No alcohol is to be consumed on any site. Any employee suspected or arriving at work under the influence of alcohol or drugs, as described by law, will be asked if they think they might be under the influence. An affirmative answer will result in that employee being stood down for that day with a loss of pay. If the employee chooses to remain at work and is subsequently found to be “under the influence”, that employee may face

### 33 Workplace Hazards and Identification of Hazardous Tasks

- 1 Lifting or moving of heavy or awkward objects. (Always seek assistance when shifting office furniture or equipment).
- 2 Electricity is dangerous
  - a) The use of power boards and double adaptors is only permissible following an inspection by a qualified electrician
  - b) No employee is allowed to attempt to repair electrical equipment which malfunctions. Any malfunctioning office electrical equipment must be taken to a suitably qualified repairer.
  - c) Electrical cords, connections and power points must be inspected annually by a qualified repairer.
- 3 Air conditioning is to be serviced annually by a suitably qualified person.
- 4 Register to be maintained of phone numbers and contact details of staff medical advisers, ambulance, police, etc.

### 34 Field Standard Safety Clothing Requirements

#### All Tasks

1. Steel Cap Footwear (boots) – at discretion of safety officer
2. Wide Brim Hat
3. UV protection Sunscreen[supplied]
4. Long sleeve shirts to be buttoned or affixed at wrist.
5. All shirts to have collars

#### Rural Work – Field

1. Long Sleeved Shirts
2. Long Pants
3. Gaiters where suitable

Roads and Areas around Natural Rock Faces – Field

1. Hard Hats and highly visible (orange) vests to be worn.

Remote Projects

2. EPIRB (distress radio beacon) to be carried by Party Member

## **35 Safety Equipment**

**Office**

1. Fire Extinguishers as required by legislation
2. Comprehensive First Aid Kits

**Depot**

1. Fire Extinguishers
2. Comprehensive First Aid Kit
3. Surveyor on Road Signs

**All Vehicles**

1. Comprehensive Fire Extinguishers
2. High Visibility orange jackets

**Vehicles Working on Commercial or Wilderness Sites**

1. Fire Extinguishers
2. Comprehensive First Aid Kit
3. High visibility orange jackets
4. EPIRB
5. Hard Hats
6. High Set Warning lights (mining & construction only)
7. High set orange flashing light (mining & construction only)
8. Surveyor on Road signs where required

## **36 Risk Management**

Even the simplest task contains risks. Risk management requires an assessment of all tasks undertaken in the workplace on any individual basis. Identifying the potential dangers associated with any task helps eliminate the risk associated with that task. Risk assessment **MUST** be carried out both within the office and in the field for all tasks undertaken where a possible injury may be sustained.

The following situations are obvious examples

## Office & Work shed

- Moving furniture and equipment
- Setting up electrical equipment
- Moving files
- Carrying hot liquid
- Using electrical equipment
- Parking vehicles
- Servicing and using power tools

## Field

- Clearing vegetation
- Excavation
- Landscape construction
- Driving on steep slopes
- Working in remote areas
- Working near roads
- Landscaping on building construction sites

## Risk Management Procedures

### 1. Risk identification

This includes the identification of risks that might impact the company, this may include the following events:

- Events that could lead to death or injury of personnel and/or other individuals present on site
- Events that could lead to significant financial losses for the company
- Events that could damage the company's reputation

### 2. Risk rating

The risk rating table found below is for the use of all personnel when determining the likelihood and consequences of risks.



**Risk Rating Table**

Likelihood	Consequence				
	Insignificant	Minor	Moderate	Major	Severe
	1	2	3	4	5
<b>A</b> (Almost certain)	High	High	Very High	Very High	Very High
<b>B</b> (Likely)	Moderate	High	High	Very High	Very High
<b>C</b> (Moderate)	Low	Moderate	High	Very High	Very High
<b>D</b> (Unlikely)	Low	Low	Moderate	High	Very High
<b>E</b> (Rare)	Low	Low	Moderate	High	High

3. Controlling risks

This step involves determining the best controls for the risks identified. The following risk control options are available:

- a) Avoid the risk  
Developing alternative approaches to conducting a 'risky' activity or to achieve a similar outcome.
  
- b) Reduce the likelihood of risk  
Steps include developing contingency and risk control plans and providing PPE for the use of relevant personnel.
  
- c) Transfer the risk  
Employing another organisation to manage and/or control the risk.
  
- d) Accept the risk  
Enforcing and monitoring contingency plans.

#### 4. Risk monitoring and reporting

Risk management procedures must be monitored by relevant personnel. Incidents and risks must be reported according to state WHS legislation. At an organisational level, incidents and risks must be reported using the relevant form via email to the following people:

Level of Risk	Reporting
<b>Very High</b>	<p>Must be reported to:</p> <ul style="list-style-type: none"> <li>▪ the designated WHS and/or risk management personnel in your department,</li> <li>▪ team supervisor,</li> <li>▪ risk management committee, and</li> <li>▪ the general manager.</li> </ul>
<b>High</b>	<p>Must be reported to:</p> <ul style="list-style-type: none"> <li>▪ the designated WHS and/or risk management personnel in your department,</li> <li>▪ team supervisor, and</li> <li>▪ risk management committee.</li> </ul>
<b>Moderate</b>	<p>Must be reported to:</p> <ul style="list-style-type: none"> <li>▪ the designated WHS and/or risk management personnel in your department, and</li> <li>▪ team supervisor.</li> </ul>
<b>Low</b>	<p>Must be reported to the designated WHS and/or risk management personnel in your department.</p>

Risks rated as 'High' and 'Very High' will be discussed during the monthly risk management committee meetings.

### 37 Auditing Requirements

The following are Aussie Tool Shed risk management auditing requirements:

#### Audit Team

The internal audit team is in charge of identifying, reviewing and inspecting risks and the relevant controls implemented for each.

### **Risk Management Framework**

The framework is guideline for risk management within the organisation. This may vary in every state of operation, as legislation and regulations relevant to the business may vary depending on the state and/or territory.

### **Risk Register**

The risk register is a comprehensive list of all risks and/or hazards identified, and the measures implemented to control them.

### **Risk Treatment Plan**

The risk treatment plan is a tool used in the analysis and evaluation of risks. It also looks at the management and monitoring of risks.

## **38 Waste Management**

Waste management and the disposal of all refuse and out of date materials shall be carried out in a responsible and environmentally friendly way.

Local authorities within which all offices operate have specific guidelines for waste disposal and the regulations for those specific Local Government authorities must be complied with. The following items of waste should be treated with care,

- Oils and lubricants
- Paints
- Photocopy toner
- Printer ink cartridges
- Aluminium and glass
- Plastics
- Batteries
- Noxious weeds
- Treated timber

Should asbestos be suspected either on the premises or on a worksite, the HSR must be advised immediately.

All waste directly attributable to employees of Aussie Tool Shed on a worksite must be brought back to the depot, should no authorised disposal facility be available on the worksite.

## **39 Procedure for Hazard Identification**

The prescribed form must be completed and handed to the Designated Safety Officer. The following items must be completed

1. Work area affected
2. Time and date hazard identified
3. Identify all persons present

4. Describe workplace and address
5. Nominate and identify senior person to whom the hazard was reported.
6. Write your name, sign and date form.

#### **40 Accident Investigation Procedure**

The Designated Safety Officer must follow the receipt of an accident report, investigate the accident, interview witnesses and do all possible investigations to enable a report to be compiled.

The Report should contain:

- a. Location Address
- b. Location of site and area within the site where the accident occurred
- c. Date and Time accident occurred
- d. Personnel involved
- e. Injuries and damage sustained
- f. List possible causes – (do not direct blame)
- g. Attach typed copies of the interview, signed by the interviewee if possible
- h. Attach photos of site, damage, and injuries where possible
- i. List all persons and authority officers to whom the accident was reported

The Accident Investigation Report is primarily for Internal Company use to aid the company in providing a safe, healthy and accident-free working environment.

#### **41 Emergency and Evacuation**

Aussie Tool Shed, in compliance with WHS Legislation, codes, and guidance materials, have emergency procedures prepared and communicated to all staff. Copies of these are also distributed across all departments.

A list of contact numbers in the event of an emergency is provided below:

Ambulance: Emergency – 000

Bookings – 131 233

Police: Emergency – 000

Assistance Line – 131 444

Fire: Emergency – 000

As an employee, it is your responsibility to familiarise yourself with the emergency alarms and signals, break glass alarms, evacuation routes, emergency exits, and assembly areas in your area and building.

At all times during an emergency, follow the instructions of the Building and Area Wardens:

- a. On hearing the evacuation alarm, immediately prepare to leave the building – secure confidential materials and valuables, collect personal belongings, shut down experiments, switch off computers, electrical appliances, equipment and machinery.
- b. If the evacuation alarm sounds, or if instructed to do so by a Warden, leave the building by the nearest and safest exit route. All doors should be closed (but not locked) on leaving.
- c. If possible take hand held personal belongings (such as handbags and briefcases) with you when you leave. Do not return to collect belongings.
- d. Assist any person with a disability to leave the building, or to the nearest fire isolated or fire safe haven for multi-storey buildings. Do not attempt to carry people downstairs. See the People with Specific Needs section.
- e. Walk quickly and calmly to the designated assembly area for your building or as advised by a Warden or Fire and Emergency Services personnel.
- f. Remain at the assembly area [in groups] until instructed to leave by a Warden or Fire and Emergency Services personnel.
- g. Do not re-enter the building until informed that it is safe to do so by a Warden or Fire and Emergency Services personnel. Do not enter a building in alarm.

## 42 Energy and Resource Conservation

The following procedures are set to establish practices to conserve energy and natural resources at Aussie Tool Shed. It is the responsibility of the employees to contribute to energy and resource conservation and avoid unnecessary utility costs to ensure the achievement of energy savings throughout the organisation.

### Facility lighting and electrical equipment

- a) When offices are unoccupied for 30 minutes or longer, lights should be switched off. Occupancy lighting controls will be used when applicable for maximum lighting efficiencies.
- b) Lighting in hallways and commons areas should be turned off at the end of the day or when no longer needed for operations.
- c) Employees are responsible for the electrical equipment and appliances in their workspaces.
- d) All electrical office equipment should be turned off at the end of the workday, including computers, monitors, printers, copiers, scanners, desk lights and display lights. Exception: main building servers.

### HVAC systems – heating, ventilation, and air conditioning

- a) HVAC systems should be operated in the most economical way possible to provide the indoor climate that is appropriate for business operations, meets indoor air quality standards, and protects equipment.
- b) Office closure of three or more days, including weekends, will be viewed as an opportunity for energy conservation and HVAC systems will be set for holiday scheduling.

## Solid waste and recycling

- a) All employees should consider Reducing, Reusing, and Recycling whenever possible to minimise the amount of solid waste entering our dumpsters and landfills. The following strategies are observed:
- Use of emails instead of paper correspondence, where applicable
  - If possible, print on both sides of the sheet
  - Use recycled products and eco-products
  - Conserve water when washing plates and utensils.