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WHS & ENVIRONMENTAL MANAGEMENT HANDBOOK

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1) FORWARD

CVEM Security Group (CVEM) is committed to ensuring the health, safety and welfare of all persons at its workplaces and ensuring a high standard of environmental performance from management, employees, contractors and visitors. CVEM also have an ongoing commitment to continuous improvement in health, safety and environmental performance.

It is your responsibility to review and become familiar with the contents of this handbook. It contains general WHS instructions, which apply to all CVEM events and sites. Specific circumstances may require additional WHS instructions to be issued.

All WHS instructions are to be applied in conjunction with relevant legislation and codes of practice. Where any conflict exists between such legislation and these instructions, then the higher standard of WHS shall apply.

The object of this WHS handbook is to:

- Emphasise the importance that CVEM attaches to the environment, health and safety
- Alert you to the typical WHS hazards which you may encounter or create
- Give you some practical advice in avoiding, environmental damage, accidents or putting your health or the health of others at risk

This WHS handbook is not intended to be comprehensive or cover all of the WHS hazards you may encounter in your job, but it does highlight the most common ones you may encounter.

This handbook is in no way intended to replace proper instruction in environmentally responsible and safe work practices, which your employer must provide on a continuing basis. It is intended to draw your attention to those things and acts, which may put you, your workmates, others or the environment at risk

If you are in doubt about a WHS matter ASK YOUR SUPERVISOR. Never put you, others or the environment at risk. We are all responsible for looking after the environment and the health and safety of others and ourselves. If you see a hazard or anything that you consider wrong, tell your supervisor or a CVEM manager immediately.

2) HEALTH AND SAFETY DUTIES

WHS legislation places duties on various people who may affect health safety at the workplace- including employers, the self-employed, owners, occupiers, employees, designers, manufacturers, suppliers, importers, erectors and installer's.

EMPLOYER'S DUTIES

Persons Conducting a Business or Undertaking (employers) must ensure, so far as reasonably practicable the health and safety of its workers while at work. Therefore they have a duty to prevent risk of injury and health to their employees while they are at their place of work. They also have a duty to prevent risk of injury and health to any person arising out of their activities.

EMPLOYEE'S DUTIES

Under the Work Health Safety Act 2011, the definition of a worker is:

'Any person who carries out work in any capacity for a PCBU, including when that person works as a contractor.'

Employees must take reasonable care to protect their own health and safety and the health and safety of others that may be affected by their actions at work. They must comply with any reasonable instruction by the PCBU. They must cooperate with any reasonable policies and procedures of the PCBU.

CONSULTATION

Consultation should take place between the PCBU and the employee including contractors, Health and Safety Representative and/or Committee where a change to a workplace, work process, policy or procedure may affect the health, safety or welfare of an employee at work.

THE ACT, REGULATIONS, CODES AND STANDARDS

Various WHS Acts provide the foundation for caring for the WHS of the workplace. These Acts are supported by the Regulations; various approved codes of Practice & Australian/New Zealand Standards

ACTS

Such Acts describe how to provide environmental compliance and health and safety in workplaces and are law.

REGULATIONS

Regulations are made under the Act and set out the general principles, providing the practical steps, which should be followed in order to prevent environmental impairment and injuries and illness at work.

CODES OF PRACTICE

Give you practical guidance on how to comply with the legal requirements of specific regulations and should be used in addition to the Act & Regulations

AUSTRALIAN/NEW ZEALAND STANDARDS

Have been developed to provide minimal levels of performance or quality for a specific hazard, work, process or product. If an Australian/New Zealand Standard is listed in the Act or Regulations it becomes part of it and must be followed.

GUIDELINES

- Developed by Authorities
- Developed by specific industry bodies

Guidelines are developed by a tripartite committee to assist with regulatory requirements. Authority guidelines are generally generic while industry guidelines are industry specific.

3) GENERAL WORKPLACE RULES

EMPLOYEE CONDUCT

Employee behaviour shall not cause to offend upset or harass other employee's, CVEM Security Event/Site's patrons, management, retailers or general public.

LICENSE PRESENTATION

It is the policy of CVEM that all security officers whilst employed on sites controlled by CVEM comply with all aspects of the Security Industry Act in Relation to showing their security license. The rationale behind this policy is to ensure that all staff employed on CVEM sites are made aware of the legislative requirements relating to the display of security licenses and that they comply with those requirements. CVEM is required as part of their Masters License Requirement to ensure that staff comply with the legislation.

On arrival to site the security officer will ensure that they have their licensed displayed as detailed in the following sections of this policy. The supervisor at any site will visually check that the guard has their license displayed prior to commencement of their shift.

To ensure that the license is clearly visible, the amended Act requires it to be attached:

- To the licensee's outer clothing (i.e. not covered by a jacket or other garment) at or above the licensee's waist
- At the front or side of the licensee's body with the front face (i.e. the side with the photograph) clearly visible to a person standing in front of the licensee.
- The licensee must not cover any part of the license, for example the licensee's name, so as to prevent it being seen.

The second requirement for security officers under the revised Act is in relation to who must be provided with details of the licensed officer. The details are as follows:

- Police officer or any other member of the NSW Police Force
- Any other person with whom they have dealings while carrying on security activities.

This means that even if a licensee is wearing their license correctly, a person has the right to inspect the license if, for example, they wish to take a note of the licensee's name and license number.

To ensure compliance and consistency CVEM have three preferred ways to display a license while carrying out duties depending on the uniform being worn. The license should be displayed in a secure approved license holder. The examples are as follows.

- An open faced PVC holder attached to a CVEM lanyard (fitted with a safety break) worn around the neck.
- A clear flexible vinyl card holder attached to a CVEM lanyard (fitted with a safety break) worn around the neck.
- A leather pouch attached to the belt of the trousers.

The uniform requirement is as follows.

- If working on a site where a suit is required the license must be worn around the neck.
- When wearing t-shirts either the lanyard option or a belt attached holder is approved.
- If a jacket or vest is worn the license must be put into a lanyard and worn so as it is visible.
- Clip on style card holder type license holders are not preferred as these can be dislodged

easily and make theft of the license an easy option.
- Wear the license on the outside of all clothing including outside of any jackets or coats or any protective equipment.
- Ensure and constantly check that the front face (i.e. the side with the photograph) remains visible to a person standing in front of you at all times.

Persons who do not comply with this policy will be requested to do so. If they refuse or do not comply they will be stood down from the shift and a report will be supplied to CVEM management. Breaches of this requirement will result in disciplinary action be taken.

ANTI-DISCRIMINATION

CVEM staff will ensure that they comply with the necessary areas of the antidiscrimination Act when dealing with **the public and other staff**. All dealings should be without biases or favor and should ensure that the person is dealt with in an effective and dignified manner.

Discrimination is defined as any decision(s), act(s) or omission(s) which disadvantage a person or group. It is unlawful to discriminate on the basis of:

- Age
- Breastfeeding
- Impairment
- Industrial activity
- Lawful sexual activity
- Sexual orientation
- Marital status
- Physical features
- Political belief or activity
- Pregnancy
- Race
- Religious belief or activity
- Sex
- Gender identity
- Parental status or status as a carer
- Personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.

Direct discrimination occurs if a person treats, or proposes to treat, someone with an attribute less favourably than the person treats or would treat someone without that attribute, or with a different attribute, in the same or similar circumstances. To ensure that all people are treated fairly it is essential that all staff not make judgements based on any issues detailed above.

Every dealing with any person must be based on customer service requirements and must also ensure that the venue policies are adhered to.

- Be aware of the different requirements that some of these groups may require.
- Do not judge the person on your personal expectations
- Be respectful, polite and helpful in all dealings
- Ensure the persons safety and wellbeing if they are in your care.

MANAGING PATRONS WITH DISABILITIES

Public with a range of disabilities will be among the many visitors experiencing events and functions at many of our venues. As with all other public groups, it will be important to cater for their requirements. The ability to deal with any difficulties related to people with a disability quickly and efficiently will be critical and Security will be briefed in this regard.

In general:

- Do not assume a patron with a disability needs help - ask first and accept the response ' no thanks'.
- If a patron has a hearing impairment, make sure they can see your lips - speak clearly but use your normal volume. Use a pen and paper to help communicate.
- When speaking to a patron in a wheelchair - bend down to eye level to speak.
- Respect the patron's personal space - do not lean on the wheelchair.
- Identify yourself when speaking to a patron with a visual impairment. Do not use hand gestures to explain directions, use phrases such as 'on your left', 'at the end of this row'.
- Do not speak to, touch or feed guide dogs that are working with people who are sight impaired. Guide dogs are working animals and should not be distracted.

CULTURAL AWARENESS

Be aware of considerations when managing patrons from culturally diverse backgrounds and ensure you communicate effectively when necessary to all persons (directions, customer service, evacuation etc.)

In general:

- Give patron's time to explain and understand.
- Speak clearly.
- Avoid jargon and Australian colloquialism.
- Be aware of the differences in interpretations of personal space - take your cue from the patron.
- If you are communicating through an interpreter - talk to the patron, not the interpreter, and pause every few sentences to allow for interpretation.
- Be respectful, friendly and smile.
- Remember, the patron's culture is different but equal to yours.

MANAGING YOUNG PEOPLE

Whilst working for CVEM you will have many occasions in which you will deal with young people. Some of these incidents will involve the young person as a victim of an offence because of their parent’s involvement in a matter, the young person’s involvement in a matter where they are the offender and incidents where the young person is a victim. It is important to build relationships with young people and remember that they are all not the same.

Where possible try to reduce the exposure of young people to any harm or injury. Where possible make every attempt to remove a young person from the immediate vicinity of other violent, aggressive or offensive patron or customer.

Statistics indicate that young people between the ages of 18 and 24 make up a significant amount of offenders and victims for many offences. In providing services to any of our clients you will be required to manage incidents that involve young people. In doing so you may be required to:

- Ensure their safety and well-being if they are in your care
- Consider alternative action or response (e.g. not calling the police, warning, contacting parents)
- Understand and respect their needs
- Liaise with police

Minor breaches or incidents

Tell the young that they have breached a rule or committed a minor offence (e.g. Swearing, anti-

social behaviour). Tell them if the behaviour or conduct continues you may:

1. Ask them to leave without further action being taken
2. Report the matter to the venue manager
3. Contact the police

Complete the incident register for all minor breaches and incidents.

All other Incident or Breaches

1. Where possible approach the young person with two (2) or more staff. Ask the young person for identification (Remember you have powers under the Registered Club and Liquor Act) to confirm their identity and age.
2. Ask the young person to nominate who they are at the venue with. (Authorised person)
3. Inform the security manager/duty manager.
4. Explain why you are talking to the young person (details of incident or concern) and why you need to find the young person's guardian.
5. Record the details of the young person and the responsible adult.
6. Inform the young person and guardian of your decisions
7. Follow through with recommended actions unless further Information is forthcoming

Complete the incident register and/or incident report for all incidents and breaches.

Female Juveniles

- Where possible make sure that a female security guard or venue representative is present at all times.
- Male guards don't ever allow yourself to be isolated in an area with a female juvenile by yourself.

Young People Affected by Alcohol or Drugs
Do not hold young people who appear to be intoxicated or under the effects of a drug just for the purposes of handing them over to the police. If the young person has been detected committing an additional offence such as assault or theft and witnessed by the individual officer.

Young Persons Refusing to Supply Name and Address

Where a young person refuses to supply their name/address or provides a false name/ address then do not detained them unless the young person is under arrest for a criminal offence witnessed by the individual officer.

Informing Parents/ Guardians
The young person's parent or guardian should be contacted at the earliest opportunity to inform them of the incident/breach so arrangements can be made for the parents/guardian to attend the venue to collect the young person. This does not mean just a phone call and leave a message on an answering machine; it requires numerous inquiries to be made to ensure the young person is cared for by a responsible adult, not venue or security staff.

A record of all attempts and responses made to contact the parents must be recorded in the incident register by the person making the inquiries.

If the young person's parent or guardian cannot be contacted and the young person does not wish to remain or wait for a parent or guardian then the young person is not be detained unless they are under arrest for a criminal offence.

Searching

Do not search a young person unless you believe they are carrying an item that it a threat to themselves or a member of staff. This can only be done if the young person is under arrest and will be conducted by a female in privacy.

Questioning Young Persons

Only interview a young person about an incident if the failure to do so may interfere or impact on the safety of other staff or patrons. If there is any doubt whether or not the young person is to be questioned, Police are to be contacted.

If you are required to question a young person in relation to a criminal offence and there are no Police present, the following procedures MUST be followed to at all times:

DO NOT question a young person in regards to an offence without;

- A responsible adult who is a parent/guardian or other responsible person present,
- And only after the incident has been fully explained to the young person and the responsible adult
- And you are sure that the young person has clearly understood the issue/ offence
- And all actions and conversations are recorded and signed by the responsible adult, guardian or witness.

Leaving Young Persons Unattended

A young person is under no circumstances to be left alone in any area or under the supervision of a patron or member of the public. (Regardless of how supportive the individual appears)

Managing a Violent Young Person

If a young person is displaying signs of violence then the police are to be contacted immediately and requested to attend.
Where the Police are NOT available to attend or there may be a delay in their attendance and the young person may cause further violence, Security staff are permitted to use reasonable force only as a last option and only to protect themselves from attack or to arrest the young person if they have committed an offence or they are injuring patrons or property.

When the violence has stopped guards should use no further force.

Where an incident has occurred that involves a young person being restrained to protect staff and patrons the following steps MUST be followed at all times:

- The ambulance/medical treatment is to be contacted immediately if the young person has been injured. (Contact should be made even if there are no physical signs or it would reasonable to believe that the young person may have suffered an injury)
- The Police should be contacted. If the police had been previously contacted then they should be contacted again and updated on the situation.
- Hand the young person over to the Police at the earliest opportunity
- Record all the details of the incident in the Incident Register and complete an incident report.
- If not already present immediately contact the duty manager, security supervisor and operations manager.
- If the venue has CCTV in the location where the incident occurred, ensure that the venue provides you with a copy of the incident so that it can be provided to management as soon as practical with the tape/cd indicating time, date, location and incident.

Recording Incidents

Incidents involving young people require information to be accurate and comprehensive. As required with all other reports details should include at least:

- date
- time
- location
- witnesses (staff and patrons)
- details of incident
- injuries
- exhibits (weapons, video footage etc.)
- name and station of police attending

An Incident Report is to be completed prior to the completion of the shift and provide to the security supervisor.

CONFIDENTIALITY

An employee has a responsibility for the security of information and to ensure that information that is provided to staff by venues as a result of their roles within the venue is kept confidential and in compliance with the venues own policies.

It is the policy of the organisation to protect its information assets and allow the use, access and disclosure of such information only in accordance with the best interests of the organisation. All employees providing services or working with the organisations information are responsible for protecting it from unauthorised access, modification, destruction or disclosure.

CVEM is bound by the Privacy Act 1976 (and all amendments), Privacy Act 1988 and the National Privacy Principals set by the Federal Privacy Commissioner. For more information visit: www.privacy.gov.au.

Company information includes all employee record data, all personnel data, all financial data, all administrative data, and all other data that pertains to, or supports the administration of the organisation. This may include facts, records, reports, planning assumptions or any information meant only for internal use.

Client information includes records dealt with on computers or as a result of documented incidents. Information provided as part of investigations and includes administration data records facts and other information pertaining to the operation of the client's venue.

This policy encompasses the safekeeping of information in whatever physical form, such as printed, audio, video and electronic.

All employees must adhere to established procedures to ensure that they use the organisations information only as required by the normal functions of their duties and that they safeguard it properly according to its sensitivity, proprietary and/or critical nature.

We promote the open exchange of ideas; however, an open, cooperative communication network can be vulnerable to abuse or misuse. It is important that staff engage in proper ethical behaviour, and act within the guidelines of acceptable practices.

All employees who use the organisation's information resources must act responsibly and every user is responsible for the integrity of these resources. The organisation reserves the right to limit, restrict or extend privileges and access to its information resources. The company resources are to be used only for company related purposes and are not to be used for commercial or non-company related activities. All staff/contractors must take reasonable and appropriate steps to see that all

information is kept confidential and ensure that all staff complies with requirements.

Operational Requirements

Staff when dealing with venue patrons in regards to incidents, venue information should under no circumstances disclose personal information of another person (either patron or staff member) unless requested by a legally authorised person such as Police, OLGR or similar. The staff member should refer enquiries to their supervisor or venue management to ensure authorised dissemination only. All written information obtained should be returned to senior staff and all records need to be kept secured.

Should an incident occur all staff involved should ensure that they make no statement publically and refer any enquiries to their management representative or the venue management for comment? When dealing with the public or media staff should ensure that they remain polite at all times.

SOCIAL MEDIA

It is the policy of CVEM that although it is accepted that Social Media is an important tool for business that offers opportunities to engage customers and staff in consultation it must be conducted in a constructive manner.

For the purpose of this policy, social media tools include but are not limited to the following:

- Social Networking Sites (e.g. Facebook, My-space, LinkedIn)
- Blogging Sites (e.g. Twitter)
- Video and Photo sharing site (e.g. YouTube etc.)
- Forums and discussion boards (e.g. Google Groups, Yahoo)
- Any other web sites that allow individual users or companies who use simple publishing tools.

When an employee or business representative is engaged in the use of social media for business purposes they are required to:

- Disclose that they are an employee and what position they hold.
- Ensure that any content they publish is factual accurate and complies with relevant company policies, particularly our confidentiality and non-disclosure policies.
- Ensure that you are not to be the first to make statements unless you have received approval to do so.
- Ensure that they do not disclose other people's personal information.
- Only offer advice, support, or comment on topics that are within their area of responsibility and expertise.
- Ensure that you do not post material that is obscene, defamatory, threatening, harassing, discriminatory or hateful to another person.
- Refrain from discussing personal, religious, moral, or political issues and ensure that all communications remain focused on business related topics only.
- Be respectful of all individuals and communities with which they interact with online.
- Be polite and respectful of others opinions at all times.

When an employee or business representative is engaged in the use of social media for personal use and choose to make reference to the company its products or services or its employees, customers, suppliers, or any other business related individual or organisation, they are required to:

- Ensure that they do not imply that they are authorised to speak on the company's behalf.
- Ensure that they do not knowingly use the identity of another company employee or business representative.
- Ensure that they do not post comments or material that may be damaging to the company's

reputation, commercial interests or bring the business into disrepute.
- Reference or disclose only publicly available factually accurate information and do not comment on or disclose confidential or operational information.
- Ensure that they do not disclose other people's personal information (includes customers and other employees).
- Ensure that they do not include any company logos or those of associated business in their posts.
- Ensure that they do not post material that is obscene, defamatory, threatening, harassing, discriminatory, or hateful to another person.
- Be respectful of all individuals and communities with which they interact with online.
- Be polite and respectful of others opinions at all times. It is important to note that social media platforms are not the appropriate venue for raising or discussing concerns relating to an individual's employment or other dealings with the company that may require Human resources or legal involvement.

Breach of Policy

The organisation has an obligation to consistently apply and enforce this policy. Likewise employees and representatives of our business must comply with this policy. Any employee or business representative that breaches this policy shall be subject to disciplinary action, which may include termination of employment or cancelation of their working relationship with the business.

WORKPLACE HARASSMENT AND BULLYING

What is workplace harassment?

Workplace harassment is any type of unwelcome behaviour that is based on one of the attributes covered by the law, e.g. sex, race or disability etc., and which offends, humiliates or intimidates the person being harassed. While the most common form of workplace harassment is sexual harassment, harassment on the other grounds is also unlawful.

The most common form of workplace harassment is sexual harassment. Sexual harassment is behaviour of a sexual nature that is unwelcome and has the effect of offending, intimidating or humiliating the person being harassed. Sexual harassment most often happens against women, but men can also be subjected to sexual harassment.

Workplace harassment can also be based on other grounds including race, disability, age, pregnancy, marital status, homosexuality, transgender, or HIV/AIDS status.

It is reasonable to extend the term to include bullying in the workplace.

In order for workplace harassment to be proved, there is no requirement that the person harassed must suffer an employment detriment, such as dismissal or demotion. Often a hostile work environment will be created by the harassment. This will constitute a breach of the laws.

Harassment in the workplace can create an unpleasant or even hostile work environment. Harassment makes work difficult for everyone - the person being harassed, as well as employees witnessing the harassment. The harasser also is not concentrating on their work when he/she engages in this type of behaviour.

Workplace harassment usually consists of a pattern of unwelcome behaviour; however, it can consist of just one act where this is of a serious nature. Also there is no requirement that the harasser intend to offend or harm in order for it to be unlawful. All that is required under the law is that a reasonable person would consider that the person being harassed would be offended, humiliated or intimidated by the behaviour in question.

(Remember the key element of sexual harassment is that it is unwelcome behaviour. It has nothing to do with mutual attraction, or private, consenting friendships, whether sexual or not).

Examples of unlawful harassment:

- suggestive comments about a person's body or appearance
- leering or staring at a person or parts of their body
- demands that revealing clothing be worn
- tales of sexual performance
- persistent, unwelcome proposals of marriage
- gender based insults or taunting
- sexist or racist jokes
- pornographic or nude posters in the workplace
- homophobic material displayed on the notice board
- homophobic abuse
- verbal or written abuse directed at a transgender person
- touching a person in a sexual way
- sexual assault (criminal offence)
- 'flashing' (criminal offence)
- obscene telephone calls (criminal offence)
- asking questions about a person's sex life
- unwanted confidences about a person's sex life or lack thereof
- persistent requests for a night out where these are rejected
- requests for sex where these are unwelcome
- making jokes at the expense of a person with a disability
- verbal abuse or derogatory comments based on race
- abuse based on a person's age
- bullying

We recognise that workplace harassment may involve comments and behaviours that offend some people and not others. Management accepts that individuals may react differently to comments and behaviour. That is why a minimum standard of behaviour is required of employees. This standard is, as far as is possible, respectful of all employees.

Can unlawful harassment take place outside the workplace?

Workplace harassment can take place off site. Examples would be harassment occurring at the office Christmas party, unwanted phone calls to an employee's home and following an employee home from work. Unlawful sexual harassment can also happen if a member of your staff goes to another work site in connection with their job and sexually harasses someone working there.

To what aspects of the employment relationship can discrimination and harassment laws apply?

Unlawful discrimination and harassment can take place at all points of the employment relationship, including the pre-employment or recruitment stage. This means that discrimination and harassment should be avoided in:

- job advertisements;
- job interviews;
- the selection process;
- determining conditions and benefits of employment;
- promotions, transfer and training; and
- termination of employment.

- Generally, employees should not be subjected to any employment detriment because of their sex, race, age, disability etc.
- Note that contract workers and commission agents are also protected.

What about harassment of customers?

The way your employees treat clients and customers is extremely important for the image of your company. Harassment of customers or clients is not only bad for business; it is against the law and can result in a legal battle between your company and the customer or client.

What is Victimisation?

Victimisation happens where an employee is treated harshly or subjected to any detriment because they have made a complaint of discrimination or harassment. Victimisation will also happen if a person is subjected to a detriment because they have furnished any information or evidence in connection with a discrimination complaint.

A complaint of victimisation is made in the same way as a complaint of discrimination or harassment. Victimisation is either dealt with as an offence punishable by a fine, or can be the subject of a damages award, depending on which law the complaint is brought under.

Employer subject to legal action

How is the employer accountable under EEO law? The law says that the employer, whether an individual or company, will be liable for discrimination or harassment that the employer causes. This is called primary liability. Primary liability will be incurred either through the actions of the individual employer, or in the case of a company, through the actions of its chief executive officer or managers.

An employer can also be liable where he or she, or in the case of a company, the managers, ignore discrimination or harassment that they see happening in the workplace. The employer will also be liable for the discrimination or harassment caused by its employees. This is called vicarious liability. If the employer can show that it took reasonable steps to prevent the discrimination or harassment occurring, then the employer will not be liable.

What are reasonable steps for the employer to take?

Reasonable steps to prevent discrimination and harassment include:

- Issuing written policy statements that state clearly that discrimination and harassment will not be tolerated in the workplace and that a breach will result in disciplinary action - verbal instructions to staff not to discriminate or harass are not enough.
- Training all staff on discrimination and harassment, outlining the rights and responsibilities of staff in this area - EEO training should be followed up to ensure that employees understand it and that it is being implemented.
- Making it part of the job description of managers and supervisors to ensure as far as possible that harassment and discrimination do not take place within their division.
- Putting in place grievance procedures so that when employees feel that they have a grievance about discrimination and harassment, they have someone to talk to about it and can make a complaint if they wish.

Can employees be legally liable for their actions?

Employees who discriminate or harass can be held liable as accessories under the law. This is referred to as accessory liability or sometimes vicarious liability. Employees can be joined as respondent to a complaint along with the employer. Where the employer proves that it has taken all reasonable steps to prevent the discrimination or harassment by implementing policies and training

etc., and the employee has acted contrary to those steps, then the employer may be exonerated and the employee may be held solely liable for the offending behaviour. Each case is determined on its own facts. Employees (and employers) can also be liable if they induce or aid other employees to discriminate or harass.

Bullying

Bullying includes physical abuse and psychological abuse. Violent behaviour is a highly objectionable form of bullying. Bullying however, can be manifested in more subtle ways that impact on the health of the victims of bullying.

Bullying in the workplace is harmful to the victims and the workplace culture. There should be a clear policy against bullying without differentiating between levels of staff. In other words, if a manager and a junior employee are guilty of bullying then no favoritism should be shown to the manager compared to the junior.

Are you suffering harassment or bullying?

If you believe that you are being harassed or bullied there are a number of important steps you should take:

- Tell the person that their behaviour is unacceptable, and that it must stop. It is important to say these things to the harasser otherwise they may interpret your silence as consent. If you would feel too uncomfortable saying these things to the harasser, this will not mean that you don't have a valid claim.
- Report the behaviour or incident to your manager, the Equal Opportunity Officer or the Human Resources Department; you may wish to lodge a grievance under the company's Grievance Handling Policy.
- If the alleged perpetrator is a manager then report the manager to a senior manager.
- Keep your complaint confidential - this will avoid idle gossip and the possibility of defamation proceedings against you or the company.

What will the company do?

The organisation has a legal responsibility to take reasonable steps to prevent harassment and bullying from happening in the workplace. This involves educating employees about harassment and bullying, putting in place this policy, implementing grievance procedures and ensuring compliance by all in the workforce.

If you make a complaint of workplace harassment or bullying it will be taken very seriously and will be dealt with sympathetically and in a confidential manner. The complaint will be investigated and, if found to be proved, appropriate warnings or other disciplinary action will be taken against the harasser. In serious cases the harasser may be dismissed. You will not be victimised or treated unfairly for making a complaint.

If you are not satisfied with the way in which the company has dealt with your complaint, you can seek further advice from an outside agency such as the Human Rights and Equal Opportunity Commission or the Anti-Discrimination agency or other relevant government agency.

Supervisors' role

Managers and supervisors have an important role in the prevention of workplace harassment and bullying. Firstly, managers and supervisors must ensure that they do not harass or bully employees, other managers or supervisors, clients or customers. Secondly, managers and supervisors must ensure that their staff understands the Workplace Harassment and Bullying Policy.

When managers and supervisors observe discrimination or harassment or bullying, they should take steps to stop it and warn the person of the consequences if the behaviour continues.

If a person approaches them with a complaint about harassment or bullying, they should take appropriate steps to resolve it. If this is not possible or is inappropriate, then the Operations Manager should be informed.

Employees' role

Each employee must ensure that they do not engage in harassing or bullying behaviour towards other employees, managers or supervisors, clients or customers. Employees should be aware that they can be held legally responsible for their unlawful acts. Employees who aid, abet or encourage other persons to harass or bully can also be held legally liable.

If you need more information

If you need any more information about workplace harassment or bullying the following people can help you:

- your supervisor
- CVEM management
- the EEO Officer
- a grievance contact officer

GRIEVANCES

CVEM recognises that sometimes situations may arise in which an employee feels that he / she has not been treated fairly or in accordance with company rules and procedures. For this reason the CVEM provides its employees with procedures for resolving complaints / grievances.

Step 1

The complaint / grievance must be submitted in writing to the CVEM Operations Manager and must contain at a minimum:

- A description of the problem;
- A specific policy or procedure, which the employee believes has been violated or misapplied;
- The date of the circumstances leading to the complaint / grievance or the date when the employee first became aware of those circumstances;
- The remedy sought by the employee to resolve the complaint / grievance.

Step 2

After reviewing the written complaint / grievance, management will meet with the aggrieved employee in an attempt to further understand the issues. Following that meeting a response in writing will follow within ten working days.

The managements response shall be final and binding unless the employee feels that the issue is immoral or illegal. In that instance and that instance only, the employee and Operations Manager will meet with Managing Director for a resolution of the issue.

SHIFT COMMENCEMENT AND CONCLUSION

It is essential that when guards commence work on site the client is aware that they are there. Also for compliance reasons all staff need to be in uniform, have necessary documentation and comply with WHS requirements. By ensuring that these issues are correctly dealt with the client’s perception of our company is positive.

GUARD SIGN ON

At the time when the person arrives for their shift they are to report to the supervisor to be signed on. They must produce their current security license for inspection. The supervisor is to check that the name and details of the license are correct and they are to specifically check the **EXPIRY DATE**. If all is Ok the supervisor will then allow them to sign on. The supervisor will also check that the persons RSA card is carried on them.

If the person presents with an expired license they will need to produce their letter from the SIR or the rostering staff will need to verify that they are allowed to work. The sign on person will also enquire if the renewal was sent prior to the due date.

If the person cannot produce their license they are **NOT** to be allowed to commence work. The supervisor is to ascertain the reason why and immediately contact the roster manager or other senior management personnel. If the license has been lost or stolen the police are to be notified and an event number obtained. The police should then clarify if the person in their opinion is able to work. The police officers name and details including station are to be recorded.

If the license has been forgotten at home the person is to be sent to get it or not rostered.

The guard must sign the timesheet and check that their details are correct. All staff need to ensure that they arrive to site prior to their shift commencement time so that they can be in full uniform, have radios and be signed on ready to commence work at their designated start time.

FIRST STARTER.

If the staff member is the first person to sign on at the site for that shift they should firstly make contact with the client or their representative. They should obtain a brief of any specific duties or events required on the shift.

Any two-way radios, telephones or other communication equipment as well as incident books, keys etc. should be collected for use.

The site RSA register should be checked to ensure the necessary RSA certificates are on site. If not available CVEM management should be immediately contacted for clarification.

All staff need to ensure that they arrive to site prior to their shift commencement time so that they can be in full uniform, have radios and be signed on ready to commence work at their designated start time.

The guard must sign the timesheet and check that their details are correct

GENERAL

All guards should ensure that they are in uniform prior to presenting to the client or operating areas of the venue.

Each guard will need to carry a suitable notebook and pen as well as having their license displayed as per the company policy. It is essential that each guard records details of any incident in their contemporaneous note book.

If the shift is at the end of the designated pay period (Mon – Sun). The final guard to sign off should ensure that the completed timesheet is faxed to the CVEM office to enable processing of payroll.

All notes, recorded times and signatures need to be legible. This will ensure processing of documents. And also ensures compliance with legislation as this states any documented incident in the log should be legible.

Ensure that all incident books and other legal documentation is secured in their correct location to preserve confidentiality prior to leaving site.

When leaving site ensure that you remain vigilant and check areas for suspicious activity (e.g. people casing site unauthorised persons in carparks etc.

SHIFT CONCLUSION.

At the conclusion of the shift the guard is to provide the supervisor with copies of their notes for inclusion in the site log book. If the guard is alone on site they should ensure that the logbook is completed. Please refer to incident log procedure.

It is important that all equipment supplied for use on the shift is returned to its designated location for recharge etc. Any uniform is included in this.

The timesheet should be signed by the staff member, with the actual time that they finish.

Some sites require scanners etc. be completed for staff so this should be done also. The guard is not to leave site unless the client or their representative is contacted to ensure it is suitable to do so. If required by the client the guard should remain at their post until no longer required. If there are any issues with this contact CVEM management as soon as possible for clarification.

PRESENTATION & GROOMING

A POSITIVE PERCEPTION IS PARAMOUNT WHEN DEALING WITH CUSTOMERS AND CLIENTS FOR OUR BUSINESS.

Employees of CVEM are our front line. The impression a customer gets of our company is formed by their initial assessment of you as our representative. The following guidelines have been developed to ensure that we maintain a high standard of presentation for staff when dealing with clients and venue patrons. The final decision on the suitability of any presentation or grooming issue will be at the discretion of the supervisor in charge of the event or venue.

Uniforms

- All uniforms supplied by the company are classified as company property. When supplied a deposit maybe taken to ensure return of uniforms should employment cease. You will also be required to accept responsibility to ensure that they are in good condition. Should they require replacement please contact the head office.
- All uniforms should be worn in full at all times and in the manner that they were designed. They should not be modified in any way.
- All uniforms whether issued or purchased by the staff member must at all times be well maintained.
- It is the responsibility of the employee to repair torn uniforms or replace buttons etc. if required.
- Your uniform must be neatly pressed and clean before the commencement of each shift. They should be washed to ensure that all stains signs of dirt are removed (if this cannot be achieved notify office).

Shoes

- Shoes should be black leather and are to be kept clean, dry, polished and in good state of repair. **(track shoes are not acceptable)**
- Enclosed toe and heel type shoes is the accepted standard in the industry
- Black shoes are to be worn at all sites.
- Non-slip rubber soles are encouraged and preferred.
- High heels are not acceptable due to safety concerns.

- Some sites have specific requirements (e.g. industrial sites require specific styled shoes).

Hair

- All staff must look neat and tidy. Your hair style will need to take into account the image the company is trying to promote. Also consider public perception.
- Hair must be clean at all times.

Personal Hygiene

- In the interest of customer service and public perception every employee must maintain a high standard in the area of personal hygiene. To achieve this it is essential that you:
- Shower and use deodorant daily.
- Keep your breath fresh
- Keep your hands clean
- Wash your hands after visiting the rest rooms.
- Wash hands after dealing with patrons or other persons in a physical manner.
- Cover any sores cuts or abrasions
- Do not chew gum, eat or drink in public areas.

Jewellery

- Wearing jewellery can cause safety concerns due to possible choke hazards, or skin tears etc.
- Any jewellery should be kept to a minimum
- Facial piercings should be removed where possible. If discrete the site supervisor can make a final judgement. (E.g. nose or lip rings are unacceptable but a discrete nose stud is OK).
- Earrings where possible should be removed. Discrete studs or basic sleepers are acceptable. Spikes and spacers need to be removed.

Tattoos

- Tattoos are acceptable.
- Depending on the clients requirements the staff member maybe required to wear long sleeves to cover if requested.
- Offensive images need to be covered.

Shaving

- Males without beards or moustaches must be clean-shaven at all times.
- Facial hair cannot be grown when working; it must be grown whilst on a break or holiday period to avoid an unshaven appearance.
- Moustaches and beards must be neatly trimmed and groomed.

MOBILE PHONE USE

CVEM staff are not to use mobile phones while rostered on shift.

The public perception when they witness employees speaking on mobile phones etc. is that they are not performing their duties correctly. Also as phones have cameras clients will assume that unauthorised photos or video could be obtained. In order to ensure that our company maintains a professional image we do not allow phone use.

When commencing shift staff should where possible store their phones in a secure location or switch them to silent function so as not to create an inconvenience to customers or patrons. Phones are not be used at any time in public areas.

If there is an important reason for carrying the phone (e.g. main job duties, medical information etc.) you should notify your supervisor at the commencement of the shift. Should you receive a message or a call you should arrange for a replacement guard to your location then proceed to back of house to deal with the call.

At no time should you use the phone to take photos of the artist or event where you are working. You should not talk on phone, send text messages or check social networking sites.

CVEM management and senior staff maybe required to use their phones for business reasons or to pass on discreet massages to relevant staff. Should this be approved by the venue the phone use is acceptable.

NON- COMPLIANCE

Any staff member who is found to be using their mobile phone will face disciplinary action.

The action taken will depend on the final assessment of the incident by the site supervisor. Action can range from being signed off and sent home to dismissal.

RESPONSIBLE ADULTS

The Act defines a ***Responsible Adult*** as a person of or above the age of 18 years who in relation to a minor, belongs to one or more of the following classes of person:

- A parent, step parent or guardian of the minor
- The person's spouse or any person who, although not legally married to the minor, ordinarily lives with the minor as the minor's spouse on a permanent domestic basis
- A person who for the time being has parental responsibility for the minor.

If a person presents at the entry point to the venue and is confirmed to be underage they can only gain entry if they are in the presence of a responsible adult as defined by the legislation.

WE DO NOT ALLOW FOR EXAMPLE AN 18 YR OLD MALE WITH HIS 17 YR OLD GIRLFRIEND (It could be argued this person is not responsible).

To enable entry under the section two circumstances they must be able to provide documentary evidence of parental responsibility or spousal arrangements.

For section three a person who has temporary parental responsibility is for example a coach of an out of town team etc.

The underage persons are not required to sign in and should be informed to stay in the immediate company of the adult at all times. This means remaining in the same room and under proper supervision by the adult. They can only enter designated areas away from gaming areas etc. Check with venue manager as to these locations.

It is a requirement that when the adult leaves the premises the minor must also leave. They are not to remain on premises with no supervision. The minor is not to be supplied with any alcohol by the responsible adult. No exceptions. (E.g. some parents will claim that they give the minor a glass of wine with meals at home etc. This is not acceptable).

PRESERVING CRIME SCENES

As part of your initial security training all security operatives should have covered the requirements of Crime Scene Preservation. It is your responsibility as a professional to maintain and update your knowledge in regards to your operational procedures and best practice.

If you are working at a venue and an offence is detected and you are the first person on the scene you will consider the following:

- Identify any injured staff or customers
- Is the offender still present
- Call for assistance (Police and Ambulance). You don't have to do all this yourself. Use other staff members or you may find a helpful member of the public
- Provide first aid if required
- Identify the crime scene
- Isolate the areas (You may also need to ask for assistance from members of the public to help you do this).
- Protect physical evidence for collection by police. (Including photographic and DNA evidence).
- Record where evidence was located and write it in your notebook.
- Ensure that evidence that is collected is preserved to ensure integrity in the evidence chain.
- Write down any information or actions that you take in your diary so you can use this information at a later date to compile a statement for criminal or civil matters.
- Record any information or statements provided to you from witnesses and offenders for presentation and use at court or statutory process.
- Present evidence at a court or other hearings as required.

All information you receive must be recorded in your notebook and reported to the Supervisor and Operations Manager as per the Incident Reporting Policy.

INCIDENT REPORTING

All incidents of a significant nature are to be reported to the Supervisor or Operations Manager. An Incident Report Form must be fully completed for all incidents of a significant nature.

CVEM requires reports of all incidents of a significant nature which may have the capacity to result in litigation or insurance claims against the venue or require police investigation.

Significant Incidents

Significant incidents are defined but not limited to, incidents resulting in:

- Injuries of any type;
- Medical conditions requiring a medical response;
- Criminal activity (i.e. theft, assault, fraud etc.)
- Unsafe work practices resulting in injury/damage
- Major property/equipment damage
- Emergency management response

Incident Scene

When dealing with an incident scene, staff and Security Officers are to be mindful of the need to preserve evidence in an appropriate state to enable investigators to conduct their enquiries. Items that may be considered to be pertinent to an investigation or enquiry are to be left in situ, not handled, secured and immediately brought to the attention of the investigating officers.

Criminal Incidents

All incidents of a criminal nature (i.e. break and enter, theft, assault, threatening behaviour) should be reported to the Duty Manager, Operations Manager and police, without delay.

Incident Report Forms

All Incident Report Forms must be forwarded to the Operations Manager.

Incident Documentation on Site

All CVEM sites will be supplied with a log book for recording of all incidents. The document is to be completed so as to comply with the Security Industry Act.

1. The guards rostered and their shift times.
2. All issues that a guard deals with relating to their security duties.
3. Any incidents involving dealings with patrons or staff especially where they asked them to vacate the premises or have to physically contact the person.
4. Any guard involved in an incident should be recorded.
5. If there are OLGR incident reports on site they should be completed for any relevant incident
6. Additional information relating to the incident, where available, should also be provided via a written report and attached to the Incident Report Form.
7. The contents of all completed Incident Report Forms are to be accorded appropriate confidentiality.

DRUGS AND ALCOHOL

Drugs & Alcohols are not allowed to be consumed at the workplace. All employees whilst employed on sites controlled by CVEM must comply with all aspects of the Security Industry Act in Relation to Drug and Alcohol use.

All staff employed on CVEM sites are made aware of the legislative requirements relating to working under the influence of drugs or alcohol. CVEM is required as part of their Masters License Requirement to ensure that staff comply with the legislation. This also applies to all sub-contractors working on CVEM sites It is also a requirement of the WHS Act that all personnel have an obligation to themselves and their workmates to take reasonable care of the health safety and welfare of others within the workplace and to also protect the integrity reputation and effectiveness of CVEM.

Employees have an obligation to ensure that risks to the Health, Safety and Welfare of themselves, and others at the workplace are mitigated. These obligations extend to ensuring that staff members perform their duties safely. This includes not being under the influence of drugs or alcohol while at work.

To ensure this CVEM is an alcohol and drug free workplace and staff are required to be drug and alcohol free whilst at work. This is a condition of your employment with the company and a breach of this can result in dismissal.

Definition: An alcohol and drug free workplace is a workplace that does not allow staff to work with excess levels of drugs or alcohol in their system. Staff must be under the following levels.

Alcohol – Less than 0.02% blood alcohol concentration (this level is to cover some types of medication or alcohol laced foods that maybe in a person's system).

Drugs - Any level of drug presence in excess of the cut off levels stipulated in AS/NZ 4308

The employee is responsible to ensure they comply with the drug and alcohol free policy and as such must not:

- consume alcohol nor be under the influence of alcohol while working;
- use or possess illegal drugs at any workplace
- Drive a vehicle, having consumed alcohol or suffering from the effects of illegal substances.
- Work or undertake any work related activity if impaired by general medications or prescription

drugs.

All employees are prohibited from being in possession of or engaging in the manufacture, supply or sale of alcohol, prohibited drugs or any item of equipment (or paraphernalia) related to the use of prohibited drugs on any CVEM workplace.

Employees who consume alcohol off duty are encouraged to do so in a responsible manner and avoid its misuse. This also includes restricting alcohol consumption prior to any shift so as to ensure that the employee is still not under the effects of that consumption when they commence their rostered shift

Reporting

If a co-worker suspects another to be affected by drugs or alcohol, they must inform their Supervisor immediately. No employee will be allowed to work under the influence of drugs or alcohol. Employees undergoing prescribed medical treatment with a controlled substance that may affect the safe performance of their duties are required to report this to their Supervisor. Once reported appropriate action as detailed below is to be undertaken. All issues pertaining to these matters shall be kept strictly confidential.

A breach of this policy may initiate appropriate action including the cancellation of employment or subcontractor agreement.

Implementation.

It is a requirement for CVEM to ensure a safe workplace therefore management are required to take all reasonable measures to protect all employees in the workplace. To enable this testing procedure has been implemented for all employees. The testing program will include random and targeted alcohol and drug testing. **Targeted tests** will be undertaken where there is reasonable cause that a person is affected. (E.g. if an employee is displaying noticeable abnormal behaviour). Under these circumstances an employee maybe referred for medical response.

In the case where a person has reasonable cause the supervisor in the first instance will speak with the employee to determine any known cause for the behavioural indicators and request the employee to undertake an informal impairment test. Depending on the results of this senior management are to be notified and more detailed testing is to be undertaken. This will be as per the testing section of this policy.

Random tests will be conducted across all sites and can be conducted at any time.

All testing procedures are to be followed by all employees.

Any person who refuses to undergo testing will be referred to management for counselling and possible disciplinary action that can include the cancellation of employment or subcontractor agreement. Any person who presents to work or is present on a job site and is not alcohol or drug free will be immediately stood down and requested to undergo management counseling. The option of disciplinary action is also available.

Alcohol and Drug Testing Procedures

Alcohol testing will be undertaken by senior staff utilising a calibrated electronic breath analysis meter. The testing process will be witnessed by a person acceptable to both parties with the records of the test being recorded. If the test is negative at the completion of the investigation the record will be destroyed. If a positive reading is obtained the record will be attached to the employees personnel file until the matter is resolved.

Drug testing will be conducted by an independent testing body accredited to perform the necessary

tests. The report will be provided to both parties. If negative it will be destroyed. If a positive result is received the record will be attached to the employees personnel file.

Any person found to return a positive drug or alcohol test will be suspended from duty and referred to a professional counselor for further assessment.

FITNESS FOR WORK

CVEM is committed to ensure the health safety and welfare of our employees in the workplace.

The employer accepts its responsibility to identify, assess and control workplace risks, in this instance with particular regard to risks associated with a person who is impaired, or could be impaired, by a substance or fatigue.

The employee accepts their responsibility to take reasonable care for the health and safety of others and cooperate with the employer in their efforts to provide a safe workplace.

FATIGUE MANAGEMENT

A person who is fatigued, ill or suffering from sleep disturbances can give the appearance of being affected by drugs and alcohol. The employer accepts the responsibility to identify and eliminate or control workplace risks arising out of fatigue.

Signs of Fatigue

- Difficulty keeping the eyes in focus
- Poor decision making
- Slow reaction time
- Drowsiness
- Bad tempered

Office Fatigue

Office fatigue whilst not normally fatal can cause incorrect decisions to be made. Most office based fatigue can be overcome by taking regular breaks. Ensure that your office equipment is correctly located and sited. A common cause of office fatigue is caused by staring for long periods at computer monitors. If you cannot leave your workstation, spend time focusing on objects at different distances to relieve eye strain.

It is in your best interest to be aware of the symptoms of fatigue. If you are aware that your work associate(s) are suffering from fatigue, assist them by bringing it to their attention. Offer to get them a coffee or tea or take over their task temporarily. Remember to be firm but tactful.

- Maintain your physical fitness
- Get plenty of sleep
- Take regular breaks
- Eat regularly and stick to healthy food groups

Driver Fatigue

Whilst in charge of any vehicle during work hours, all personnel have a responsibility to themselves and to other drivers on the road. To avoid driver fatigue several methods are available to you:

- Stay physically fit
- Plan trips to avoid long periods of driving

- Take breaks every 2 hours, get out of vehicle
- Have sufficient sleep or rest prior to long trips
- Ensure your vehicle is in a roadworthy condition and all lights etc. are working. You may have to drive home at night
- Complete travel management plan.

Remember

Once fatigue has set in SLEEP IS THE ONLY CURE!!!!

STAFF INTEGRITY

A person representing CVEM must display personal integrity and must be beyond reproach at all times. All staff members are not permitted to place themselves in any possible position where they could be compromised or challenged in relation to their personal integrity.

All staff members are to report immediately any situation to their supervisor if they believe they are placed in a compromising situation or a threat to their integrity exists. The supervisors will then immediately inform the operations manager or venue representative.

MEDIA

No security guard or staff member is permitted to disclose the detail of any incident to the media that occurs at any client's venue. Only the representative of the venue or senior management is permitted to provide information to the media.

Furthermore no security guard or staff member will offer an opinion (whether verbal or written), in regards to any event, occurrence or activity that occurs at any clients venues unless authorised in writing by the Director.

OUT OF HOURS BEHAVIOUR

All staff should be aware that when off duty while attending one of CVEM's venues in a social capacity your actions may still be a reflection on the operation of our business. As a result we would request that you consider your actions while on these premises.

Areas to be considered are as follows

- You should not attempt to involve yourself in the ongoing operations for the venue. You have no authority to act on the company's behalf.
- Should you come under attention from the venue for excessive consumption of alcohol or as a result of your actions you may be asked to leave the venue. As this could have a detrimental effect on our business you may face disciplinary action as a result.
- If involved in any incident you should not identify yourself as an employee when not working, as under legislation you have no more authority than any other member of the general public.
- Should we receive negative feedback from our clients or authorities relating to your actions you may face disciplinary action for bringing our business into disrepute.

4) ENVIRONMENT, HEALTH AND SAFETY RULES

HORSEPLAY

No employee shall conduct himself or herself in a manner that is likely to cause or create a risk of accident or injury to themselves or others or damage to the environment.

CAR PARKING

No parking shall be permitted anywhere other than designated parking areas

ARMED HOLDUP

With society changing the threat of an armed hold up is increasing. It is essential that all security personnel remain calm when confronted with this situation. Ensure that if confronted you do not do anything that will put either you or other persons at risk**.**

We endeavour to provide all staff with a safe & healthy work environment. At times situations occur that may fall outside our control and as a result our staff's safety may be placed at risk. To reduce such incidents CVEM is committed to adopting procedures that reduce the risk of armed hold up's occurring. While it is unrealistic to expect that all situations can be prevented, CVEM provides guidance on how staff should act if such instances occur.

The most important point with armed hold ups or any critical incident situation is that your safety is paramount, staff are required to follow the procedures establish by CVEM

Armed Robbery Procedure:

C Comply with the robber(s) instructions, do as you are told.
O Observe details of the robber(s) if it is safe to do so. Avoid making eye contact.
M Maintain composure, be quiet and keep calm.
P Play it safe, don't chase the robber(s) or move into a danger area.
L Let the police know (000), after the robber(s) have left. Don't touch anything and secure the area.
Y You, other staff and witnesses are important. Ask everyone to wait for the police to arrive. Make notes on what occurred individually while it is still clear in your mind.

INJURIES

It is every individual's responsibility to ensure that any injury they receive is reported to the First Aid officer for treatment and reported to your supervisor. An injury report must be completed and submitted immediately to the Operations Manager.

MOTOR VEHICLES

- Motor vehicles should only be used if the rider / driver is competent in the use of such vehicle.
- Staff will ensure all speed limits on site WILL BE obeyed.
- The vehicle is only to be ridden in a SAFE and SENSIBLE manner at ALL TIMES.
- If a problem arises with the vehicle this MUST be reported IMMEDIATELY to management.
- Any damage MUST be reported immediately.
- An Incident Report form should be completed detailing any incident involving the vehicle.

ELECTRICAL EQUIPMENT

No persons shall interfere with electrical equipment or wiring at any time unless authorised by their company and are a qualified electrician. All electrical equipment used for construction work must have a current electrical tag in compliance with relevant legislation and be ELCB protected.

YOUR PERSONAL ATTITUDE TO THE ENVIRONMENT, HEALTH AND SAFETY

As a person working for CVEM you have an important role to play in looking after the environment and the development and maintenance of a safe work place. It is important to remember that even the toughest employee can be unfortunately killed or injured by for instance, failing to wear the appropriate protective equipment or taking unnecessary risks.

The environment requires everyone to care for it. Make sure that you do your bit and ensure that there is no environmental damage as a result of your work activities.

CVEM asks for a level headed and disciplined attitude to care of the environment, and the protection of the health and safety of all persons in their workplaces. Practical joking in the workplace will not be tolerated.

GETTING TO WORK SAFELY

Take care when travelling to work. Be on the lookout for unexpected hazards. When driving, road traffic regulations are to be observed at all times particularly speed limits.

- Take care at children's crossings
- Take care when roads are slippery
- Use your lights during winter or when visibility is low
- Make sure your vehicle is well maintained and roadworthy
- Wear seatbelts at all times you are in the vehicle

COMPETENCY TO CARRY OUT WORK

You must not carry out any work activity that you are not competent to perform (and hold the appropriate certificate of competency where required) unless you are a trainee under the direct supervision of a competent person. (Holding the appropriate certificate of competency where required)

What is a competent person?

A competent person for any task means a person who has acquired through training, qualification or experience, or a combination of them, the knowledge and skills to carry out that task.

HAZARD MANAGEMENT

A hazard is anything, which has the potential to cause harm or loss. The harm or loss may take the form of:

- An injury or disease
- Property damage
- Harm to the environment

A hazard may be:

- An object (e.g. dangerous goods) or
- A situation (e.g. inexperienced personnel)

Examples of hazards may include:

- Open excavations
- Inhalation of dust, fibres, vapours, and gasses
- Noise and vibration

- Extremes of temperature and humidity
- Bad housekeeping
- Poor access/egress
- Poor lighting/visibility
- Live power and wiring
- Incorrect use of plant and/or equipment
- Trips and falls
- Working at heights
- Manual and mechanical handling
- Dangerous goods/chemicals
- Confined spaces
- Fire
- Drugs and alcohol
- Inexperience/carelessness

TO IDENTIFY HAZARDS

- Check records of all injuries and/or incidents that have occurred in the workplace
- Refer to relevant codes and guides etc. on a regular basis
- Undertake regular inspections of the workplace using checklists or other documentation

ASSESSMENT OF RISK

Once hazards have been identified, they should be assessed in terms of their potential to do harm, both now and in the future, when making an assessment on the possible risk to health and safety, consider the following:

- The likelihood that they will do harm
- The severity of the harm they could do including the number of people who could be affected by them

The assessment of the risk is a process of gathering information in order to make a clear and educated decision to determine the level of risk associated with the hazard.

RISK CONTROL

Once hazards are identified and assessed, measures to eliminate or minimise them should be determined in accordance with the hierarchy of control.

HIERARCHY OF CONTROL

Control measures, which make the workplace safe and environmentally friendly, are likely to be more effective than measures, which protect employees or the environment from a hazardous work place. When adopting measures to control a hazardous risk, the hierarchy should be followed when selecting the approach to be taken. Measures from the top of the hierarchy give better results and should be adopted wherever possible. Measures from the bottom of the hierarchy are more difficult to maintain and should be regarded as interim measures until preferred ones can be implemented.

CONTROL MEASURES

Elimination

Elimination completely removes the hazard and is the ideal control solution. Examples of elimination include ceasing to use a hazardous substance and changing a process to remove the need for a hazardous action.

Substitution

Substitution is where a hazard is replaced by a less hazardous alternative. For example, instead of using a hazardous item of plant or equipment, substitute it for a less hazardous item that serves the same purpose.

Isolation

Isolation involves separating the hazard from people or the environment by the use of physical barriers to contain/enclose the hazard or by distance and/or time. An example is using a fully automated process rather than a manual.

Engineering Control

If elimination, substitution or isolation cannot be used the next preferred measure is engineering control. This can include modification of tools and equipment, guarding and local exhaust ventilation.

Administration Control

Where the health and safety risk remains, administrative control should be used. This involves the introduction of work practices, which reduce risk by limiting the exposure to the worker from the hazard. Measures include reducing the number of workers exposed, reducing the period of exposure, rotating workplace activities, special procedures to be followed for the use of chemicals and evacuation procedures.

Personal Protective Equipment (PPE)

Provision of PPE must be accompanied by instruction and training in the correct use of such PPE. This includes maintenance and storage. (Refer to PPE later in this handbook)

Application of Control Hierarchy

Employers should attempt to control the exposure of the employee or the environment to hazards by first assessing whether the most preferred control measure, elimination is possible. If this control measure is not possible, the employer should assess whether the next preferred control measure can be achieved. This process of assessing the hierarchy of control measures should continue until the first control measure that is practicable could be achieved.

Employees Role

All employees have a role to play in hazard management, which includes but is not limited to the following:

- Before carrying out any task or activity you must make sure that your employer has explained all the hazards and risks associated with the task or activity and how you are to control them (ask your employer how to do the job safely).
- Do not take any unnecessary risks.
- Always wear personal protective clothing and equipment supplied by your employer.
- Never report for, or work under the influence of drugs or alcohol.
- If you have to smoke, only do so in designated smoking areas.
- Continuously be on the lookout for potential hazards and assist all members of the work team with health, safety and environmental compliance.

These measures are designed to protect the workplace and the environment but can only be achieved when all parties are responsible for their own conduct as well as those around them.

Remember you or others can cause a hazardous situation by an act and/or omission. Do not hide it, report it. Through consultation with others at the workplace the hazard can be controlled. Do not ignore hazards or you will be putting yourself, others and the environment at risk.

REPORTING HAZARDS

Unsafe acts or conditions must be reported to your Supervisor.

PERMITS

Any permit required to be issued by CVEM must be obtained prior to work commencing. All conditions attached to such permits must be complied with. If you are not sure which activities require a permit ask your supervisor

SAFETY SIGNS

All persons must obey all safety signs on all occasions. The signs are erected for your protection. Should you require more information please do not hesitate to contact your supervisor. Should you identify the need for improved signage at a site notify your supervisor.

PLANT AND EQUIPTMENT

Only authorised persons who can demonstrate that they are competent to operate plant or equipment or are in training under the direct supervision of a competent person, are to operate or erect plant or equipment. If in doubt, ask your supervisor**.**

WORKPLACE AMENITIES

- Keep all crib huts and other facilities clean. Place all rubbish, particularly food scraps, in the bins provided.
- Always use the sanitary facilities provided and keep them clean and tidy.
- Clean up and wash well prior to each meal break. Do not bring excessive dust and grime into the meal rooms – it is a health hazard.
- Urinating in places other than ablution blocks will not be tolerated. Anyone found doing so may be removed from the workplace without warning.

SMOKING

Smoking is not permitted while on duty in public areas or buildings. Smoking is not permitted in any office or site amenities. All external designated no smoking areas are to be observed.

HOUSEKEEPING

Housekeeping is an important component of health, safety and environmental management. As such it must be approached in a systematic manner in order to maintain a clean, safe and tidy workplace. The workplace must be regularly inspected with any hazards identified, assessed and eliminated or controlled.

Stack materials and waste in safe designated areas. All exits, stairwells and walkways must be kept clear at all times

Good housekeeping in the workplace is mandatory, and all employees must do their part daily, in this activity to keep the workplace clean including:

- Keep stairways, landings and access ways clear and unrestricted at all times
- Keep work areas clear of tripping hazards
- Clean up any spills if it is safe to do

Remember that it is the responsibility of all persons in the workplace to consider the safety of themselves, all fellow employees and the safety of anyone from the general public who may enter the workplace unexpectedly or by invitation.

UNSAFE CONDITIONS

If in your opinion, an unsafe condition exists and requires urgent attention correct it yourself if possible. If you cannot do so, make it as safe as possible and immediately report it to your supervisor.

ACCESS AND EGRESS

The purpose of a safe access and egress is so a person may:

- Move conveniently and safely about the workplace
- Leave the workplace safely in an emergency
- Have safe access to workplace amenities

A passage or other space used for normal movement about the workplace or intended for emergency egress must be kept free of any obstruction that could hinder or prevent the safe and rapid egress of a person in an emergency. If work must occur in the passage or space the space for egress is to be 600mm wide. Where access and egress need to be defined, the said boundaries must be clearly marked.

Whilst moving around the workplace:

- Use designated walkways wherever possible
- Do not leave the workplace without informing your supervisor. You may need to be found/accounted for in event of an emergency.
- When sent to another part of the workplace, travel by the most direct route with due regard for your health and safety.
- Beware of mobile equipment and motor vehicles

FIRE FIGHTING EQUIPMENT

Fire prevention in the workplace can be assisted by:

- Waste materials and accumulated dust being removed on a regular basis.
- Having flammable materials kept or handled in safe manner that minimises the risk of fire
- Use of appropriate warning signs

Firefighting equipment & selection

When a fire breaks out, sound the alarm and then attack the fire with the appropriate equipment if it is safe to do so. Employees are expected to acquaint themselves with the location of the firefighting equipment and alarms in the area they are working. You are expected to know what type of fire (e.g. combustible fire, oil fire, electrical fire etc.) and the equipment available for that fire and how to use it. If you do not know ASK!!!

Water Fire Extinguisher

Designed to be used where the main hazard is wood, paper, textiles and rubbish.

Carbon Dioxide Fire Extinguisher

Works by reducing the concentration of oxygen in the air to the level where combustion can no longer occur. Most suitable for use on fires involving live electrical appliances such as

switchboards, electric motors and electronic equipment. Can also be used on small flammable liquid fires for example, paints, petrol and solvents

Foam Fire Extinguishers

Designed to be used on flammable liquids such as petrol, paint and solvents. Not suitable for electrical fires!

Powder Type Fire Extinguisher

This type of extinguisher is available in a wide range of powders to cover a wide range of risks.

Fire Blankets

Ideal for small fires and is easy to use. Works by restricting the concentration of oxygen to the fire to the level where combustion can no longer occur

HOT WORKS

A hot works permit is required before any temporary work involving open flames or producing heat and/or sparks (oxy and acetylene work, welding, grinding (etc.) is carried out at the CVEM site/event. Hot works permits will be issued by a CVEM Supervisor or the person in control of the clients premises.

The following conditions must be adhered to, during and after the hot works:

- All employees involved in the works have been given instruction and training in the safe use of all equipment and firefighting facilities.
- Sprinklers, fire hoses or extinguishers are in service, operable and available.
- Hot work equipment is in good repair and appropriate for the works to be undertaken.
- Ventilation is adequate – fumes may cause metal fume fever and severe headaches, particularly if the galvanising zinc has not been removed first.
- All services have been located and made safe (electric cables, conduit etc.).
- Area is roped off and designated with appropriate warning signs.
- Spark / flash screens are used at all times for welding works.
- If the fire protection system needs to be disconnected, CVEM is to be informed, prior to disconnection.

Requirements within 5m of work

- Flammable liquids, dust, lint and oily deposits removed.
- Explosive atmosphere in area eliminated.
- Floors swept clean.
- Combustible floors wetted down, covered with damp sand or fire resistive sheets.
- Remove other combustibles where possible. Otherwise protect with fire resistive tarpaulins or metal shields.
- All wall and floor openings covered.

Work on walls or ceilings

- Construction is non-combustible.
- All services have been located and made safe (electric cables, conduit etc.).

Work on enclosed equipment

- Enclosed equipment is cleaned of all combustibles.

- Containers are purged of flammable liquids / vapours.
- Confined space hazards are addressed (Refer AS 2865 – 1995: Safe working in confined space)

Oxygen and acetylene brazing, cutting

- Gas cylinders must be upright when in use, secured to prevent falling, protected from extreme heat and from being struck by moving equipment and falling objects.
- They must be transported around work place in approved trolleys.
- If transported by crane, hoist or derrick, gas cylinders must be handled in a suitable cradle, net or skip box, NEVER by wire or fibre rope, web or chain sling, or by dragging. Regulators must be removed.
- Care must be taken to ensure that oxygen cylinders and fittings do not come into contact with oil or grease. Oxygen under pressure when combined with oil or grease may cause an explosion.
- Oxygen cylinders must never be stored near highly combustible material, especially oil and grease or near fuel gas cylinders.
- Caps should be replaced on cylinders that are “empty”.
- Flash back arresters must be adjacent to cutting and brazing equipment, where combustible materials are located in the area.

ELECTRIC WELDING

Welding screens must be used when welding to protect the eyes of others present in the area. It is the responsibility of the person using the welding gear to check its condition before use and make repairs where necessary, particularly to damaged leads.

Persons assisting with electric welding are required to use eye protection and avoid looking directly at an electric arc. “Danger welding in progress” signs are to be displayed in the area where welding is being carried out. Where sparks, slag, and other welding debris may affect persons working at a lower level, either fire blankets in good condition or a suitable barricade with signs restricting access must be used to prevent such persons being affected.

All care should be taken to prevent sparks and slag contacting any flammable materials or equipment.

Switch off welding power sources and turn off all valves when the job is completed or whenever you leave the area. Suitable firefighting equipment must be kept as close as possible to the work area.

Explosion and Gas Hazard

No work involving a source of ignition must be attempted near any pit, manhole, open sewer, drain vent, pipe trench or any space where there is a risk that flammable vapours may be present. At locations similar to the ones where there is a risk that toxic gas may be present, no work must be performed in the location until approved protective measures have been taken. In areas where flammable or toxic vapours, gasses or dust may occur, all work must be done in accordance with hazardous areas work procedures.

U.V PROTECTION

Sunburn is the most common ill effect of exposure to the sun. Continued or prolonged exposure to the sun may lead to the formation of skin cancers. If you are working in an outside environment you should:

- Wear a broad brimmed hat, and

- Keep your skin covered by clothing, and
- Use a broad spectrum 30 plus sun screen, and
- Wear sun glasses (be sure to use safety glasses where the task requires it), and
- Have regular (at least annual) checks by a skin cancer specialist. Ask your supervisor for the location of the nearest clinic.

In addition, it is important to recognise the effects of climatic conditions, for example, heat stress and exhaustion can occur when working in excessive heat particularly in conjunction with high humidity and direct exposure to the sun.

Make sure you drink regular and adequate amounts of water in these conditions.

MANUAL HANDLING

All employees must be instructed by their employer how to lift in the correct manner. General instructions on manual handling are:

- Never attempt to lift beyond your capacity. If in doubt test the objects' weight before handling it; if it appears too heavy or bulky, obtain a mechanical lifting aid and/or somebody to help.
- Ensure clear access is available
- Get a good footing and never try to lift anything, which you consider is too heavy or bulky for you.
- Place your feet about shoulder width apart in a good, comfortable balanced position, close to the load being lifted.
- Bend at the knees and grasp the load.
- Keep back straight – not vertical but straight. It should not be arched or bent.
- Take a firm hold on the load with the palms of the hands NOT just the fingers. (Use gloves to protect against any sharp protruding objects).
- Keep back as straight as possible tucking chin into lock spine.
- Keep elbows close to the ribs
- Lift gradually by straightening the legs – let the strong thigh muscles do the work – NOT THE LOWER BACK MUSCLES.
- Do not twist the body or turn one of your feet when lifting. If you have to change direction turn with both of your feet not your body.
- Carry the object close to your body and watch where you are going
- When lowering, maintain a good grip and keep the back straight. Watch out for pinching your fingers

DELIVERIES

All deliveries to the involved site must be handled in a polite and courteous manner. Remember to check all parcels paperwork to ensure they are delivered in a timely and efficient manner. Also that they are correctly delivered and supplied.

TRAFFIC CONTROL

Whenever general traffic control is required the person carrying out this task must be the holder of a current 'Traffic Controllers' ticket or similar and all guidelines must be followed. Where traffic control is required appropriate devices such as signs, cones, bunting, traffic barriers, flagmen, safety vests etc. must be used.

BARRICADES AND HOARDINGS

When working in an area that has a potential risk to other people in the workplace or the general public, the area must be barricaded off by one or more of the following methods. The barricades

should be used in conjunction with signage alerting persons to the relevant hazard (e.g. formwork stripping above etc.).

Bunting Tape

Used to stop persons entering specific, relatively small areas. Bunting tape is easily put up and taken down, but should only be used for a short duration and where the risks being barricaded off are relatively low.

Para Webbing

Used to stop unauthorised persons entering a designated area where there is a risk of possible injury. Para webbing provides a physical barrier and is harder for people to pass through.

Hoardings/Fencing

Hoardings and fences are designated to prevent unauthorised access to work areas and also prevent materials and tools etc. unintentionally escaping from the work area, thus making the work area more secure. Access should be provided into the hoardings/fences at appropriate positions and where possible this access should open inwards and have a closure mechanism on them. If the workplace requires trucks to enter, gates must be installed.

Suitable signage must be hung from all these forms of barricades and should be visible to people who are entering the site and those working on the site.

Hoardings and fences must be constructed in accordance with relevant legislation. In addition due care and consideration must be given to the erection of temporary fences and hoardings to ensure that members from the public are not at risk from the hoardings themselves.

Items to consider are:

- Stability of Structure – ensure it will not fall over onto the public (children climbing on the etc.).
- Protruding objects – ensure all nails, fastenings etc. are flush. Ensure fence footings do not pose a potential hazard.
- Lighting – suitable lighting must be provided.
- Wet paint – all paint work shall be protected until dry.

Members of the public and children are generally not familiar with building works or other hazardous activities and the inherent risks involved therein. They are generally more interested in window shopping than they are in looking where they are going.

HAZARDOUS SUBSTANCES

Chemicals

Many substances which are used every day in workplaces, have the potential to be hazardous if procedures for their safe use are not carefully followed. Your employer must keep a register for all hazardous substances used at the workplace, and this may be readily accessible to you at all times.

Information instruction and training on precautions to be taken to ensure the safe use, handling, storage etc., of potentially hazardous substances must be provided by your employer who will obtain the material safety data sheets (MSDS) from manufacturers, suppliers etc.
You must follow all of the precautions provided by your employer and/or the manufacturer, supplier to ensure safe use of substances. Before using any product you must read all warnings and instructions on container to ensure that all safety precautions are being complied with and that the substance is being used for the correct purpose and in the correct manner.

If you have any doubt whatsoever about the correct procedures for the safe use, handling, storage etc. of any substance, immediately seek further information or advice from your supervisor. Containers for hazardous substances must be clearly labelled and the label is not to be removed, defaced or altered under any circumstances. Do not use any substance for which you do not know the correct procedures for safe use, handling, storage etc.

Flammable liquids

Must be stored in approved containers and be suitably labelled. Incompatible chemicals and substances must not be stored together – ask if you are not sure. Storage areas are to be clearly marked with HAZCHEM signs.

Asbestos

This product had several uses. It could be used as a fire retardant and could be found, in the bonded form, in eaves, ceilings, wet areas, floor tiles and some glue. It can also be found, in friable form, around hot water pipes and on structural steel. This only covers a few of the areas in which asbestos can be found and you should notify your supervisor if asbestos is found. If you come across material that you believe may contain asbestos, contact a Supervisor immediately.

Dust

Dust is a common problem, especially on construction sites. Materials, such as cement or gypsum bases, can create serious risk to health. Processes, such as demolition work or excavation works, are also major contributors to serious dust problems. Although common, they are relatively simple hazards to control.

- Judicious use of water sprays and mists will effectively control dust (beware of electrical hazards).
- Use wet methods for cutting concrete not friction saws.
- Clean up all sawdust and other debris promptly.
- Periodically dampen exposed surfaces such as roadways or slabs.
- Keep vehicle speed down to a practical minimum (in any event obey all speed limits).
- Where there is risk of dust inhalation always wear an approved mask.

Synthetic Mineral Fibre (SMF)

SMF is a term used to describe fibres made from glass, rock or other materials. SMF's are used for insulation purposes as a substitute for asbestos and in the manufacture and reinforcement of cement and plaster building materials. This is another product, which can be hazardous to your health. It is a product that is quite commonly used for sound and heat insulation. If you are required to handle SMF's, suitable protective clothing/equipment should be used, for example, disposable suit and half face mask. Any excess should be wrapped in plastic and disposed of in a licensed landfill.

EMERGENCY/EVACUATION PROCEDURE

Ensure you are familiar with the emergency/evacuation system employed when an evacuation is initiated, applicable to the workplace (including the assembly area). It will be discussed and explained to you thoroughly at the workplace induction. **If you are not sure ASK**

In the event of an emergency, remember to:
- Keep calm
- Raise alarm
- Obtain help and inform the emergency services of:
    - Where the emergency is
    - What has happened

- What is being done
- Who is calling

- Do not hang up without receiving instructions on how to proceed
- If a person is injured, do not move them unless they are in further danger if you do not move them.

Remember; only render assistance within your First Aid capabilities.

Care of injured persons

The employer must provide first aid facilities for the welfare of his or her employees. The purpose of this section is to ensure that employees have adequate knowledge about access to first aid facilities in the event of an injury or illness arising during the course of their work.

There should always be an appropriately qualified first aid person at the workplace. Remember all security personnel must maintain a current senior first aid qualification.

First aid kits complying with the applicable legislation must be provided at all work locations. At the workplace induction the location of this first aid facility will be made known to you including who the workplace first aid officer is and how she/he may be contacted. Ensure you are familiar with this location and the procedure for contacting the first aid officer for both minor injuries and serious emergencies.

If you are not sure – ASK

In the event of an injury, comfort and reassure the patient until medical aid arrives. An injured person should not be moved unless there is danger of further injury before medical aid arrives.

The following treatments should be given priority:

Airway: Ensure the patient has a clear airway.
Breathing: Ensure patient is breathing, if not, artificial respiration will be necessary.
Circulation: Check pulse; if none, external heart massage may be necessary.
Contact the first aid facility and explain the injuries/illness to the first aider.
Follow any instructions given by the first aider.
Control any severe external bleeding.

Note: Do not provide first aid unless you have been given the appropriate training. Always request or seek out assistance if necessary. Artificial respiration and heart massage should only be administered by persons appropriately qualified in CPR.

REPORTING INJURIES, ACCIDENTS AND DANGEROUS OCCURENCES

Injuries
Each work injury or illness, however small, must be reported immediately to the first aid facility and to your supervisor (telling a workmate does not constitute a report).

Each work injury or illness, regardless of how minor it may be, must be recorded in the format of a standard injury report.

Accidents/Incidents

All accidents/incidents involving damage to equipment or materials, including motor vehicle accidents, on or near the CVEM site/event must be reported to your supervisor at once, so that an investigation may be immediately actioned to establish the cause of the accident/incident.

In the event of an incident/accident occurring which requires any contractor(s) involved to report the accident incident to the Authorities, the contractor(s) concerned must, within 24 hours, provide to the CVEM Supervisor a copy of the incident report submitted to the Authorities.

Dangerous Occurrences

A dangerous occurrence is an incident or event, which arises from operations, carried out at a workplace and which causes an immediate and significant risk to a person.
A person does not have to be injured. It is the risk that is important. The risk may also arise if a person is or could have been in or near the incident or event. All dangerous occurrences must be reported to CVEM Supervisors.

ANY PERSON FOUND TO BE IN BREACH OF THE FOLLOWING WORKPLACE RULES MAY BE REMOVED FROM THE WORKPLACE WITHOUT WARNING.

FIGHTING

Fighting or inflicting bodily injury on any person is considered a very serious offence and no excuse whatsoever will be tolerated.

Any attempt to cause physical violence or intimidation of violence on any employee is also considered a very serious offence.

Challenging or provoking another employee to fight or attempting to make any settlement outside work hours is also considered to be inappropriate behaviour.

Any employee found guilty of any of the above will render himself/herself liable to dismissal action.

INTERFERING, DAMAGING, VANDALISING

Any environment, health or safety equipment or amenities provided on a site by CVEM or clients or any other venue equipment found to be deliberately damaged or vandalised by a staff member will result in dismissal action.

THEFT

Stealing from the organisation, its clients or from other employees will not be tolerated. Materials may not be removed from the company premises or client sites without prior approval from the Operations Manager or Senior Site Supervisor.

The company reserves the right to define "materials" in specific instances but, generally, if it doesn't belong to you, leave it in the office.

Because of the company's desire to prevent and detect theft, your terms and conditions of employment include routine searches of the workplace and electronic surveillance.

Stealing is grounds for immediate termination and may cause the company to bring criminal charges against you.

Supervisor Responsibilities

Supervisors and senior guards have a responsibility to assist in reducing theft. The following procedures should be considered:

- Emphasize the fact that losses suffered by the company will affect all employees' job security.
- Do not encourage employees' dishonesty by permitting them to believe that it doesn't matter.

Reduction Measures

To prevent theft from the organisation and client we will have adopted the following approaches:

- promote a team approach to work
- perform regular audits
- maintaining complete and up-to-date company records
- limiting access to supply and storage areas
- integrity testing of employees
- implementing electronic surveillance in the workplace

URINATING

Urinate or defecating anywhere other than the toilets provided will be liable for dismissal action.

SAFETY NON-COMPLIANCE

Refusing to comply with environment, health or safety instructions, rules or regulations will be liable for dismissal action.

GENERAL PERFORMANCE

Any other serious breach of environment, health or safety rules and regulations (as deemed by CVEM)

- Failure to comply with lawful directions as requested by your immediate supervisor or CVEM management.
- Disrespectful actions towards clients.
- Unlawful actions while undertaking duties.
- At the request of clients due to unacceptable behaviour or actions.
- Being under the influence of alcohol or illicit drugs whilst on duty or when presenting for duty.

5) ACKNOWLEDGEMENT OF ISSUE

Name of employee (your name): _____

I acknowledge receipt of this WHS and Environmental Management Handbook and I will undertake to make myself aware of and to understand the contents. I agree to abide by the conditions stated in this handbook and/or any other direction by CVEM in relation to the environment, health, safety and welfare of persons in the workplace generally.

Employee's Signature: _____

Date: _____

Issuing Person's Signature: _____

Issuing Person (print name): _____