



# Integrated Cleaning Solutions

Policy Manual

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# OCCUPATIONAL HEALTH AND SAFETY STANDARDS

## Aim

Graemes Integrated Cleaning Solutions Pty Ltd, trading as Integrated Cleaning Solutions hereby referred to as ICS intends to operate our business in a manner which ensures the safety and wellbeing of our employees', clients and visitors.

It is our objective to ensure that all employees' are properly trained to operate in all areas of our business in a safe and professional manner. At ICS we believe in constant improvement.

ICS Pty Ltd seeks your co-operation in realizing our health and safety aims and objectives in creating a safe working environment for all of our stakeholders.

## General

Safety rules are introduced by ICS to ensure yours and the public safety and must be observed at all times.

All employees must familiarise themselves with the emergency response procedures.

Appropriate Personal Protective Equipment (e.g. hard hat, safety glasses etc) must be worn at all times. (Where applicable)

Jewellery and ties must be removed and long hair tied back before using machinery.

Employee's children are not permitted in the workplace unless prior authorisation has been granted by management.

No pets in the workplace.

## Behaviour

Foolish or irresponsible behaviour, practical joking which may result in an accident/issue or reflect poorly on ICS or their client is strictly forbidden.

If you consider any workmate or contractor to work in an unsafe manner, please contact the Manager immediately.

Climbing on chairs or on office furniture is strictly prohibited.

## House Keeping

Work areas must be kept clean and tidy at all times, hereby referred to a jobs housekeeping.

Flammable materials and fire hazards must be eliminated or adequate protection is taken.

Any spills in the workplace must be cleaned up immediately and floors kept clear of obstructions.

All equipment must be maintained and presentable at all times.

## Incidents

ALL accidents, incidents, near misses and equipment malfunctions or necessary repairs, must be reported and logged in the OHS diary. This enables modifications to be made to our policies and is a way of measuring our safety performance.

All persons requiring first aid treatment must contact the first aid officer who will render the appropriate treatment and enter the details in the OHS diary first aid register.

## **Plant and Equipment**

Your manager must be informed immediately should you consider any work practices or equipment unsafe.

All plant and equipment are to be used in a safe manner and in accordance with the manufacturers recommended use.

Only drivers who have undergone the appropriate assessment can operate machinery.  
(E.g. forklift)

Seat belts must be worn where fitted.

Always use a ladder to access high places.

## **Electrical Safety**

Be mindful of electrical safety.

Always keep power leads and appliances away from water.

Do not overload power points by using multiple power boards or double adaptors.

Review date: 25th January 2019

Last Reviewed: 25<sup>th</sup> July 2018

Reviewed by: Graeme Cary

# DRUG AND ALCOHOL POLICY

## Aim

ICS is committed to providing a safe environment for its employees', clients and visitors. Drugs and alcohol can influence an employee's ability to maintain safe practices, endangering themselves and others in the workplace.

Research has proven that drugs and alcohol can impair an individual's performance for many hours after the time they were consumed.

## Policy

It is ICS policy that an employee must inform their supervisor immediately if they may have a blood alcohol level above 0.00ml/l or are under the influence of non-prescription drugs on arrival at the workplace. An employee must remain uninfluenced by drugs and alcohol for the duration of their shift.

This policy includes employees' engaged in after-hours work, on standby availability, casual or contract workers. An employee must not drive a company vehicle or operate machinery if they may be above the 0.00ml/l blood alcohol limit or are under the influence of non-prescription drugs.

The only exception to this policy would be where prescription drugs are used and a letter from your doctor is supplied stating what duties you are able to complete in a safe manner.

Any kind of substance abuse is regarded as a medical condition and we would encourage anyone this may apply to, to seek professional support and assistance.

If you feel at any time you are in breach of this policy you are required to notify the Manager immediately. Also if you suspect any other employee is in breach of this policy you are required to advise the Manager immediately.

From time to time ICS will host social functions and employees' are required to avoid excess alcohol consumption and not to take illegal drugs during or prior to these events.

Confidentiality is to be strictly observed in these matters.

A breach of this policy will lead to disciplinary action and may result in the termination of employment

Policy Review date: 25th January 2019

Last Reviewed: 25<sup>th</sup> July 2018

Reviewed by: Graeme Cary

## **E-MAIL USAGE POLICY**

### **Aim**

While ICS appreciates the convenience and efficacy that Electronic Mail (Email) provides our aim is to protect against its misuse. This policy in conjunction with all existing company policies applies to the email system, in particular, the confidentiality, harassment, and privacy policies.

ICS reserves the right to monitor, log and/or restrict employee email usage with or without notice.

### **Policy**

It is the policy of ICS that:

All documents created and sent via the companies email system remain the property of ICS

The downloading of software via email is prohibited.

The size of attachments in an email is to be kept to a minimum for efficient message delivery.

No messages of a harassing nature are to be sent. Harassment is ANY unwelcome or offensive behaviour, which has no workplace function and intimidates, offends or humiliates the person or persons being harassed.

No personal business is to be conducted using the companies email system.

Only goods and services required for company business are to be purchased via email and only with the Managers consent.

Only business files are to be downloaded.

Employees are prohibited from accessing, displaying, generating or storing any material that is sexually explicit, offensive, discriminatory or contains profanities.

Only persons authorized by the General Manager may contact the media regarding Company matters.

No employee may criticize work done by ICS or make any comments that may damage the Companies reputation.

Any employee who is aware of unauthorized or inappropriate email usage by another employee is to contact the General Manager.

Any employee who does not comply with this policy will be subject to disciplinary action.

Policy Review date: 25th January 2019

Last Reviewed: 25<sup>th</sup> July 2018

Reviewed by: Graeme Cary

# ENVIRONMENTAL POLICY

## Aim

Integrated Cleaning Solutions, hereby referred to as ICS is committed to conducting our business in an environmentally aware and responsible manner. We seek the co-operation of our employees in ensuring our work practices are conducted with minimal environmental impact.

## Policy

ICS will implement systems to decrease the volume of waste we generate.

Where practical we will use environmentally appropriate packaging and will recycle wherever possible.

We seek the assistance of our employee's to minimize our environmental impact

Where possible washing company plant and vehicles in the designated areas

Where there are no designated areas for washing plant and vehicles ensure it is done away from driveways, gutters and roads so the runoff will not enter stormwater drains

When performing services that include water usage and wastewater, by adhering to *'Operators are licensed under the Environmental Protection Act 1994 to discharge treated wastewater at an acceptable environmental standard into waterways'* ICS hopes to leave our clients sites both clean and contamination free

Where declared weeds occur on the job site ensure all soil and seeds are removed from plant and vehicles so transference of the weeds is avoided

Only mix chemicals in the designated areas

Dispose of chemicals as per the Material Safety Data Sheet (MSDS)

Never wash chemicals down drains or gutters

Where a chemical spill has occurred contain and clean up the spill by following the directions on the MSDS

Remove all rubbish and waste from the work area and dispose of it appropriately

Where practical take steps to prevent soil erosion

Wherever possible reduce the impact of your work on native flora and fauna (e.g.- noise, dust)

Recycle at every available opportunity

ICS seeks to identify our environmental impact and any potential risks at all our locations and implement control measures for any potential hazards.

ICS uses sustainable solutions to ensure it environmental footprint is as small as possible.

Policy Review date: 25th January 2019

Last Reviewed: 25<sup>th</sup> July 2018

Reviewed by: Graeme Cary

# EQUAL EMPLOYMENT OPPORTUNITY POLICY

## **Aim**

ICS is committed to a non-discriminatory workplace and will abide by the relevant Anti-discrimination and Equal Employment legislation.

## **Policy**

We will not discriminate against anyone in our recruitment practices or in the delivery of our goods and services. This includes discrimination based on sex, age, race, health status, marital status, disability, political conviction, or trade union associations

Our recruitment selection process will be based on merit so all applicants with the qualifications and experience we are looking for will be considered for the position. The successful applicant will be the person who best meets the specific requirements of the job. Promotions within ICS will work in the same manner.

No employee or manager is to harass another employee, client, contractor or any other person associated with this company. Harassment of any type is any unwelcome, or offensive behaviour, which has no workplace function and intimidates, offends or humiliates the person or persons being harassed.

All employees and all levels of management will undertake not to discriminate, harass, vilify or victimise any employee, client, contractor or other person associated with ICS.

Non-compliance with this policy will result in disciplinary action and employees need to be aware they can be held legally responsible for their unlawful acts.

Policy Review date: 25th January 2019

Last Reviewed: 25<sup>th</sup> July 2018

Reviewed by: Graeme Cary

# **FIRE AND EMERGENCY EVACUATION POLICY**

## **Aim**

It is the policy of ICS to provide a safe workplace for our employees', clients and visitors. In the unfortunate event there should be a fire or other emergency requiring evacuation of the premises the following will apply:

## **Policy**

- We will alert all persons within the vicinity
- Assist and remove any person/s in immediate danger (only if it is safe to do so)
- Call the fire brigade on 000
- Confine the fire if possible to prevent any further injury or damage. Employees' trained in the use of fire extinguishers can use these to confine the fire if it is safe to do so. If any risks are associated with this, evacuate the area immediately, closing any doors behind you.
- Evacuate immediately and proceed to the evacuation point furthest from the danger, closing all doors. Do not use lifts to evacuate the building.
- Check that all areas have been cleared and persons are accounted for.
- Maintain control of persons at the evacuation assembly areas and contact the emergency services with the details of what has occurred and of any persons unaccounted for.
- Remain evacuated until you are given the all clear to re-enter the area.

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Last Reviewed: 25<sup>th</sup> July 2018

Reviewed by: Graeme Cary

# FIRST AID POLICY

## Aim

Anywhere people exist, so does the potential risk for injury. ICS is committed to the provision of effective first aid services that comply with current legislation. First aid involves the first response treatment and stabilization of ill or injured persons.

## Policy

ICS will ensure that it complies with current legislative requirements.

In particular:

- Risk assessments will be conducted and documented that take account of any particular hazards in the workplace.
- Suitable personnel will be trained to administer first aid.
- First aid cabinets and kits will be stocked appropriately to the type of injuries likely to occur as identified in the risk assessment. It will be kept in a prominent, accessible, clean location known to all workers.
- All company vehicles will be fitted with a suitable first aid kit.
- All First Aid incidents will have all the relevant details recorded in the First Aid log section of the OHS diary. The details will be recorded as soon as possible (usually by the First Aid Officer) and will be kept at the workplace for 7 years. They will be kept strictly confidential.
- If required a First Aid Officer will be appointed and a first aid room will be provided.

## Reference

See - Basic First Aid Procedures

Policy Review date: 25th January 2019

Last Reviewed: 25<sup>th</sup> July 2018

Reviewed by: Graeme Cary

# FORKLIFT TRUCKS POLICY

## **Aim**

To ensure the safety of all employees while working with or around forklift trucks.

## **Policy**

ICS is committed to the safe operation of its forklift truck(s). This will be ensured through certified and authorised operators. Further ICS will ensure adequate information is made available to employees on the safe operation of forklifts. Training will include induction for new operators/ machines. Regular inspections will be carried out and correct operation of forklift trucks will be monitored at all times.

## **Procedure**

### Maintenance.

Will be in accordance with manufacturer's recommendations and will only be carried out by authorised maintenance personnel or contractors.

Pre-operational daily safety checks will include:

- Steering, brakes and lights (if fitted).
- Tyres for wear or damage.
- All warning devices including horns and reversing alarms.
- Tines for damage.
- Tilt systems.
- Battery condition including fluid levels.
- Hydraulic lines, cables etc.

Minor faults will be recorded on the daily inspection sheet.

Major faults identified or occurring during the shift will require the forklift truck to be IMMEDIATELY removed from service until the faults are rectified. (Example – Steering fault)

### Driving

- Only certified/authorised employees are to operate forklift trucks.
- Seat belts are to be worn at all times.
- Passengers will not be carried.
- Loads will be placed fully against the truck carriage or backrest.
- The mast will be tilted backwards.
- Loads to be transported as close as practical to the ground.
- Ramps are to be driven up and reversed down at all times.
- Safe distances will be maintained from other vehicles.
- Speed will be reduced when making a turn to prevent forklift tip-overs.
- If vision is obscured forklift is to be driven in reverse.

### Prohibited practices

- Leaving the forklift **without** the park brakes applied, tines lowered, controls in neutral and key removed.
- Lifting employees on the tines of the forklift without using an approved work platform.
- Overloading the forklift. Load capacity to be checked on the data plate.
- Towing or pushing objects without the use of proper towing connections.
- Pushing objects with the point of a tine.
- Modifications to safety features of the forklift including the fitting of any additional counterweights.

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Last Reviewed: 25<sup>th</sup> July 2018

Reviewed by: Graeme Cary

# HAZARDOUS SUBSTANCES POLICY

## Aim

At ICS the safety of our employees' is of utmost importance. Strict adherence to this policy is **essential** to the health and wellbeing of our employees' as exposure to hazardous substances can result in skin complaints, breathing difficulties, allergic reactions, burns, cancer and death.

## Policy

Each substance used in the workplace will have an MSDS (Material Safety Data Sheet). Even many common cleaning agents are classed as hazardous substances. MSDS's can be obtained from the supplier when purchasing hazardous substances or can be obtained from the manufacturer. Each workplace must have a register of all hazardous substances used and have the current MSDS for each. The MSDS's must be readily accessible to all employees'.

The MSDS's contain information such as the use of the substance, whether it is hazardous or not, emergency contact numbers, first aid measures if exposure occurs, handling and storage information, disposal information, personal protection measures needed and what to do if spillage occurs.

## Procedures for handling substances

Ensure you have been trained to use the substance

If transporting the substance follow the transportation advice found on the MSDS and ensure the MSDS is in the vehicle carrying the substance

Follow the label, MSDS and risk assessment for the safe handling and personal protective equipment (PPE) needed.

Ensure the labels are fixed to hazardous substances containers and are legible

Follow the MSDS, label and risk assessment for the storage, disposal and use of substances

Follow your training and the information on the MSDS if exposure to hazardous substances occurs

Always wear PPE when opening, mixing or disposing of substances. The necessary PPE for the substance you are using is listed on the MSDS

Review the MSDS **at least** once in **every 5** years to ensure it contains current information

Non –compliance with this policy will result in disciplinary action.

Policy Review date: 25th January 2019

Last Reviewed: 25<sup>th</sup> July 2018

Reviewed by: Graeme Cary

# INCIDENT REPORTING POLICY

## Aim

ICS intends to operate our business in a manner which ensures the safety and well-being of our employee's, clients and visitors.

## Background

An incident is an event or series of events that result in harm to people, damage to property or to the environment or loss of process or product.

Incident examples include but are not limited to

Spills - any loss of primary containment of product including product contained within bund (with zero tolerance on volume).

Plant incidents - any car, truck, forklift or plant incidents or serious malfunctions that occur whilst carrying out work-related activities.

Injuries - The consequence of an instantaneous event causing harm to a person (e.g. broken limb, cut requiring stitches, burns).

Implosions, explosions or fire.

Fatalities.

Serious incidents are those which result in serious injury or fatality or where a person is exposed to immediate risk to their health or safety. A serious injury may be classed as one which requires inpatient hospital treatment. For the definition of a serious injury contact your locally responsible government body such as WorkCover or WorkSafe.

## Policy

In the unfortunate event of an incident in the workplace, the following will be adhered to.

### Serious Incident:

- Notify the appropriate emergency services for assistance
- Immediately notify the appropriate government body in your state (eg WorkCover or Department of Industrial Relations)
- Preserve the incident site until a safety inspector arrives or gives direction to do otherwise.
- Provide written notification within 24 hours on an approved Incident Notification Form & file a copy of this form for reference.
- The Manager of the business is to be notified as soon as practical & the insurer will also require prompt written notification.

### ALL incidents including near misses

Regardless of the severity of the incident are to be recorded in the OHS Diary so necessary policy changes can be made and as a safety record.

Policy Review date: 25th January 2019

Last Reviewed: 25<sup>th</sup> July 2018

Reviewed by: Graeme Cary

# INTERNET ACCESS POLICY

## **Aim**

ICS appreciates that the internet can be a valuable workplace tool. To protect against its misuse, this policy in conjunction with all existing company policies apply to internet usage.

## **Policy**

ICS reserves the right to monitor, log and/or restrict employee internet access with or without notice.

It is the policy of ICS that:

Internet access is permitted to authorised employees only.

Internet browsing must only be conducted for activities that directly relate to company business.

All results of network activity conducted while doing company business and being conducted with company resources remain the property of the companies.

Use of the Internet for any illegal purpose is strictly prohibited.

Employees are prohibited from accessing, displaying, generating or storing any material that is sexually explicit, offensive, discriminatory or contains profanities.

Information relevant to company business may be downloaded.

The downloading of software is prohibited.

Any employee who is aware of unauthorized or inappropriate Internet usage by another employee is to contact the General Manager.

Any employee found to be breaching this policy will be subject to the companies' Disciplinary Action and Dismissal Policy.

Policy Review date: 25th January 2019

Last Reviewed: 25<sup>th</sup> July 2018

Reviewed by: Graeme Cary

## **MANAGEMENT OF LEGISLATIVE CHANGE**

### **Aim**

To ensure the health and safety of our employees', clients and visitors by complying with all relevant legislative changes.

### **Policy**

ICS will follow any changes in the legislation which may apply to the way we conduct our business or provide goods and services to our clients.

We will endeavour to keep at the forefront of technical knowledge in relation to OHS issues in the workplace. We aim to remain up to date with any changes in regulations or codes of practice.

This will be done by maintaining a close relationship with our local council, WorkCover and the Department of Industrial Relations.

The employee nominated to keep abreast of these changes is Graeme Cary.

Policy Review date: 25th January 2019

Last Reviewed: 25<sup>th</sup> July 2018

Reviewed by: Graeme Cary

# MANUAL HANDLING POLICY

## **Aim**

At ICS we are committed to reducing the potential for manual handling types of injuries as far as is practical. Manual handling is any activity where an employee is required to grasp, manipulate, carry, lower, push, pull, hold or move an object. It, therefore, encompasses most workplace activities.

## **Policy**

- Staff will be encouraged to identify hazards and associated risks as part of our Risk Management practice. Risk assessments will include poor working postures, work layout and work organisation, repetitive handling and the application of force.
- Training will be provided to all relevant staff so that they can participate in risk assessments successfully.
- Improvements in procedures will focus on task redesign to reduce risks.
- Mechanical aids, such as trolleys and appropriate handles will be supplied.
- Training in back care will be provided.
- Sufficient resources will be allocated to comply with the aim of this policy.

## **Reference:**

National Standard for Manual Handling.

Workplace Health and Safety Legislation

Manual Handling Procedure

Policy Review date: 25th January 2019

Last Reviewed: 25<sup>th</sup> July 2018

Reviewed by: Graeme Cary

# MOBILE PHONE POLICY

## Aim

Mobile phones offer an extremely convenient method of communication with fellow employees and clients. They can, however, pose a safety hazard when used in certain circumstances. ICS aims to ensure the safety of our employee's while using mobile phones.

## Health concerns regarding mobile phones

The scientific literature has to date provided no concrete evidence that long-term mobile phone usage creates a health hazard. As more research is undertaken this possibility can not be ruled out.

## Policy

For safety reasons employees must:

- Use a landline wherever possible
- Limit the number and duration of calls where practical
- Use a hands-free set whenever available.
- It is a legal requirement to use a hands-free attachment for your mobile phone while driving. At ICS we recommend employees avoid using a mobile phone while driving as it can act as a distraction.
- Ensure their mobile phone is switched off at service stations while fuelling vehicles.
- The use of mobile phones while operating forklifts or other machinery is strictly prohibited.

## Mobile phone ownership & maintenance

Mobile phones issued by ICS remain the property of GICS PTY LTD and must be returned to ICS if employment services are ceased.

Mobile phone batteries must be maintained according to manufacturer's instructions to ensure longevity.

Employees must report damage, loss or theft of their mobile phone to the General Manager so a replacement can be organized.

ICS mobile phone preferred carrier and the mobile phone plan structure must not be altered without prior authorization.

The number of calls made on the mobile phone must be limited to essential business calls.

## Employee-owned mobile phones

All mobile phones owned by employees' must be switched off during business hours. They may be switched on during official breaks and at the completion of the break, they must again be switched off. If a friend or relative needs to reach you in the case of an emergency they may call for you on the work number.

Policy Review date: 25th January 2019

Last Reviewed: 25<sup>th</sup> July 2018

Reviewed by: Graeme Cary

# PERSONAL PROTECTIVE EQUIPMENT (PPE) POLICY

## Aim

At ICS we are committed to providing a safe environment for our employee's, clients and visitors. Personal Protective Equipment (PPE) is any piece of clothing or equipment which when worn and fitted correctly can protect the wearer from risks of injury or disease in the workplace. PPE includes but is not limited to protective footwear, gloves, hearing and eye protection, headwear, high visibility apparel, respiratory apparatus etc.

## Policy

It is the policy of ICS that PPE must be worn/used at all times it is indicated, without exception.

## Issue and Maintenance of PPE

ICS will ensure employees are issued with PPE on commencing employment

The PPE will be replaced when unserviceable due to damage or fair wear and tear

Employees are responsible for ensuring their PPE fits correctly so it offers maximum protection

All PPE remains the property of ICS

On completion or termination of employment services, all PPE items are to be returned to ICS.

All items to be used according to the manufacturer's instructions and are only to be used for their intended purpose.

It is the responsibility of all employees to regularly inspect their PPE and ensure they are in full working condition. Advise your supervisor immediately if any items need servicing or replacing.

Do not use any item of PPE if it is not in full working condition. Always ask for and use a replacement item.

Employees are responsible for the correct storage of their issued PPE.

## Specific PPE

Safety Helmets- are to be worn in designated areas or where there is a danger from falling objects. Safety helmets are to comply with AS1800, AS1801 and AS1698. Safety helmets are to be replaced after 2 years from the issue date or earlier if damaged.

Safety goggles &/or Facial shields- the eyes must be adequately protected where possible exposure to hazards exists. Potential eye hazards include chemicals, dust, foreign objects, radiation or other sources. All eye protection must comply with AS1336, AS1337 and AS1338.

Ear plugs and ear muffs- where the noise levels exceed 85dBA ear protection must be utilized. Which ear protection to be used in each circumstance needs to be ascertained by qualified personnel. Ear protection needs to comply with AS1270. Don't share ear protection with other employees due to the risk of infection.

Access Equipment - are designed for any height access or danger of falling from a distance of above 1.8m. All equipment should be checked for tagging before use and should be cleaned and maintained before each use. Employees are required to check test and tag log books to ensure ropes, harness and other equipment are all within usable dates.

Respiratory protection- respiratory protection must be used where indicated in the MSDS or where there is potential exposure to biological or atmospheric hazards including dust. The type of respiratory protection utilized is to be determined by your supervisor and must comply with AS1715 and 1716. Respiratory protection should not be shared amongst employees due to the risk of infection.

Gloves- gloves must be worn where there is a risk of damage to the hands. The type of glove required depends on the task at hand and is to be determined by your supervisor. Hand protection must comply with AS2161 and AS2225

Steel Cap boots- are to be worn where there is potential for foot injury either from falling objects or stubbing injuries. Footwear is to comply with AS2210

High visibility clothing- must be worn if employees are working in heavy traffic areas or where you need to be visible to traffic.

Safety harnesses or lifelines- must be worn where there is a risk of falling.

The Sun Protection Policy constitutes part of this PPE Policy and clearly outlines what must be worn to ensure all outdoor employees are adequately protected from ultraviolet radiation.

Policy Review date: 25th January 2019

Last Reviewed: 25<sup>th</sup> July 2018

Reviewed by: Graeme Cary

# **PRIVACY POLICY – INTEGRATED CLEANING SOLUTIONS**

## **Aim**

Integrated Cleaning Solutions, hereby referred to as ICS is committed to the protection of personal privacy. Our commitment to privacy is demonstrated by our adhering to the 10 National Privacy Principles as outlined in the 1988 Privacy Act.

The personal information we collect is for the administration of providing you with improved goods and services and to enhance and develop our relationship with you. The information we collect typically consists of contact details and job title or position, as well as details on property and issues related to services previously rendered complete.

## **Policy**

ICS will collect only information that is relevant and necessary and will collect the information in an unobtrusive manner. The information will not be used for any purpose other than that for which it was collected. From time to time we may need to disclose your information to service providers, agents, contractors and strategic partners to help us provide and market our services to you. If we do this we require these parties to protect your information the same way we do.

You are not required to provide us with any personal information when dealing with us. However, you need to be aware we may not be able to notify you in the event of any product recalls, or any service delivery issues.

ICS will use a variety of physical and electronic security measures including restricting physical access to our offices, firewalls and secure databases to keep personal information secure from misuse, loss or unauthorised use or disclosure.

The Internet is not a secure environment. If you send us information, including your email address, via the internet, it is sent at your own risk.

You have a right to access the personal information we hold about you. Please contact us to ask for access to your information or if you have a complaint concerning the privacy of your information. If you would like more information about our approach to privacy please contact us at:

18 Arura Street  
Graeme Cary – Privacy Officer  
ICS

## **Telephone hotline:**

For information about any of our products, call our representatives on 0404 345 336

Policy Review date: 25th January 2019

Last Reviewed: 25<sup>th</sup> July 2018

Reviewed by: Graeme Cary

# PRIVACY POLICY - EMPLOYEE

## **Aim**

ICS is committed to the protection of personal privacy.

Our commitment to privacy will be demonstrated by our adhering to the 10 National Privacy Principles as outlined in the 1988 Privacy Act.

## **Policy**

ICS will only collect information that is relevant and necessary. The information will be collected in an unobtrusive manner directly from employees. We will also collect information from referees in the initial hiring phase of employment.

### Applicants for positions

Applicants will be asked to provide certain personal details. They will at no stage be obliged to provide details. However, the omission of certain details may mean we are unable to assess their suitability for the job.

Information held will only be used to assess applicant's suitability for the position. It is required so that we can organise remuneration and so we can provide appropriate care should you fall ill at work. The information will not be used for any purpose other than that for which it was collected and will only be disclosed to our insurers, the relevant banking institutions, and government bodies.

### Employees

The information held for each employee will be as follows: name, date of birth, address, career details, references, tax file number, bank account details, any medical conditions or allergies, any other details relevant to the position.

Employees will at all times be allowed access to their employee file, which holds the personal information ICS holds. We will endeavour to always hold accurate, up to date and complete information. Should employees find any errors, or need to update their personal details they will be able to have the information corrected.

Employee files are to be kept locked to ensure confidentiality.

Should employees have any complaints about the privacy of their personal information discussions will be held with the General Manager.

Policy Review date: 25th January 2019

Last Reviewed: 25<sup>th</sup> July 2018

Reviewed by: Graeme Cary

# REHABILITATION POLICY

## **Aim**

ICS is committed to the prevention of injury and illness in the workplace by providing a safe environment for our employees'. In the unfortunate event that an injury has been sustained in the workplace, ICS will ensure the appropriate treatment is administered and a rehabilitation plan will be put into place as soon as practical.

## **Policy**

It is the policy of ICS to:

- Assist in the return of the injured employee to their pre-injury health and employment.
- Provide suitable duties should the employee be unable to perform their pre-injury duties temporarily.
- Provide the services of a qualified and WorkCover accredited rehabilitation provider.
- Provide vocational assistance should an employee be unable to resume their pre-injury employment on a permanent basis.

## **Our commitments to you**

Do our utmost to provide a safe workplace and remain vigilant in the prevention of workplace injuries.

If a workplace injury has been sustained to ensure a rehabilitation plan is implemented as soon as practical, following medical advice.

Monitor the progress of an employee undertaking altered duties and follow medical recommendations relating to the employee's limitations.

To ensure all matters are kept written and verbally confidential.

Policy Review date: 25th January 2019

Last Reviewed: 25<sup>th</sup> July 2018

Reviewed by: Graeme Cary

# RISK MANAGEMENT POLICY

## **Aim**

To ensure the health, safety and wellbeing of our employees, clients and visitors whilst in our workplace. This will be done by identifying the risks that our company is exposed to and to implement control measures that will reduce these risks to an acceptable level.

## **Policy**

Risk management will be embraced by our company as a core management tool in all decision making.

Implementation of risk management will be through the existing management structure and will involve all employees of our company.

## **Implementation Process**

Risk management will be actively supported by all managers/supervisors and staff.

The policy will be communicated to all staff and their involvement will be sought.

Adequate resources will be allocated by management to ensure the process is implemented and continues.

All risk will be identified. Risks will include but not be limited to economic, environmental, financial, security and occupational health and safety.

Risks will be evaluated against their likelihood of occurrence and the possible consequence of their happening. These evaluations will be used to prioritise action plans.

Control measures, where required, will be implemented and reviewed for their effectiveness.

Documentation will be maintained.

Policy Review date: 25th January 2019

Last Reviewed: 25<sup>th</sup> July 2018

Reviewed by: Graeme Cary

# SMOKE-FREE WORKPLACE POLICY

## **Aim**

ICS is committed to a safe and healthy work environment for all of its employees', visitors and clients. A smoke-free environment is part of our commitment.

## **Background**

Health authorities worldwide have documented the detrimental effects of smoking and passive smoking. Queensland Health estimates smoking-related absenteeism to cost Australian businesses more than \$1.5 billion per year.

## **Policy**

It is the policy of ICS that employees' must not smoke in enclosed workplaces or within 4 metres of the entrance of the building. Smoking is not permitted in the toilet areas, hallways or any other part of the buildings. Smoking is also prohibited in company vehicles.

All employees' are advised to notify the General Manager of any breaches of the smoke-free workplace policy. Employee's who breach this policy will be dealt with as outlined in the Disciplinary Action & Dismissal Policy.

## **Reference**

QLD-Tobacco and Other Smoking Products Amendment Act 2004

VIC- Tobacco Act 1987 (Amended 1/3/2006)

NSW- Smoke-Free Environment Amendment Act 2004

Policy Review date: 25th January 2019

Last Reviewed: 25<sup>th</sup> July 2018

Reviewed by: Graeme Cary

## **SOCIAL FUNCTIONS POLICY**

### **Aim**

At ICS we are very proud of our reputation in the community. From time to time we host social functions, which will be attended by our clients and local business people. Important contacts and business decisions can arise from these functions, therefore, we ask our employees' to be mindful of social etiquette and be responsible ambassadors of ICS.

We ask that you avoid excess alcohol consumption and the use of illegal drugs is strictly prohibited. ICS's workplace harassment and discrimination policies extend to these events. With regards to smoking please follow the regulations of the venue the event is held at.

This policy also applies to social functions our employees may be invited to attend hosted by our clients, suppliers, distributors, or local business groups. It applies anywhere where you are representing the ICS.

Policy Review date: 25th January 2019

Last Reviewed: 25<sup>th</sup> July 2018

Reviewed by: Graeme Cary

# STEP AND EXTENSION LADDER POLICY

## Aim

To prevent injury to employees and others while ladders are being used.

## Policy

ICS is committed to the safe use of ladders. Risk assessments will be conducted prior to the purchase of new ladders and will cover the use of existing ladders in all work situations. Employees will be required to follow the safe working procedures applicable to each type of ladder.

## Implementation Process / Procedure

### Purchase

- All ladders will be of industrial strength with a load rating of at least 120 kgs.
- Single ladders will not exceed 6.1 meters.
- Extension ladders will not exceed 7.5 meters.

### All ladders:

- Will be used to gaining access, **or**
- To carry out work where the trunk of the body remains centred on the ladder and equipment can be used with one hand. That is the person on the ladder should have three points of contact with the ladder at all times. (Exception – Where additional controls such as harnesses are used.)
- Will be used only on a firm base and a level surface.
- Will not be used to supporting a platform.
- Will not be used on scaffolding or elevated work platforms to gain extra height.
- Will not be placed in access ways.
- Will not be placed where people will be forced to walk under the ladder or plant may collide with the ladder.
- Metal or metal reinforced ladders will not be used where there is a possibility of contacting live electrical power.

### Step Ladders

- Will be fully opened when in use.
- Locking spreader will be fully engaged.
- Makeshift spreaders such as rope and chains are **not to be** used.
- Employees must not stand on the top 2 steps of the ladder to work.

### Extension Ladders

- Will be erected at an angle between 70° and 80°.
- Will extend at least 1 metre above a surface being accessed.
- Will be secured against movement at or near its top **or** bottom. (Example – tied to a secure point or another person holding the bottom.)
- While in use the employee's feet must not be less than 900 mm from the top of the ladder.

Policy Review date: 25th January 2019

Last Reviewed: 25<sup>th</sup> July 2018

Reviewed by: Graeme Cary

# STRESS AND FATIGUE POLICY

## **Aim**

At ICS we intend to provide and maintain a working environment that protects the health, safety and well-being of our employees.

## **Background**

We appreciate that due to client deadlines, the workload and workplace dynamics that stress can occur in the workplace. Everyone responds to stress differently. Excess stress can result in lower team morale, increased absenteeism, decreased productivity and increased accident rates. Therefore the way stress is dealt with is important. The most effective way of dealing with occupational stress is through open, honest communication with fellow employees and management.

## **Policy**

At ICS we commit to being open and approachable with employees.

We will adopt a positive risk management approach to occupational stress. Our approach will be to identify potential stressors, assess their effect, develop and implement suitable controls and we will review those controls to determine their effectiveness.

We will investigate workplace accidents or incidents to determine if employee fatigue is a factor.

We will look at absenteeism rates amongst our employees' and look for uncharacteristic behaviour, which can suggest employee stress.

We will encourage employees to participate in assessing their work situations, methods and pace of work.

If a conflict arises positive steps will be taken to facilitate a resolution.

Policy Review date: 25th January 2019

Last Reviewed: 25<sup>th</sup> July 2018

Reviewed by: Graeme Cary

# SUN PROTECTION POLICY

## Aim

ICS is committed to the health and safety of our employees' and has read the growing research on the detrimental health effects of sun exposure.

Any of our employees' who work outdoors need to take certain precautions to protect themselves from the harmful effects of the sun's ultraviolet rays.

Steps that need to be taken to minimise your sun exposure:

Protect your skin before going outdoors- apply a broad spectrum, water-resistant SUNSCREEN with an SPF of 30+, at least 20 minutes prior to working outdoors. The sunscreen needs to be reapplied at least every 2 hours. Sunscreen will be kept in an accessible area to all outdoor workers.

Wear a HAT with a brim of 10-12cm. Where hard hats are required for outdoor workers they will be fitted with brim and neck flap attachments.

Outdoor workers will be provided with long-sleeved, collared SHIRTS and trousers. These will be made of a tight weave fabric and will be loose fitting, giving the best sun protection whilst still being cool.

SUNGLASSES are to be worn and need to comply with the Australian Standard AS1067:2003. Where safety glasses have required these need to comply with AS1337 and AS1338.

Where possible, you are to complete outdoor jobs early in the morning or late in the afternoon. This minimises ultraviolet ray exposure during its peak between 10 am and 3 pm.

When working outdoors maximise the use of trees, buildings or umbrellas to provide natural SHADE.

Examine your skin regularly, taking particular notice of any sores or spots that don't heal within 4 weeks or any moles or freckles that change or look different. You should have any suspicious spots checked by your doctor.

The implementation of this policy requires all outdoor workers to be responsible and vigilant in the protection of their own skin from skin cancer.

Policy Review date: 25th January 2019

Last Reviewed: 25<sup>th</sup> July 2018

Reviewed by: Graeme Cary

# **WORKPLACE HARASSMENT AND CONFLICT MANAGEMENT POLICY**

## **Aim**

ICS is committed to a harmonious and productive work environment. Workplace discrimination and harassment are unacceptable and will not be tolerated under any circumstances.

## **Background**

As well as being unlawful, harassment can lead to increased absenteeism, decreased productivity and tension in the workplace.

Harassment is ANY unwelcome or offensive behaviour, which has no workplace function and intimidates, offends or humiliates the person or persons being harassed.

## **Policy**

Wherever possible, disputes will be resolved quickly and informally.

All reports of discrimination or harassment will be dealt with in a sympathetic and confidential manner to help achieve fair hearings of the allegations and reducing the risk of defamatory action. No employee is to be victimised for making allegations of discrimination or harassment.

Employees who feel that they are being discriminated against or harassed will be encouraged to tell the person or people that the behaviour is unwelcome or offensive. If the behaviour continues then the incident or behaviour should be reported to the supervisor.

If the supervisor is the source of the problem then it should be reported to the Office Manager. If the Office Manager is the source of the problem then it should be reported to the General Manager.

If the General Manager is the source of the problem it can be reported to a Workplace Health and Safety inspector or Industrial Relations inspector.

Co-workers will be treated in a respectful and courteous manner.

Non-compliance with this policy will result in disciplinary action and employees' need to be aware they will be held legally responsible for their unlawful acts.

This policy applies to all employees', contractors and the dealings we as a company have with clients, customers and other businesses.

Policy Review date: 25th January 2019

Last Reviewed: 25<sup>th</sup> July 2018

Reviewed by: Graeme Cary