

General principles

We strive to conduct activities in a work environment that achieves the following:

- protects the health, safety and welfare of all people affected by our workplace activities
- actively encourages minimising risk in working practices, both at work and off the job
- protect the community and the environment
- provides quality products and services, which meet the needs of our customers.

Workplace health and safety (WHS) is an integral part of the people management of any business.

It is a legal right for all employees to enjoy a safe workplace that complies with WHS legislation.

Effective WHS management will reduce workplace accidents, incidents and injuries.

Everyone is responsible for reporting all hazards, near misses, incidents and injuries to their manager immediately, using the following procedure. All reports must be completed in writing incident record/report forms.

The underpinning ideal to this policy is that no task will be undertaken if health, safety, environment and quality standards are to be compromised.

Definitions

Work health and safety is ensured when persons are free from:

- death, injury or illness caused by any workplace or workplace activities or specified high risk plant
- risk of death, injury or illness created by any workplace, workplace activities or specified high risk plant.

Risk: Something by its nature having the potential to damage or cause injury.

Hazard: The likelihood of that potential being realised.

Dangerous event: An event at a workplace involving imminent risk of explosion, fire or serious bodily injury.

Work injury: An injury to an employer, self-employed person or worker in the course of doing work that requires first aid or medical treatment; or the recurrence, aggravation, acceleration, exacerbation or deterioration of any existing injury in a person in the course of doing work:

- that requires first aid or medical treatment
- to which the work was a contributing factor.

Serious bodily injury: An injury that causes death; or impairs a person to such an extent that as a consequence of the injury the person becomes an overnight or longer stay patient in a hospital.

Work-caused illness: A disease that is contracted by an employer, self-employed person or worker in the course of doing work and to which the work was a contributing factor; or the recurrence, aggravation, acceleration, exacerbation or deterioration in a person of an existing disease in the course of doing work to which the work was a contributing factor.

Responsibilities

To achieve a healthy, low-risk and quality working environment, the commitment and co-operation of all employees, visitors and contractors are essential. To support this policy, we will:

- comply with relevant legislation and statutory requirements, advisory standards, environmental guidelines and industry standards, and allow adequate provision of resources to meet these requirements
- promote health, safety, environmental and quality awareness in the development of standard work practices
- undertake a risk management approach to hazards in our workplace
- provide information, training and instruction to enable all employees to perform their duties effectively
- involve employees in work health, safety, environmental and quality matters and discuss with them ways to reduce workplace hazards and improve control systems
- maintain effective hazard, incident and non-conformance reporting and analysis
- encourage the rehabilitation of employees injured or with diagnosed work-related illnesses through established post-injury management procedures
- set health, safety, environmental and quality objectives and regularly review performance as part of a continuous improvement action plan.

All employees, contractors and visitors are required to:

- comply with all relevant statutory requirements, standard work procedures, advisory standards, Australian standards and, where applicable, provide adequate resources to meet these requirements
- report all injuries, incidents and where appropriate, rectify hazards and faults
- participate in risk management analysis of any incidents and non-conformance to our policies or procedures
- protect all persons, the community and the environment that may be affected by our activities.

Legal requirements

Every employer must keep a record of all work injuries, work-caused illnesses and dangerous events.

By regulation, every employer must give notice of every serious bodily injury, work-caused illness, death or dangerous event to the Queensland regulator, Workplace Health and Safety Queensland, Office of Industrial Relations (WSHQ) in the approved form.

Where a serious bodily injury, work-caused illness or dangerous event has occurred, the scene of the accident must not be interfered with in any way unless it is necessary to prevent further injury or damage.

Records must be made in the approved form and kept for 12 months.

Reporting and investigation procedure

1. If any employee identifies a hazard or risk, they should report it to management using the hazard reporting form (form 8).
2. All incidents must be recorded and reported using the appropriate incident record/reporting form (or form 9).
3. The manager of the person making the report must:
 - i. Take immediate action to prevent any person being exposed to the hazard or risk.
 - ii. Conduct an investigation with the employee to:
 - identify the factors which may have contributed to the hazard or incident
 - assess the level of risk associated with the hazard and determine controls or actions to either eliminate the hazard or reduce the risk
 - implement these controls
 - complete the investigation, controls and close-out sections of the form on which the incident, risk or hazard was reported
 - monitor and review effectiveness of controls.

WHS safe workplace procedure

Conduct Work Health and Safety inspections using the checklist on a quarterly basis (Weekly, Monthly Checklist)

Conduct Work Health and Safety audits using the audit form on an annual basis (BCC Summer Checklist).

AUTHORISED BY:	
EFFECTIVE DATE:	



Employee Code of Conduct

General principles

When conducting business and dealing with customers, colleagues, workmates, managers, suppliers and other stakeholders, employees are to:

- act with integrity, professionalism and be conscientious in the use of company information, funds, equipment and facilities
- work considerately and respectfully with all – respecting diversity, different roles and boundaries, and avoiding giving offence
- avoid real or apparent conflicts of interest – employees must not gain materially or financially unless specifically authorised to do so
- promote the interests of the company
- respect the opinions of others and work collaboratively with others, not competitively
- perform their duties with skill, honesty, care and diligence
- abide by policies and procedures, instructions and lawful directions that relate to their employment and duties
- act within the law
- make decisions in the best interests of the business
- report acts of fraud or policy breaches immediately
- actively engage in discussion, debate and voting in meetings – contributing positively, listening carefully, challenging sensitively and avoiding conflict
- act jointly and accept a majority decision – making decisions collectively, standing by them and not acting individually unless specifically authorised to do so
- comply with the spirit as well as the letter of the code of conduct.

Breaches of the code

Employees have a duty to observe the code and ensure that no breaches occur.

Employees have a duty to report known or suspected breaches of the code.

Any employee, who in good faith makes a complaint or disclosure about an alleged breach of the code and follows the complaints/grievance policy, will not be disadvantaged or prejudiced.

AUTHORISED BY:	
EFFECTIVE DATE:	

Complaints and grievances Policy

General principles

We aim to provide a fair, equitable and productive work environment for all employees. This policy seeks to support the achievement of this goal by providing a transparent and consistent process for resolving grievances.

Negotiated solutions will aim to address the key issues and be acceptable to all individuals or parties involved without ascribing blame, victimisation or discrimination. Complainants will not suffer any disadvantage, victimisation or discrimination as a result of raising a grievance, with minimum stress and maximum protection for all concerned.

Every manager and employee has a responsibility to comply with this policy and to treat everyone who works here with dignity and respect. Seeking redress of a trivial or vexatious issue through a grievance procedure will not be tolerated and may result in disciplinary action.

Definitions

Grievance: A wrong or hardship suffered (real or perceived), which is the grounds of a complaint.

Complaint: An expression of grievance, dissatisfaction or concern.

Victimise: To act or omit to act towards a person in a way which is intended to cause disadvantage to that person because they have made a complaint, or may make a complaint, or may be or are the subject of a complaint.

Rights and responsibilities

All persons have the right to:

- make a complaint to their direct manager or another member of the company at an appropriate level
- be treated with respect and impartiality and provided with support throughout the process
- have the principles of natural justice and procedural fairness observed. This means:
 - complaints must be fully described by the person with the grievance
 - the person who is the subject of concern must be informed of all the allegations in relation to his/her behaviour
 - the person who is the subject of concern must have a full opportunity to put forward their case
 - all parties to the complaint must have the right to be heard
 - all relevant submissions and evidence must be considered
 - irrelevant matters must not be taken into account
 - the decision-maker must be impartial, fair and just
- investigations and proceedings that are conducted honestly, fairly and without bias.
- no undue delay in investigations and proceedings.

It is the responsibility of all parties involved in a grievance to participate fully in the resolution process in good faith. Confidentiality must be respected and maintained at all times within the constraints of the need to fully investigate the matter, subject to any legal requirements for disclosure and consistent with the principles of natural justice.

Procedure

This is a four-level procedure.

Level 1 The employee attempts to resolve the complaint as close to the source as possible, generally by discussing the issue with the person involved. This level is quite informal and verbal. Should the employee not feel confident in discussing the matter, they should proceed immediately to Level 2.

If the matter is not resolved, proceed to Level 2.

Level 2 The employee notifies their manager (in writing or otherwise) as to the substance of the grievance and states the outcome sought. Discussion should be held between the employee and any other relevant party. This level will usually be informal but either party may request written statements and agreements.

Should the person who is the subject of the complaint be the employee's manager, the employee should notify another manager, or another member of the company at an appropriate level. This level should not exceed one week.

If the matter is not resolved, proceed to Level 3.

Level 3 The manager must refer the matter to the business manager or owner. A grievance taken to this level must be in writing from the employee. The manager will forward any additional information thought relevant. The business manager or owner will provide a written response to the employee. The business manager or owner also communicates with any other parties involved or deemed relevant. This level should not exceed one week.

If the matter is not resolved, proceed to Level 4.

Level 4 The employee will be advised of his/her rights to pursue the matter with external authorities if they so wish.

AUTHORISED BY:	
EFFECTIVE DATE:	