The Employers Title

EMPLOYER LOGO

**Policies or Procedures Handbook**

***COMPANY POLICY STATEMENT***

The employer and employees will work together to provide and maintain a safe and healthy environment for subcontractors, clients and authorised visitors.

Safety is the responsibility of all parties and the employer recognises the importance of all personnel working together to provide a safe working environment. It is important not to behave in a manner which would bring the employer into disrepute.

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# THE COMPANY

This handbook must be read in conjunction with the BIC Moving People Operators Guide (Incident Management Guide of 2012) which covers relevant compliance information as follows:

* Section I Preparing an Incident Management Plan
* Section II Guidelines for Managing Incidents
* Section III How to Protect your Operations from Security Threats
* Section IV Protective Security Guidelines
* Section V Safety and Security Guidelines
* Section VI Counselling, Passenger Assistance, Media Management
* Section VII Check Lists

*The Employer should refer any questions to the General Manager c/- Tasmanian Bus Association.*

* 1. **The Purpose of this Handbook**

This handbook is to provide employees with information that assists in fulfilling their role within the company and clearly outlines the employment and service issues that are important to the Employers’ Services.

* 1. **Code of Conduct**

The employer’s Code of Conduct applies to all employees. It is the guideline for how all employees must behave towards customers, suppliers, clients, co-workers, company management and the general public.

All employees are expected to maintain the highest standards of ethics, integrity and positive behaviour during the course of their employment with the Company.

* 1. **Visitors to the Worksite**

Contractors, Consultants and Visitors to the depot, terminal or workshop, who are not passengers, will be required to sign in the workplace book to show dates, times and who they represent.

The employer’s Code of Conduct applies to all employees. It is the guideline for how all employees must behave towards customers, suppliers, clients, co-workers, company management and the general public.

# EMPLOYMENT INFORMATION

* 1. **What is a PCBU?**

A PCBU is a person conducting a business or undertaking, whether alone or with others. The business or undertaking can operate for profit or not-for-profit. The definition of a PCBU focuses on the work arrangements and the relationships to carry out the work.

Although employers are PCBUs, the term PCBU is much broader than this and may include:

* A corporation
* An association
* A partners in a partnership
* A sole trader
* A volunteer organisation which employs any person to carry out work

In order to clear up any misunderstanding the term PCBU has taken the place of the term employer.

As a bus can be defined as a workplace, the PCBU’s duties include the following:

* The PCBU must share all relevant information on health and safety with the workers.
* The PCBU must provide workers with an opportunity to share their views and express concerns about safety issues with the PCBU and its officers.
* The PCBU must advise workers of relevant outcomes in a timely manner.
* The PCBU must involve any relevant health and safety representatives in the process.
	1. **Punctuality and Customer Service**

You must ensure that you devote the required time, attention and skill to carry out the duties and act at all times in the best interests of the business.

* you will attend to customers promptly and in a friendly and courteous manner. It is expected that you maintain a high work ethic and carry out your role in an honest and reliable fashion.
* you must be punctual and ready to commence work at the allocated time.
	1. **Confidentiality**

As the employee, you shall not divulge or make use of, for any purpose other than the business of the Employer any trade secrets, customer lists or confidential information which the employee may acquire during the course of or incidental to the employee’s employment by the company.

This obligation shall apply for the duration of the employee’s employment with the company and after the termination of the employee’s employment.

You are aware that the policies and procedures are available within the workplace and form part of the terms and conditions of employment with the Employer. You will also abide by the terms and conditions of the Employer company policies. You will make sure that you are familiar with and observe the company’s policies which may be varied from time to time.

You understand that you will be notified of any amendments or changes and further understand that nothing in the company’s policies gives rise to a legal right or benefit enforceable by you.

You agree and understand not to participate in gossip whether within the workplace or external to the workplace as you are aware that gossip may breach this agreement.

* 1. **Company Vehicles**

All vehicles are for work use only and any exceptions must be in consultation with the Owner or Manager and any breach will result in a summarily dismissal.

An employee who uses company supplied vehicles is prohibited, except for hands-free, from using a mobile phone or similar device while driving. If you are using a hands-free mobile or similar device the Employer asks that you limit your phone calls while driving.

All company vehicles must be kept clean and in reasonable condition. It is the responsibility of the employee to ensure that vehicle services or other requirements are notified as soon as possible to the Owner or Manager. Failure to satisfactorily maintain the vehicle may result in the vehicle being removed from your use.

There is strictly no smoking in any company vehicle.

* 1. **Driver Demerit Points & Reportable Incidents**

As a driver you are required to maintain a high standard of vehicle use in and outside of the workplace. Incidents, accidents and inappropriate driving must be reported to Management before your next scheduled shift with the Employer, irrespective of the loss of demerit points.

Failure to notify managers of any Departmental reportable incidents or workplace incidents and accidents may result in disciplinary action that can lead up to and include termination of your employment.

* 1. **Computer Use**

Keep in mind that the Employer owns any communication sent via email or that is stored on company equipment. The Owner or Manager and other authorized staff have the right to access any material in your email or on your computer at any time. Please do not consider your electronic communication, storage or access to be private if it is created or stored at work.

Voicemail, email, and Internet usage assigned to an employee's computer or telephone extensions are solely for the purpose of the Employer’s business.

* 1. **Social Media**

Social media may include, but is not limited to, Facebook and Twitter, blogs and other multi-media however it will include all current or future social media that can be viewed by members of the public. The Employer has the following expectations of behaviour:

* Employees will not publish any criticisms of our company, our management team, their colleagues or our customers on any social media site.
* Employees will not do anything that damages the company brand or impacts on the clients of the Employer.
* Employees will not do anything to offend or harass other employees of the Employer.

The consequences of breaching this policy are that the employer may impose various sanctions including warnings, demotion, transfer, wage reduction or ultimately termination of your employment.

# WORKPLACE BEHAVIOUR & DISPUTES

* 1. **Discrimination**

It is the intention of the Employer and its employees to respect and value the diversity of the work force by helping to prevent all forms of discrimination in the workplace.

Any issues should be discussed with the Owner or Manager as soon as possible.

* Any dispute will be managed under the grievance and dispute settlement procedures outlined in our policy and this handbook.
* The employer will monitor the business to ensure that acceptable standards of conduct are observed at all times and model appropriate behaviour themselves.
* All complaints will be taken seriously and managed immediately in a confidential and professional manner.
* The employer will refer complaints to an independent person or company where they determine it is necessary.
* You have a responsibility to understand and comply with the organisation’s grievance and dispute settlement policy. It is important to provide support to anyone who is being harassed and refer the issue to the employer.

It is important to understand that if you spread gossip or rumours you may be personally exposed to a defamation action.

*Sexual harassment and victimisation is unlawful under the Sex Discrimination Act 1984 (Cth) as well as anti-discrimination legislation operating in every State and Territory.*

* 1. **Harassment, Bullying and Workplace Violence**

The Employer is commitment to providing a harmonious work environment and recognises that harassment and bullying within the workplace is unacceptable.

The employer will not tolerate these types of actions and behaviours within the workplace.

* You must ensure that you refuse to join in with or support inappropriate behaviours and will support any person subjected to these behaviours.
* Where there is an allegation that harassment, bullying or workplace violence has occurred, you must notify the employer immediately. The business will act promptly to: eliminate the potential for such behaviour; and deal with the matter quickly and appropriately.

For further information regarding Bullying you can review the Bullying Code of Practice at: <http://worksafe.tas.gov.au>

The Employer has zero tolerance for discrimination, harassment, bullying or violence in the workplace therefore please refer any concerns to the Owner or Manager.

* 1. **Grievance and Dispute Resolution Procedure**

It is the policy of the Employer to work with employees to provide a workplace that has good communication, respect and cooperation. Regular discussion shall take place between the employer and you to identify and alleviate any concerns.

The Employer wants to, as much as reasonably possible; provide an enjoyable, productive and rewarding workplace for our employees.

The workplace should have good communication, respect and cooperation between management and staff.

* All issues of concern should be dealt with in accordance with the following procedures:
* Regular discussion shall take place between the employer and the employee to identify and alleviate any concerns.
* Any workplace concern should wherever possible be settled at the workplace between the employee’s concerned and the Owner or Manager.
* All parties have the ability to pursue this matter through Fair Work or legal avenues where they feel this is applicable.
* All meetings should be arranged at a mutually convenient time for all parties.
* While the above procedure is being undertaken, work should continue normally.

# WORK HEALTH AND SAFETY

The employer is committed to providing and maintaining a safe and healthy environment for subcontractors, clients and authorised visitors. Safety is the responsibility of all parties and the employer recognises the importance of all personnel working together to provide a safe working environment. It is important not to behave in a manner which would bring the employer into disrepute.

The Employer will provide health and safety to a level as reasonably foreseeable regarding:

* Ensuring that all employees, clients and authorised visitors are provided with adequate information, instruction and training;
* Providing supervision appropriate to the task, taking into account the level of risk;
* Managing all personnel in a safe manner; and
* Ensuring that all details are provided regarding the emergency evacuation procedures.

All persons are responsible for:

* Acting and encouraging others to behave in a safe and healthy manner;
* Co-operating with all reasonable and lawful instructions provided by the Employer or a person designated by them while engaged in employer related activities, travelling to or from the worksite’s or while at the worksite;
* Report or fix any unsafe conditions or task that has been bought to their attention.

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* 1. **Manual Handling**

Manual handling is not only lifting heavy objects, it includes any activity requiring force to be used by a person to lower, push, pull, hold or restrain a person or thing. The use of lifting aids and equipment should be considered prior to undertaking manual handling tasks.

Working at the premises or off-site a range of hazards may impact on employees, including changing weather conditions or mechanical issues. Therefore it is difficult to control conditions or events however you must take every precaution available to you to ensure the safety of yourself and others.

Before you lift always remember

* Size up the load and position your feet
* Get a secure grip and when you lift have a straight back
* Position your head and arms and use your legs to lift
* If the load is too heavy ask for assistance or use a mechanical means of lifting or moving

DO

* Bend your knees but not beyond a right angle
* Keep your back straight but not vertical
* Lift using the strong thigh and calf muscles
* Keep the centre of gravity of load and body in line with your feet

DON’T

* Do not turn the body or head while lifting. Use your feet to pivot
* Do not jerk or snatch, instead slowly accelerate the load
* Do not use the weak back muscles to lift or carry

In the event of an injury within the workplace, you are obliged to notify the employer as soon as practicable. The employer will ensure immediate medical assistance, where required.

* 1. **Fatigue**

Fatigue can adversely affect safety in the workplace. Fatigue is a state of mental and or physical exhaustion which may decrease a person’s ability to perform their work in an appropriate and safe manner. Fatigue can increase the likelihood of incidents and injuries occurring in the workplace particularly when;

* Operating equipment or driving vehicles
* Undertaking tasks that require high levels of concentration.
* Working afternoon or night shift
* Taking medication that causes drowsiness (please see Drugs, Alcohol and Medication Policy 4.3)

If you believe that yourself or a colleague may be suffering from fatigue please follow the Grievance Resolution Procedure (clause 3.3).

* 1. **Drug, Medication and Alcohol**

Alcohol and illegal drug content during work hours must be zero.

The employer emphasizes the importance of your fitness for work, especially relating to the use of alcohol, non-prescribed drugs or prescribed medication (where they may affect the ability of the employee to undertake their duties) either at work or before the commencement of work.

You must ensure that you are not under the influence of, distribute or sell on work premises, these items prior to or during work.

Where you are affected by any of these substances which may:

* Cause disrepute to the business; or
* Where the employer or their appointed delegate believes that you have become a safety risk to yourself or others.
* you may face disciplinary procedures which includes termination of your employment.

The employees must attend for work unimpaired by alcohol or other drugs so that in carrying out their normal work activities they do not expose themselves or others to unnecessary health and safety risks or conduct that may be a breach of the Work Health and Safety Act or relevant regulations or Codes or Practice.

Some prescribed medication may affect your work. If you or your doctor believes that your medication may affect your work, then please advise the owner or Manager. Such information will be treated as strictly confidential however it is your legal obligation to ensure that you do not put yourself or others at risk.

Drug or alcohol use by another Employer employee may affect the health and safety of that employee or others. In this case you have an obligation to report these concerns to their Manager in the first instance. Confidentiality will be maintained wherever possible.

If the owner or Manager is of the opinion that you are under the influence of a substance which may affect your ability to undertake your role, they may:

* organize a meeting to discuss the issue with you;
* request you to undertake a test; or
* ask you to remove yourself from the workplace.

In certain circumstances it may be appropriate to initiate disciplinary procedures therefore you are able to bring a support person to this meeting.

Random drug or alcohol testing may apply to all employees, contractors and consultants on all Employer sites.

* 1. **Clothing and Personal Protective Equipment (PPE)**

PPE comprises a range of clothing and equipment which is worn by employees, contractors or visitors, as appropriate, to protect or shield their bodies from workplace hazards.

You must use the protective clothing or equipment in a manner in which you have been properly instructed to use it; they must not misuse or damage the clothing or equipment.

As soon as practicable after becoming aware of any damage to, malfunction of; or need to clean or sterilise, the clothing or equipment, you must notify the person providing the clothing or equipment of the damage, malfunction or need to clean or sterilize the clothing or equipment.

Failure to wear relevant PPE will be deemed as a serious Work Health and Safety breach.

* 1. **Rehabilitation Policy**

The Employer recognises the benefits to its employees and clients as well as to the organization, in ensuring that employees who are ill or injured are provided with early intervention rehabilitation and return to work programs.

The Employer is committed to providing employees with the necessary support to assist in early recovery and a safe return to the workplace. Therefore the Employer will comply with the Workers’ Rehabilitation & Compensation Act 1988 and ensure that all return to work strategies are in line with medical advice.

The Employer places an emphasis on rehabilitation with the objective that employees will achieve the best practical levels of recovery.

Where required, a Rehabilitation Provider will be appointed and develop a return to work program in consultation with the employee, medical practitioners and the Employer.

The confidentiality of employee information must be maintained by all parties involved in the management of the rehabilitation program. Any information will only be released to persons or parties that are authorized to receive the information.

Employees are required to actively participate in any agreed return to work program.

* 1. **Emergencies**

If the situation warrants implementation of the Company Emergency Plan, the following actions will be taken:

* Overall control of the situation will be taken by the owner or Manager with emergency personnel. Where the Owner or Manager is not available the on-site manager will be responsible for this task;
* The owner or Manager will ensure that relevant parties are contacted by phone to report the matter;
* All relevant information will be collected as soon as practicable including names, witness names and injuries as appropriate;
* All media contact will be handled by the owner or Manager.
	+ 1. **Fire**

For any outbreak of fire, no matter how slight, or if you suspect a fire, immediately evacuate customers and colleagues to a safe distance from the terminal, office, bus or coach AND THEN attempt to extinguish the blaze and save property.

In the event of a fire make a written report listing the following information:

* Staff member name
* Exact location where fire occurred
* Suspected cause of fire
* The method used to extinguish the fire
* Description of the damage
	+ 1. **Assault or robbery**

It is important that you adhere to the following: Do not encourage a situation where an assault may occur – in other words do not provoke a situation. If the matter is getting out of hand it is best to try and leave the scene, with customers if possible, and call for police assistance.

If you are unable to leave the scene and this occurs in the terminal/s lock the doors and wait for police to attend.

In the case of robbery try and stay calm. No amount of money is worth a person’s life, so DO NOT:

* Argue with the person/s or chase them
* act physically against the person/s

As soon as possible after the event call your manager. If possible recall and write down all relevant details you can remember.

* Appearance, hair colour, height, weight, clothing, race, age, type of weapon
* Identifying marks such as scars, tattoos, speech patterns.
	1. **Reporting Procedures**

All accidents must be reported to your manager as soon as possible.

Accident report forms must be completed and where required, statements will be taken to determine the cause. The Owner or Manager Will be the only contact point for any relevant government department or the media.

* + 1. **Incidents**

An incident is an unplanned event that may cause injury, illness, death to persons or could result in damage to equipment. A near miss has the potential to result in any of these events.

Employees, contractors, clients and authorised visitors are responsible for reporting any incidents or near misses to the Employer immediately or as soon as reasonable practicable.

To the report an incident or near miss:

* Report to the Employer or their delegated representative;
* Seek first aid if required;
* If equipment is involved this should be repaired if possible, alternatively tag to ensure no further use;
* Complete an incident form on the same shift as the incident occurred or as soon as reasonable practicable (this form is available from the Employer);
* Return form to the Employer.
	+ 1. **Hazards**

A hazard is anything that has the potential to cause injury, illness or workplace property damage.

In order to manage hazards you should:

* Ensure your own safety
* Eliminate the hazard if possible or notify others of the hazard
* Isolate the hazard and notify others where required
* Substitute the hazard with a safer alternative
* Use personal protective equipment
* Fill out a hazard report form and notify the Employer

If you find faulty equipment you should:

* If safe to do so, remove or isolate the piece of equipment
* Tag the piece of equipment with an OUT OF SERVICE tag
* Complete a Faulty Equipment Report Form (form available from the Employer)
* Check with the Employer to obtain authorisation to perform maintenance. Do not perform maintenance without approval.
	+ 1. **Record Keeping**

An audit will be undertaken annually to ensure that the Safety Management System is being complied with. Specific operational safety plans will be maintained and available in the company vehicles at all times at the worksite.

Failure to notify managers of any incidents or accidents may result in disciplinary action that can lead up to and include termination of your employment.

All documentation deemed by the employer to be an integral part of the business communications including: licenses, induction, training, accident or incident report forms, emergency procedure checklists and meetings will be kept by the employer for a period of seven (7) years.

# TERMINATION OF EMPLOYMENT

The employer and employee relationship is based on trust and honesty within the workplace.

* Under the provisions of Termination of Employment, the employer may apply sanctions including counselling, formal written warnings, transfer, demotion or dismissal.
* The employer may dismiss you without notice if the alleged conduct or safety breach is serious and the employer has discussed the issue with you and provided you with an opportunity to respond to the allegations. In the event of the employer taking such action, your wages will be paid up to the day of the dismissal only.
* The decision to discipline you may be as a result of; unsatisfactory performance, theft or illegal activities including breaches of security, serious or wilful misconduct, breach of the harassment, discrimination and workplace violence policy, breach of the drug and alcohol policy, inappropriate conduct towards members of the public, the employer or other employees, other issues that may result in police action or conduct deemed by the employer to cause irreparable damage to the employer/employee relationship.
* Organisation restructure - Where you are no longer required due to changes within the operation of the business.

Upon termination of employment all monies proven to be owed to you will be paid as soon as reasonably possible.

All clothing, keys and other items belonging to Employer must be returned immediately on request.

* 1. **Summary Dismissal**

Where your behaviour is deemed to be serious misconduct, the Employer may determine to summarily dismiss you. If you are summarily dismissed you will only be paid up to the time of your last day of work and you will not be paid for the period of notice.

Serious misconduct includes, but is not limited to:

* Fraudulent behaviour;
* Theft;
* Assault within the workplace or directly towards employees, managers, consultants, contractors, customers or service providers;
* Serious breach of work health and safety;
* Behaviour that is inappropriate and directly or indirectly affects the business reputation or impacts on the ability to obtain work;
* Behaviour that is inappropriate and directly or indirectly affects customers or colleagues.

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EMPLOYER LOGO

I (Name) ­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of

(Address) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Have read and understood the Employee Policy and Procedures Handbook which outlines:

* The conditions of my employment
* The conduct required of me in the workplace, and
* Policies that I am required to follow which relates to my employment.

I will ensure that I discuss any workplace concerns with the Employer as part of the consultative process.

I confirm that all information provided to obtain this position is correct.

I confirm that I have the legal right to work in Australia.

Signature of Employee: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_