

CROW FM 90.7

POLICIES AND PROCEDURES



PO Box 2065

Hervey Bay Qld 4655

Your Consultants: Lyle Goschnick

Phone: 0408 684 927

Rachel Downie

0420 998 605

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Policy:

It is the policy of CROW FM 90.7 to provide excellent quality service and products to clients and to consistently comply with all legislative requirements relevant to the organisation.

Procedure:

CROW FM 90.7 has in place a system that enables the organisation to be kept up-to-date with current guidelines, legislation, regulations, directions and other requirements of the Industry.

Consistently high-quality service shall be achieved via the following:

- All newly hired employees shall undergo an Induction Process in relation to their roles with CROW FM 90.7.
- All employees shall receive “job-specific” training prior to being allocated assignments and their skill levels shall be evaluated in relation to their work performance in accordance with specific job and legislative requirements.
- At the point of recruitment, job applicants shall be assessed for client orientation through targeted questions, and at the discretion of CROW FM 90.7, the use of alternative accepted recruitment methods relating to work quality and client service.
- Quality issues raised by clients in relation to CROW FM 90.7 shall be dealt with by management in a timely manner with client satisfaction being the principle objective.
- Records shall be maintained by management to enable the organisation to monitor and track all aspects of the business.
- All employees shall be provided with regular revision sessions and updates in relation to the quality expectations of CROW FM 90.7.

Each employee should maintain a focus on the following:

- Carrying out daily tasks and duties to the best of their ability, within the guidelines, etc, so that the best possible outcomes result
- Ensuring that all required documentation is maintained in an accurate and legible format.
- Following any other instructions issued by management in regard to compliance with legislation and other matters relating to the industry.
- Reporting any unintentional breaches to management as soon as possible after the incident.

This policy shall be displayed and communicated to all employees and performance of individuals, teams and the organisation shall be monitored on an on-going basis.

In all cases, quality product, service and public and client satisfaction must be the desired goal. Cases where an employee fails to comply with this policy or breaches any relevant legislation, regulation, guideline or directives will result in serious disciplinary action which may include termination of employment.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are aware of this Policy and that appropriate training and communication be made available to relevant employees.

It is the responsibility of CROW FM 90.7 to keep employees advised of their obligations in regard to these requirements and to ensure that employees are aware of this Policy and are kept up to date with relevant updates, changes and other requirements.

It is the responsibility of all employees and management to comply with this policy without exception.

References:

“Relevant Modern Award”

Australian Communications and Media Authority (ACMA)

Community Broadcasting Association of Australia (CBA)

Policy number: GENPP-001
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

CROW FM 90.7 recognises that members of the public and our clients may have maximum impact on our business. It is the policy of CROW FM 90.7 to maintain a positive profile in both the local community and the industry in general, through co-operation and providing the best quality services to our clients.

Procedure:

Accordingly, the company maintains that each employee should maintain a focus on the following:

- Developing and maintaining positive relationships within the local community
- Always being courteous, respectful, helpful and honest and representing the company and themselves in the best possible way, thus promoting loyalty and a good reputation and ensuring members of the community and clients feel at ease in all dealings with the organisation.
- Ensuring that clients understand all communication in terms of clarity, currency, accuracy and promptness of the information or service. Legal penalties (both corporate and personal) can apply for provision of misleading information.
- Attending jobs promptly or contacting the office or client if delayed;
- Making every effort to protect clients' property. Without compromising safety; and
- Marketing additional services or products to clients if appropriate.

Other employees should be considered as internal clients. Employees should respond to their needs ethically and in accordance with the protocol that would be afforded to an external clients. Open communication and respect among employees will achieve the organisation's goals in relation to TEAMWORK.

Any situation or problem involving a person who is a client or member of the local community that may require further consideration (e.g. difficulty with the client, harassment, discrimination or any situation or occurrence that may jeopardise or effect the relationship between the employee or CROW FM 90.7 and the person) must be referred to management.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are aware of this Policy and that appropriate public and client relations training be made available to relevant employees.

It is the responsibility of all employees and management to ensure that excellent public and client relations are maintained at all times.

References:

Policy number: GENPP-002
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Version 1

Authorised by:
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Policy:

CROW FM 90.7 is committed to protecting the right to privacy of its clients, employees and business partners. As such it is our policy that the collection, security, quality, use and disclosure of information shall be conducted in accordance with the References listed below.

Procedure:

CROW FM 90.7's "Privacy Statement" is as follows:

"Other than as required by Federal and/or State Legislation and/or in cases of emergency, CROW FM 90.7 shall ensure that any personal or business-related information obtained by our organisation from employees, clients, partner organisations or any other third party is, without exception, utilized solely for the purpose of conducting business and interaction between CROW FM 90.7 and any other party involved.

Under no circumstances shall information be knowingly provided to any external party without written permission from all parties involved."

Information relating to external parties shall be obtained by lawful means only and shall be limited to information required to enable business interaction between the parties.

CROW FM 90.7 will take reasonable steps to ensure that our Privacy Policy is public and that all clients and other relevant entities are aware of the above statement.

Private information relating to third parties shall be managed in accordance with the requirement of the *"Australian Privacy Protection Principles"*, generally in accordance with the following:

Client Information:

Client Information is collected to enable CROW FM 90.7 to provide quality service. It may range from general information (eg address and telephone number) to more sensitive information including, but not limited to the following:

- Client business practices;
- Client financial status and credit checks;
- General information about the status of an individual's business;
- Details of the products and services provided to the client;
- Personal details of the client (including address and telephone number); and
- Relevant requirements and preferences specific to the client.

Provided that no legitimate reasons to the contrary exist at the time, all information relating to a client that is held by CROW FM 90.7 will be maintained in a way that it is unavailable to any third party, but available to the client upon request for perusal and /or update of information.

Employee Information:

Employee Information is collected to enable CROW FM 90.7 to efficiently and effectively recruit, train, manage and ensure the safety of employees. Information collected in relation to employees shall include but is not limited to:

- Employee information required to be maintained in accordance with the *"Fair Work Act 2009"*;
- Information relevant to the work content and performance of an employee;
- Performance feedback (whether positive or negative);
- Information relating to Workplace Health and Safety and an employee.

Provided that no legitimate reasons to the contrary exist at the time, personal information relating to employees shall be maintained as confidential information. Each employee shall be permitted access to information being held in relation to him or her and his or her employment with CROW FM 90.7 for the purpose of perusal and / or update.

Partner Organisations and other Third Parties:

Information maintained shall be held solely for reasons relating to the conducting of business by either CROW FM 90.7, the third party or both.

Provided that no legitimate reasons to the contrary exist at the time, any third party with information held by CROW FM 90.7 shall be allowed access to the information for the purpose of perusal and / or update.

Grievances:

Any party wishing to lodge a complaint in relation to the management of private information by CROW FM 90.7 may lodge the complaint verbally or in writing with CROW FM 90.7 management.

All complaints will be thoroughly investigated according to our internal procedures and processes and a response will be forwarded to the complaining party within a reasonable timeframe.

Direct Marketing:

CROW FM 90.7 may from time to time elect to use private information to market services directly to clients and potential clients. This information will be used only by CROW FM 90.7 and shall not be disclosed to any third party for the purposes of direct marketing conducted by that party.

Any third party who wishes to be excluded from receiving direct marketing information from CROW FM 90.7 should advise our organisation so that arrangements can be made to remove that party from our marketing listing.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are familiar with this policy and procedure and to provide a written Privacy Statement to persons and entities involved with the organisation as required.

It is the responsibility of all employees on a day-to-day basis, in everything that they do in the workplace, to ensure that their activities comply with this policy.

Failure by any employee to comply with the requirements of this Policy shall result in disciplinary action that may include termination of employment.

References:

"Privacy Act 1988"

"Privacy Amendment (Private Sector) Act 2000"

"Privacy Amendment (Enhancing Privacy Protection) Act 2012"

"Australian Privacy Protection Principles"

Policy number: GENPP-003
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Version 1

Authorised by:
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Policy:

CROW FM 90.7, our clients, our suppliers and our business partners generate important business-related information that must be kept confidential. Accordingly, there is a strict requirement that employees maintain an extremely high degree of confidentiality at all times in relation to clients and business-related matters.

Procedure:

- a) When an employee commences employment with CROW FM 90.7, that employee must accept that they will adopt and maintain the highest degree of confidentiality where business-related matters are concerned. It is expected that this level of confidentiality will be maintained even if the employee ceases to be employed by the company.
- b) At the discretion of management, employees may, as a condition of their employment with CROW FM 90.7, be required to sign a **"Confidentiality Agreement"** at any time prior to commencing their employment or during their employment with the organisation.
- c) Any violation of confidentiality might seriously damage CROW FM 90.7's reputation and effectiveness. Accordingly, any breach of confidentiality by an employee shall be regarded as serious misconduct resulting in severe disciplinary action which may include termination of employment.
- d) Any employee, who becomes aware through external or other sources that confidentiality has been breached, should advise management as soon as possible so that potential damage to CROW FM 90.7 can be minimized.
- e) Any employee who is questioned by a person, other than another employee of CROW FM 90.7, regarding clients, business-related or operational matters should refrain from responding and should refer the person to management.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that all employees are aware of this policy.

It is the responsibility of all employees of CROW FM 90.7 to ensure that the policy is complied with.

References:

"Privacy Act 1988"

"Fair Work Act 2009"

Policy number: GENPP-004
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Version 1

Authorised by:
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Next Revision Date: December 2025

Policy:

CROW FM 90.7 aims to provide a workplace where employees enjoy their work and both CROW FM 90.7 and the employees display loyalty to each other. Accordingly, activities by either managers or employees that are seen to be detrimental to this aim will be addressed and dealt with by senior management as deemed appropriate.

Procedure:

- a) Employees should, on a day to day basis, in everything they do in the workplace, consider whether their actions and activities are in line with and contributing to the workplace culture of CROW FM 90.7.
- b) Any action or activity that is not aligned with the workplace culture may be considered to be inappropriate and may be strongly challenged by CROW FM 90.7 and / or other employees.
- c) Continued and repeated actions by an employee that are not aligned with the culture of CROW FM 90.7 may result in a reassessment of that employee's situation within the company.

Responsibility:

It is the responsibility of all employees of CROW FM 90.7 to commit to and contribute to our workplace culture.

References:

"Fair Work Act 2009"

"Work Health and Safety Act (QLD) 2011"

"Work Health and Safety Regulation (QLD) 2011"

"Relevant Modern Award"

Policy number: GENPP-005
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Version 1

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Policy:

CROW FM 90.7 recognises the value of effective communication within an organisation and is therefore committed to establishing a work environment that encourages and supports two-way communication, discussion and resolution of issues.

Procedure:

- a) Communication may be in any appropriate form that is available to management and employees including but not limited to:
 - One-on-one discussions (face-to-face or by telephone);
 - Formal and informal meetings, including regular Toolbox Meetings;
 - General discussion;
 - E-mail; and
 - Written communication in the form of memos, newsletters, logbooks, etc.
- b) All communication between employees of CROW FM 90.7 is required to be conducted in a professional manner.
- c) If meetings are to be held, employees must, where practicable, be provided with adequate notice of meeting times and dates.
- d) Employees are encouraged to raise issues and to speak openly without fear of recrimination.
- e) Under no circumstances may language of a nature that a reasonable person might find offensive or insulting be used during communication within CROW FM 90.7.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are aware of this policy.

It is the responsibility of all employees to participate openly in meetings and to raise work-related issues with CROW FM 90.7.

References:

“Fair Work Act 2009”

Policy number: GENPP-006
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Version 1

Authorised by:
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Next Revision Date: December 2025

Policy:

CROW FM 90.7 believes that all employees have a right to a workplace free from discrimination on any prohibited grounds.

Procedure:

- a) All employees are to be treated fairly and equitably in all situations without discrimination.

For the purposes of this Policy “discrimination” is defined as:

“The treatment of a person with an attribute less favourably than the treatment of another person without the attribute in circumstances that are the same or not materially different”

- b) CROW FM 90.7 will not tolerate discrimination based upon any of the following attributes:

- Gender Identity;
- Colour;
- Sex;
- Sexual Orientation;
- National extraction;
- Social origin;
- Intersex status;
- Marital status;
- Pregnancy;
- Parental status (family or carers responsibility);
- Breast-feeding;
- Age;
- Race;
- Impairment (physical or mental disability);
- Religion;
- Political belief or activity (political opinion);
- Trade union activity;
- Lawful sexual activity; or
- Association with, or relation to, a person identified on the basis of any of the above attributes.

- c) Disciplinary action, which may include termination of employment or review or contractual arrangements, will result in proven cases of discrimination within the workplace of CROW FM 90.7.

- d) If any employee believes that they have been discriminated against, based upon any of the attributes listed in (b) above, they should advise Senior Management, who will conduct a thorough investigation into the matter and initiate steps towards resolution of the issue. If an employee, for any reason, does not wish to report an issue to Senior Management, they may report the issue to any other Supervisor or experienced employee, who will then take all possible steps to ensure that the issue is handled appropriately.

- e) Senior Management will handle all complaints of discrimination as discreetly and confidentially as possible.

- f) Disciplinary action, which may include termination of employment or review of contractual arrangements, will result if an employee is found to be victimising, harassing, taunting or ridiculing another employee or member of the public who has complained of discrimination.

- g) This policy applies to all employees and management in all stages of recruitment, selection, employment and performance appraisals.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are aware of this Policy.

Creating and maintaining a discrimination-free workplace is the responsibility of all managers and employees.

References:

"Age Discrimination Act 2004"
"Australian Human Rights Commission Act 1986"
"Disability Discrimination Act 1992"
"Racial Discrimination Act 1975"
"Sex Discrimination Act 1984"
"Anti-Discrimination Act (QLD) 1991"
"Work Health and Safety Act (QLD) 2011"
"Work Health and Safety Regulation (QLD) 2011"
"Fair Work Act 2009"
"Relevant Modern Award"

Policy number: GENPP-007
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Version 1

Authorised by:
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Policy:

CROW FM 90.7 believes that all employees and members of the public have a right to work and go about their day to day activities in an environment free from sexual harassment.

Procedure:

- a) For the purposes of this Policy "Sexual Harassment" is defined as any off the following:
- Any action that subjects another person to an unsolicited act of intimacy;
 - Any unsolicited demand or request (directly or indirectly or by implication) for sexual favours from another person;
 - Any remark with sexual connotations relating to another person; and/or
 - Any other unwelcome conduct of a sexual nature relating to another person in circumstances where a reasonable person would have anticipated the possibility that the other person would be offended, humiliated or intimidated by the conduct.

Examples of Sexual Harassment can include but it not limited to the following:

- Staring or leering;
 - Unnecessary familiarity, such as brushing against a person or unwelcome touching;
 - Suggestive comments or jokes;
 - Insults or taunts of a sexual nature;
 - Intrusive questions or statements about a person's private life;
 - Displaying posters, magazines or screen savers of a sexual nature;
 - Sending sexually explicit emails or text messages;
 - Inappropriate advances on social networking sites;
 - Accessing sexually explicit internet sites; and/or
 - Requests for sex or repeated unwanted requests to go out on dates.
- b) Where a sexual harassment complaint has been generated by a member of the public, senior management will investigate the allegation and take action as deemed appropriate for the circumstances.
- c) If any employee believes that they have been a victim of sexual harassment the following steps should be followed:
- i) Record any incidents including dates, times, witnesses, what happened and what was said or felt;
 - ii) Report the incident to Senior Management, who will treat the matter seriously and confidentially.
 - iii) Senior Management will, with the approval of the employee, thoroughly investigate the claim as confidentially as possible.
 - iv) At all times during the investigation, Senior Management will keep the employee advised as to who needs to be interviewed prior to the interview being conducted.
 - v) If the act of sexual harassment is proven, the decision on action to be taken will be at the discretion of Management after consultation with the employee.
- d) Disciplinary action, which may include termination of employment or review of contractual arrangements, will result if an employee is found to be victimising, harassing, taunting or ridiculing another employee who has complained of sexual harassment.
- e) Disciplinary action, which may include termination of employment or review of contractual arrangements, will also result if an employee is found to be harassing, taunting or ridiculing a member of the public.
- f) In all cases the objectives of any investigation into a complaint of sexual harassment are to:
- i) Establish beyond reasonable doubt whether or not the complaint is legitimate.
 - ii) If the complaint is legitimate, take all reasonable steps to ensure that the action, or a similar action, will not re-occur.
- g) If any party directly involved in a sexual harassment investigation is dissatisfied with the outcome or resolution, that individual has the right to appeal the decision. The dissatisfied party should submit their written comments in a timely manner to Management.
- h) CROW FM 90.7 will not in any way retaliate against an individual who makes a complaint of sexual harassment or against any participant in the investigation, nor permit any worker to do so. Retaliation is a serious violation of this sexual harassment policy and should be reported immediately. Any person found to have retaliated against another individual for reporting sexual harassment will be subject to disciplinary action.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are aware of this Policy.

The responsibility for ensuring that CROW FM 90.7 maintains a workplace free from sexual harassment lies with all management and employees.

References:

"Age Discrimination Act 2004"
"Australian Human Rights Commission Act 1986"
"Disability Discrimination Act 1992"
"Racial Discrimination Act 1975"
"Sex Discrimination Act 1984"
"Anti-Discrimination Act (QLD) 1991"
"Work Health and Safety Act (QLD) 2011"
"Work Health and Safety Regulation (QLD) 2011"
"Fair Work Act 2009"
"Relevant Modern Award"

Policy number: GENPP-008
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Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

CROW FM 90.7 recognizes that bullying in the workplace is a practice that can be both physically and mentally damaging to workers and is therefore committed to providing an environment free from workplace bullying.

Procedure:

For the purposes of this policy “bullying” can be defined as repeated less favourable treatment of a person by another or others in the workplace, which may be considered inappropriate work practice. It includes behaviour that intimidates, offends, degrades or humiliates a person, possibly in the presence of others.

Examples of Bullying can include but are not limited to the following repeated actions:

- Abusing a person loudly, usually when others are present;
- Threats of dismissal or other severe punishment for no reason;
- Constant ridicule and being put down;
- Leaving offensive messages on email or the telephone;
- Sabotaging a person’s work, for example, by deliberately withholding or supplying incorrect information, hiding documents or equipment, not passing on messages and getting a person into trouble in other ways;
- Maliciously excluding and isolating a person from workplace activities;
- Persistent and unjustified criticisms, often about petty, irrelevant or insignificant matters;
- Humiliating a person through gestures, sarcasm, criticism and insults, often in front of clients, management or other workers;
- Spreading gossip or false, malicious rumours about a person with an intent to cause the person harm; and/or
- Deliberate isolation from workplace activities.

What does NOT constitute workplace bullying:

Managing employees does not constitute bullying, if it is done in a reasonable manner. Managers have the right, and are obliged to, manage their employees. This includes directing the way in which work is performed, undertaking performance reviews and providing feedback (even if negative) and disciplining and counselling employees.

Examples of reasonable management practices include:

- Setting reasonable performance goals, standards and deadlines in consultation with employees and after considering their respective skills and experience;
 - Allocating work fairly;
 - Fairly rostering and allocating working hours;
 - Transferring an employee for legitimate and explained operational reasons;
 - Deciding not to select an employee for promotion, following a fair and documented process;
 - Informing an employee about unsatisfactory work performance in a constructive way and in accordance with any workplace policies or agreements;
 - Informing an employee about inappropriate behaviour in an objective and confidential way;
 - Implementing organisational changes or restructuring; and
 - Performance management processes.
- a) Any employee who believes that they have been the subject of bullying should attempt to rectify the situation directly with the person involved.
- b) If the situation is not resolved, the employee should report the incident to their manager.
- c) The manager will treat the issue seriously and confidentially and, with the agreement of the employee, will conduct an investigation into the incident or incidents.
- d) Proven incidents of bullying may, at the discretion of senior management, result in severe disciplinary action that may include termination of employment or review of contractual arrangements.
- e) In the event of CROW FM 90.7 becoming aware of incidents of bullying between employees outside of the workplace, the organisation will consider any impact that the incidents may be having on the work environment and reserves the right to take action accordingly.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are aware of this Policy.

It is the responsibility of all employees to ensure that bullying does not exist in the workplace.

References:

"Age Discrimination Act 2004"

"Australian Human Rights Commission Act 1986"

"Disability Discrimination Act 1992"

"Racial Discrimination Act 1975"

"Sex Discrimination Act 1984"

"Anti-Discrimination Act (QLD) 1991"

"Work Health and Safety Act (QLD) 2011"

"Work Health and Safety Regulation (QLD) 2011"

"Fair Work Act 2009"

"Relevant Modern Award"

Policy number: GENPP-009
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

Practical jokes can be both dangerous and belittling for the recipient and as such careful consideration should be given before playing practical jokes within CROW FM 90.7.

Procedure:

- a) Employees must not play practical jokes, either during work hours or at any time whilst in CROW FM 90.7 workplaces, which are likely to insult, belittle or injure any other employees, either physically or mentally.
- b) If an employee is found to have played a practical joke on another employee that constitutes a breach of CROW FM 90.7 policies regarding Workplace Health and Safety, Bullying, Discrimination or Sexual Harassment, severe disciplinary action, which may include termination of employment or review of contractual arrangements, will result.
- c) Practical jokes of any other nature, depending upon the severity, may result in disciplinary action of a nature that is appropriate for each individual circumstance.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are aware of this Policy and to take action if an employee is in breach of the Policy.

It is the responsibility of all employees to refrain from involvement with practical jokes.

References:

"Anti-Discrimination Act (QLD) 1991"
"Work Health and Safety Act (QLD) 2011"
"Work Health and Safety Regulation (QLD) 2011"
"Fair Work Act 2009"
"Relevant Modern Award"

Policy number: GENPP-010
Introduction Date: December 2023
Version 1

Authorised by:
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Next Revision Date: December 2025

Policy:

CROW FM 90.7 recognises that rumours can be both defamatory and damaging to individuals and to organisations and accordingly takes the position that there is no place for such rumours in our workplace.

Procedure:

The instigation and spreading of damaging or potentially damaging rumours is not in the spirit of the CROW FM 90.7 workplace culture and accordingly, any employee in receipt of such rumours should take the following actions:

- a) Refrain from spreading the rumour further
- b) If accurate information is known, tell the person spreading the rumour that the information is incorrect
- c) If considered potentially damaging, advise their manager

Disciplinary action may result if any employee is proven to have instigated or spread a rumour that is considered to be damaging to CROW FM 90.7 or any employee of CROW FM 90.7 or to any partner organisation or their employees.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are aware of this Policy.

It is the responsibility of all employees to ensure that rumours are not an issue in CROW FM 90.7 workplace.

References:

"Work Health and Safety Act (QLD) 2011"
"Work Health and Safety Regulation (QLD) 2011"
"Relevant Modern Award"

Policy number: GENPP-011
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
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Policy:

Whilst CROW FM 90.7 respects the right of every employee to maintain an active social life and involvement with activities, individuals, or groups of individuals, of their choice outside of the workplace, it must at all times be remembered that a level of conduct must be maintained that does not reflect negatively on CROW FM 90.7.

Procedure:

- a) Employees must at all times, in public, conduct themselves in a manner that will not under any circumstances provide any third party with an opportunity to damage the reputation of CROW FM 90.7.
- b) Employees must not become involved in activities that may put their employment or the reputation of CROW FM 90.7 at risk. Such activities may include, but are not limited to:
 - i) Committing a crime or any other illegal activity;
 - ii) Being an accessory to or aiding and abetting any illegal activity; and/or
 - iii) Being associated with any person who is known to have committed a crime.
- c) Employees must display commitment to CROW FM 90.7. To demonstrate this commitment all employees must:
 - Ensure actions do not bring CROW FM 90.7 into disrepute;
 - Disclose and resolve any conflicts of interest;
 - Refrain from canvassing private business during work hours;
 - Not disclose confidential information, or use information for their own personal gain;
 - Refuse inappropriate gifts and benefits from clients or suppliers;
 - Only transact and approve expenditure for which they are authorised; and
 - Not abuse, deface or wilfully damage CROW FM 90.7 property.
- d) In dealing with clients, suppliers, and other workers, employees must:
 - Not use language or behaviour that offends, harasses, or unfairly discriminates;
 - Observe CROW FM 90.7 smoke-free workplace policy;
 - Not work when affected by alcohol or recreational drugs; and
 - Abide by all safety rules and procedures operating within the organisation and also comply with all relevant Federal and State health and safety laws in order to provide a safe and healthy workplace.
- e) When dealing with internal and external clients, employees must:
 - Be honest, courteous and helpful;
 - Actively consult with and listen to the clients;
 - Provide prompt attention, accurate information and meet commitments; and
 - Ensure their appearance is neat, clean, and appropriate to the job, wearing a uniform if required.
- f) All employees and management are required to be part of a team and should contribute to the team by the following:
 - Being punctual and only leaving the business early after gaining prior approval;
 - Reporting and accounting for any absences;
 - Following lawful and reasonable instructions;
 - Providing guidance and feedback to one another;
 - Actively learning from one another and seeking assistance when required;
 - Sharing relevant information;
 - Observing safe working practices and reporting hazards, accidents, injuries, and unsafe practices;
 - Following procedure and instructions in the case of emergency; and
 - Acting in ways that benefit the team overall.
- g) Serious Misconduct is action or behaviour which is contrary to the employment contract and the Code of Conduct. Such actions or behaviour will be investigated and if proven, will result in disciplinary action, which may include termination of employment.

Serious Misconduct may include but is not limited to:

- Stealing;
- Violence;
- Sexual harassment;
- Neglect of duty;
- Breach of safety procedures;

- Fraud such as deliberate misrepresentation of time sheets, purchase documents, etc.;
- Being under the influence of alcohol or illegal substances; and
- Malicious damage of assets and deliberate damage to workers property.

Disciplinary action will result in situations where an employee's conduct, either at work or outside of the workplace, has damaged the reputation of CROW FM 90.7.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are aware of this Policy.

It is the responsibility of all employees to ensure that their standard of conduct meets the requirements of this Policy.

References:

"Fair Work Act 2009"

"Relevant Modern Award"

Policy number: GENPP-012
 Introduction Date: December 2023
 Version 1

Authorised by:
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 Next Revision Date: December 2025

Policy:

CROW FM 90.7 recognises that the best results can be achieved by maintaining a flexible organisational structure. Accordingly, it is the organisation's policy that the structure will be subject to constant review, update and change to meet business requirements.

Procedure:

To achieve the optimum organisational structure that allows for maximum productivity and company growth, Senior Management will undertake regular reviews of the structure and make adjustments as may be deemed necessary at any point in time.

In carrying out reviews of the organisational structure, the following factors will be taken into account:

- a) Taking realistically possible steps to ensure that current employees are catered for where possible within any re-structure.
- b) Providing training (either internal or external) to current employees whose accountabilities change as a result of a re-structure.
- c) Utilising the most realistically efficient structure of skills, cost, work-flow and quality.
- d) Communicating structural changes to all persons who are impacted by the changes as soon as practicable after decisions have been made.
- e) Discussing and resolving issues that employees may have in relation to reviews of the organisational structure.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that, from a management perspective, the steps contained in this Policy and Procedure are complied with and to ensure that changes are communicated to employees.

It is the responsibility of all employees to raise issues they may have in relation to re-structures with management, to participate in the resolving the issues and to participate in any re-structure and re-learning program that may result.

References:

Policy number: GENPP-013
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

CROW FM 90.7 have an obligation to all stakeholders to operate a successful, efficient business. Accordingly, it is the policy that, in all recruitment situations, the most suitable and appropriate person who applies for a vacant position will be the successful applicant.

Procedure:

To ensure that CROW FM 90.7 have a suitable workforce, the following procedure will be followed in the event of a requirement to recruit an employee:

- a) A decision will be made by management regarding the method of recruiting the employee and whether the vacancy will be advertised.
- b) Prior to being considered for the vacancy, all applicants will be required to complete a standard “**Application for Employment**” form or submit a resume.
- c) From information provided by applicants, management will select a “short list” of the applicants who appear to be the most appropriate and suitable and may, at their discretion conduct interviews with the most appropriate and suitable applicants.
- d) The successful applicant shall be selected from the “short list”
- e) Any variance from the above procedure shall be at the discretion of senior management.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are fully conversant with this policy.

It is the responsibility of all management and employees of CROW FM 90.7 to comply with this policy and procedure without exception.

References:

“Age Discrimination Act 2004”
“Australian Human Rights Commission Act 1986”
“Disability Discrimination Act 1992”
“Racial Discrimination Act 1975”
“Sex Discrimination Act 1984”
“Anti-Discrimination Act (QLD) 1991”
“Work Health and Safety Act (QLD) 2011”
“Work Health and Safety Regulation (QLD) 2011”
“Fair Work Act 2009”
“Relevant Modern Award”

Policy number: GENPP-014
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

CROW FM 90.7 is an equal opportunity employer and as such provides all employees and job applicants with opportunities within the organisation based solely upon individual merit without preference in relation to gender or minority groups.

Procedure:

- a) In all cases where internal or external appointments are made, the individual merits of each applicant will be considered, and the most suitable applicant will be appointed to the position.
- b) The successful applicant will be selected based solely upon merit with no other characteristics influencing the decision.
- c) CROW FM 90.7 employees will be provided with the necessary training to carry out their duties and to achieve promotion within the organisation based solely upon performance and ability. No other characteristics will be taken into account when selections for training are considered.

Employees should be confident that they will be treated equitably according to their skills, experience, qualifications, abilities and achievements and given a fair chance to compete for career development opportunities within the organisation. Such employment conditions must reflect both relevant legislation and current community standards.

CROW FM 90.7 is committed to promoting Equal Employment Opportunity in all employment related activities including:

- Recruitment and selection;
- Placement and job assignments;
- Variations to terms of work;
- Opportunities for promotion, transfer, training and other benefits;
- Decision making and resource allocation;
- Remuneration and rewards;
- Counselling or discipline; or
- Termination

Responsibility:

Compliance with this Policy is the responsibility of the owners and management, who are in a position to have input into employee selection or promotion decisions.

References:

"Age Discrimination Act 2004"
"Australian Human Rights Commission Act 1986"
"Disability Discrimination Act 1992"
"Racial Discrimination Act 1975"
"Sex Discrimination Act 1984"
"Anti-Discrimination Act 1991 (Queensland)"
"Fair Work Act 2009"
"Relevant Modern Award"

Policy number: GENPP-015
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
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Policy:

In support of our Equal Employment Opportunity and Recruitment and Selection Policies, it is the Policy of CROW FM 90.7 to provide reasonable assistance to employees and volunteer workers who have English as a second language to enable them to communicate with others in the workplace.

Procedure:

It is accepted by CROW FM 90.7 that the best and most suitable applicant for a position within the organisation may not always speak, read or write English at the standard required to communicate effectively within the workplace.

Accordingly, CROW FM 90.7 may, at the discretion of Management, elect to take steps to assist any employee or volunteer worker who has a language other than English as his or her first language to communicate effectively in the workplace.

These steps may include, but shall not be limited to the following:

- Arranging for a translator (either another person or via services such as telephone support or mobile phone translation apps.) to assist with communication.
- Sourcing and / or assisting with the cost for an employee to attend an Adult Education course to improve their English skills.
- Taking particular care when communicating to ensure that employees and volunteer workers with a limited command of the English language understand work-related communication.
- Organising for critical written communications to be translated into an employee's native language.

To obtain assistance from CROW FM 90.7 in any of the above areas, Employees and Volunteer Workers should discuss their requirements with supervisors who will, if appropriate, discuss the request with Management.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees and volunteer workers understand both verbal and written communication within the workplace.

It is the responsibility of all employees and volunteer workers to request assistance if they are finding difficulty understanding communication within the workplace.

References:

"Age Discrimination Act 2004"
"Australian Human Rights Commission Act 1986"
"Disability Discrimination Act 1992"
"Racial Discrimination Act 1975"
"Sex Discrimination Act 1984"
"Anti-Discrimination Act 1991 (Queensland)"
"Work Health and Safety Act (QLD) 2011"
"Work Health and Safety Regulation (QLD) 2011"
"Fair Work Act 2009"

Policy number: GENPP-016
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

CROW FM 90.7 requires each newly hired employee to successfully complete the “Minimum Employment Period” as referred to in the “Fair Work Act 2009” prior to the confirmation of their on-going employment.

Procedure:

The “minimum employment period” applicable to employees of CROW FM 90.7 shall be defined as follows:

If CROW FM 90.7 employs fewer than fifteen (15) employees the “minimum employment period” shall be twelve (12) months.

If CROW FM 90.7 employs fifteen (15) or more employees the “minimum employment period” shall be six (6) months.

- a) When a new employee is hired they shall be advised that a “minimum employment period” applies to the employment contract.
- b) During the “minimum employment period”, management will provide on-going feedback to the new employee.
- c) At any time during the “minimum employment period”, the employee may realise that they are not suited to the role or may decide that they do not wish to be employed by CROW FM 90.7. In these situations, the employee may leave the organisation at any time without prejudice and with the requirement to provide a notice period of one (1) week.
- d) At any time during the “minimum employment period”, CROW FM 90.7 may realise that the employee, for whatever reason, is not suited to the role and cannot, with reasonable time and effort, be developed to a point where they can adequately carry out the required tasks. In these situations, the employment contract may be terminated on a without prejudice basis and with the requirement to provide a notice period of one (1) week.
- e) Upon completion of the “minimum employment period” the employee may assume that their ongoing employment has been confirmed.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that all employees are aware of this Policy and to ensure that the Policy is complied with.

References:

“Age Discrimination Act 2004”
“Australian Human Rights Commission Act 1986”
“Disability Discrimination Act 1992”
“Racial Discrimination Act 1975”
“Sex Discrimination Act 1984”
“Anti-Discrimination Act 1991 (Queensland)”
“Fair Work Act 2009”
“Relevant Modern Award”

Policy number: GENPP-017
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

All employees are required, prior to commencement of employment, to agree to and sign an Employment Letter that covers all terms and conditions of their employment with CROW FM 90.7.

Procedure:

- a) In all cases where a new employee is recruited, CROW FM 90.7 will prepare two (2) copies of an Employment Letter for that employee.
- b) The Employment Letter will cover all terms and conditions under which the employee is employed, and no other terms and conditions shall apply.
- c) Both copies of the Employment Letter must be signed in the appropriate places by the employee prior to that employee being permitted to commence working with CROW FM 90.7.
- d) After both CROW FM 90.7 and the employee have signed the Employment Letter, one copy is to be kept by the employee and the other kept on the employee's confidential file by CROW FM 90.7.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that an Employment Letter is provided to each new employee and that no new employee commences prior to signing an Employment Letter.

References:

"Fair Work Act 2009"
"Relevant Modern Award"

Policy number: GENPP-018
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

CROW FM 90.7 believes that employees should be remunerated appropriately for the position held and for work carried out. It is the policy of the organisation that, as a minimum, all employees shall be paid in accordance with the requirements of the relevant Modern Award or any appropriately registered document that replaces or supercedes that award.

Procedure:

- a) To meet the requirements of the *“Fair Work Act 2009”* and to enable CROW FM 90.7 to maintain records and accurately monitor costs, all employees are required to enter their work details in a *“Time and Wages Book”* or a *“Time Sheet”* on a daily basis.
- b) CROW FM 90.7 are only obliged to pay employees for hours entered by the employee in the Time and Wages record
N.B.: Employees will not be paid for time that has not been recorded in the *“Time and Wages record”*.
- c) Unless agreed in writing by both CROW FM 90.7 and individual employees, employees of CROW FM 90.7 will be paid a level of remuneration in accordance with the relevant award.
- d) Any employee who is required by CROW FM 90.7 to have, and to use an exceptional skill which is not usually included in the role in which they are employed may, at the discretion of management, have their remuneration adjusted to take the exceptional skill into account.
- e) Remuneration adjustments outside of points (c) and (d) above may be made by CROW FM 90.7 at the discretion of management, in cases where employees display consistent superior performance.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are paid fairly in accordance with relevant Modern Awards and to ensure that employees are aware of this Policy.

References:

“Fair Work Act 2009”

“Relevant Modern Award”

“National Employment Standards (NES)”

Policy number: GENPP-019
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

Permanent employees of CROW FM 90.7 are entitled to Annual Leave to be taken for recreational purposes, without loss of pay, in accordance with the requirements outlined in Employment Letters, relevant modern awards and relevant legislation. Casual employees shall be allowed up to four (4) weeks per year as unpaid leave for recreational purposes.

Procedure:

- a) Employees wishing to take annual leave must apply for the leave at least one month prior to the date that the leave is to commence using the leave approval forms.
- b) Approval of annual leave is at the discretion of CROW FM 90.7 and employees must never assume that leave will be granted until approval is given by CROW FM 90.7. No leave is to be taken without prior approval.
- c) The principle behind the concept of Annual Leave is to provide an avenue for employees to relax and rejuvenate without loss of income. Accordingly, annual leave should ideally be taken in blocks of a minimum of one week's duration.
- d) Accrued annual leave should be taken regularly. No employee will be allowed to accrue more than six (6) weeks annual leave without the approval of CROW FM 90.7. Employees are encouraged to take leave in the year it falls due.
- e) Due to the requirements of the business and other employees, the number of employees allowed to take leave concurrently may be limited.
- f) In the event of an employee, without appropriate approval, accruing greater than six (6) weeks annual leave, CROW FM 90.7 reserves the right to insist that the employee arrange to take annual leave. If the employee does not take steps to arrange such leave, CROW FM 90.7 will, with two (2) weeks' notice in writing, send the employee on annual leave.
- g) The primary objective of CROW FM 90.7 is to successfully operate its business and there are business peaks at various times each year. At these times, annual leave may be either unavailable or of limited availability. In all cases, unless extenuating circumstances exist, annual leave will be approved at the discretion of management.
- h) CROW FM 90.7 reserves the right to cancel or defer approved annual leave of any employee if business requirements dictate that the leave would have a detrimental effect on the operation of the business. The decision to cancel or defer approved annual leave is at the discretion of CROW FM 90.7.
- i) Any changes to approved leave must be re-approved by management.
- j) Any variation from the procedures set out in this document will be at the discretion of and must be approved by CROW FM 90.7.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are familiar with the requirements of this policy.

It is the responsibility of all employees to ensure that the policy is adhered to.

References:

"Fair Work Act 2009"

"Relevant Modern Award"

"National Employment Standards (NES)"

Policy number: GENPP-020
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

Permanent employees of CROW FM 90.7 are entitled to be absent from work due to illness or other health-related reasons to the extent of accrued sick leave, without loss of pay, in accordance with Employment Letters, the relevant award and applicable legislation.

Procedure:

- a) Any employee who will be absent from work for any health-related reason must advise CROW FM 90.7 of their inability to report for work and of the nature of the illness/injury. Where practicable, the Manager or Supervisor must be advised no later than 1 (one) hour prior to their shift commencing.
- b) In cases where an employee is absent from work on sick leave for two or more consecutive days, a medical certificate from a duly qualified medical practitioner is required to be submitted to CROW FM 90.7 at the earliest possible opportunity, or on the day that the employee returns to work after the absence.
- c) Unless unusual circumstances exist, absences of one day do not require a medical certificate except in situations where the employee has a history of regularly taking single sick days.
- d) Notwithstanding points (a) to (c) above, CROW FM 90.7 reserves the right to request a Medical Certificate from any employee, for any absence due to illness, at any time if it is believed that unusual circumstances exist.
- e) Medical Certificates are confidential documents and will be treated in confidence by CROW FM 90.7.

Employees are entitled to take up to 10days each year for the purposes of Sick Leave, Personal Leave or Carer's Leave.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that all employees are aware of the requirements of this policy.

It is the responsibility of all employees to ensure that the requirements of this policy are complied with.

References:

"Fair Work Act 2009"

"Relevant Modern Award"

"National Employment Standards (NES)"

Policy number: GENPP-021
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

CROW FM 90.7 recognises that employees with extensive service are entitled to Long Service Leave and agrees that such leave shall be applied in accordance with Legislation, Awards and Employment Letters.

Procedure:

- a) For the purposes of this policy “service” shall be deemed to mean “continuous service”, which will be defined as service without a break in employment of greater than three months duration. Continuous service shall not be deemed to have been broken if periods of greater than three months duration are taken for the purposes of accrued annual leave, accrued sick leave, or any other approved paid leave.
- b) Long Service Leave shall accrue in accordance with the relevant State Legislation.
- c) CROW FM 90.7 shall ensure that the legislation relating to Long Service Leave in each state is adhered to and that employees receive the benefit accordingly
- d) Any employee wishing to take Long Service Leave should provide CROW FM 90.7 with a minimum of three (3) months’ notice of their intention.
- e) Any variation from the content of this policy that is not dictated by legislative requirements shall be at the discretion of CROW FM 90.7.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are aware of the requirements and entitlements outlined in this policy and to ensure that the appropriate up-to-date legislation is adhered to.

It is the responsibility of employees to comply with this policy.

References:

“Fair Work Act 2009”

“Relevant Modern Award”

“National Employment Standards (NES)”

Policy number: GENPP-022
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

CROW FM 90.7 recognises and accepts that employees may take Parental Leave in accordance with the legislative requirements. Parental Leave may include Maternity Leave, Paternity Leave or Adoption Leave, depending upon the relevant legislation.

Procedure:

- a) Any employee who requires Parental Leave will, upon provision of suitable evidence which may include a letter from a duly qualified practitioner or other person of authority, be entitled to take such leave in accordance with applicable legislation.
- b) A minimum of two (2) months' notice, in writing, must be provided to CROW FM 90.7 by any employee intending to take Parental Leave.
- c) When an employee wishes to return to work from Parental Leave, they must provide CROW FM 90.7 with a minimum of one (1) months' notice in writing prior to the intended date of return.
- d) CROW FM 90.7 will take reasonable steps to ensure that an employee returning from Parental Leave may return to the same role that they held prior to commencing the leave. Changes within the business may however dictate that the role has significantly changed or no longer exists. In these instances, each situation shall be dealt with in a way that provides the best possible outcome, within legislative requirements, for all parties.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are aware of the requirements and entitlements outlined in this policy and to ensure that appropriate up-to-date legislation is adhered to.

It is the responsibility of employees to comply with this policy.

References:

"Fair Work Act 2009"

"Relevant Modern Award"

"National Employment Standards (NES)"

Policy number: GENPP-023
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

It is the policy of CROW FM 90.7 to provide avenues for employees to be absent from the workplace for the following reasons:

- Attendance of Jury Service (Jury Service Leave);
- Death of a close relative (Compassionate Leave);
- Family and Domestic Violence Leave
- Participating in Community Service (Volunteer Fire & Rescue, Emergency Services, etc.); or
- Caring for a member of the household who requires temporary care (Carer's Leave).

Variation to the content of this Policy, which may be required to suit the needs of an individual, will be at the discretion of Management.

Jury Service Procedure:

- a) Any employee who receives a request to attend Jury Service must advise their Manager as soon as possible. Documentation from the relevant government department must be produced to support the advice.
- b) CROW FM 90.7 may, at its discretion, elect to provide the employee with a letter requesting that they be excused from Jury Service. The employee should present this letter to the relevant government official through the appropriate channel.
- c) When an employee, other than a casual employee, is required to attend Jury Service, CROW FM 90.7 will allow that employee to be absent from work for the required period without financial disadvantage. The company will pay to the employee the difference between the employee's regular weekly wage or salary for the period of absence (up to 10 days) and the payment received from the relevant government department, provided that the base weekly wage or salary is the greater amount.
- d) Casual employees required to attend Jury Service will be allowed to be absent from the workplace. This time will be taken as leave without pay.

Compassionate Leave Procedure:

- a) Employees, other than casual employees, may take two days bereavement leave, without loss of pay, upon the death of an immediate relative. For the purposes of this policy "immediate relative" shall be defined as:
 - Spouse or former spouse;
 - De facto partner or former de facto partner;
 - Child;
 - Parent;
 - Grandparent;
 - Grandchild;
 - Sibling; or
 - A child, parent, grandparent, grandchild or sibling of the employee's spouse or de facto partner (or former spouse or de facto partner).

This definition includes step-relations (eg. step-parents and step-children) as well as adoptive relations.

- b) Casual employees shall be allowed time off without pay for the purposes of compassionate leave.
- c) The two days compassionate leave should be consecutive days.
- d) For the purposes of maintaining appropriate records, any Compassionate Leave taken should be noted on a "Leave Application Form".
- e) Compassionate leave outside of the guidelines of this policy may be granted at the discretion of the employee's Manager.

Family and Domestic Violence Leave Procedure:

Family and domestic violence in accordance with the National Employment Standards (NES) means violent, threatening or other abusive behaviour by an employee's close relative that:

- Seeks to coerce or control the employee; and
- Causes them harm or fear.

For the purposes of this policy “close relative” shall be defined as:

- Spouse or former spouse;
- De facto partner or former de facto partner;
- Child;
- Parent;
- Grandparent;
- Grandchild;
- Sibling; or
- A child, parent, grandparent, grandchild or sibling of the employee's spouse or de facto partner (or former spouse or de facto partner).
- A person related to the employee according to Aboriginal or Torres Strait Islander kinship rules.

All employees (including part-time and casual employees) are entitled to 10 days paid family and domestic violence leave each year. Employees are entitled to the full 10 days from the day they start work. The 10 days renews each 12 months but doesn't accumulate from year to year if it isn't used.

Employees can take the leave to deal with the impact of family and domestic violence if it is impractical to do so outside their ordinary hours of work, including:

- Making arrangements for their safety, or safety of a close relative (including relocation);
- Attending court hearings; or
- Accessing police services.

The leave may be taken as single or multiple days. CROW FM 90.7 and an employee can also agree for an employee to take less than 1 day at a time, or for the employee to take more than 10 days.

CROW FM 90.7 may request evidence from the employee that shows the employee took the leave to deal with family and domestic violence. If the employee doesn't provide the requested evidence, the family and domestic violence leave may be declined.

The evidence must be of a standard that would convince a reasonable person that the employee took the leave to deal with the impact of family and domestic violence.

Types of evidence can include:

- Documents issued by the police service;
- Documents issued by a court;
- Family violence support service documents; or
- A statutory declaration.

CROW FM 90.7 will take reasonably practicable steps to keep any information relating an employee's situation confidential. This includes information about the employee giving notice that they're taking the leave and any additional or supporting evidence provided.

CROW FM 90.7, however, are not prevented from disclosing information if:

- It is required by law, or
- Is necessary to protect the life, health or safety of the employee or another person.

CROW FM 90.7 is aware that any information about an employee's experience of family and domestic violence is sensitive and if information is mishandled, it could have adverse consequences for the employee. CROW FM 90.7 will work with the employee to discuss and agree on how this information will be handled.

Community Service Leave Procedure:

- Employees, who participate in any community service group that becomes involved in any local emergency is entitled to be absent from work, for the duration of the emergency, as leave without pay.

Organisations included in this category of leave include, but are not limited to:

- Volunteer Fire Brigade;
- Emergency Services;

- Volunteer Marine Rescue;
- Volunteer Coast Guard; and
- Volunteer Surf Lifesavers.

b) Employees should take the leave as emergencies require and advise management as soon as possible of their requirement to take the leave.

Carer's Leave Procedure:

- a) Employees, other than casual employees, may utilize personal leave entitlements to care for immediate family or household members who have no other avenue of support and who are in need of constant care. For the purposes of Carer's Leave, "immediate family" shall be defined as:
- Spouse or former spouse;
 - De facto partner or former de facto partner;
 - Child;
 - Parent;
 - Grandparent;
 - Grandchild;
 - Sibling; or
 - A child, parent, grandparent, grandchild or sibling of the employee's spouse or de facto partner (or former spouse or de facto partner).

This definition includes step-relations (eg. step-parents and step-children) as well as adoptive relations.

b) Casual employees requiring Carer's Leave shall be allowed leave without pay.

c) In all cases where Carer's Leave is taken, a certificate from a duly qualified Medical Practitioner, stating that the immediate family or household member requires constant care, must be provided to CROW FM 90.7 by the employee.

Other Leave Without Pay:

Leave Without Pay for any purpose other than reasons listed above is not an entitlement.

Under certain circumstances, however, Leave Without Pay may be approved for legitimate reasons (e.g. planned extended overseas holiday, study, provision of assistance to family members), provided that the leave will not have a detrimental impact on the operations of CROW FM 90.7 and provided that sufficient notice is given.

Each request for Leave Without Pay shall be evaluated and granted or refused on its individual merits.

Approval of Leave Without Pay shall be at the discretion of Management.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are aware of this policy.

It is the responsibility of all employees to ensure that they comply with the policy.

References:

"Fair Work Act 2009"

"Relevant Modern Award"

"National Employment Standards (NES)"

Policy number: GENPP-024
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

It is the policy of CROW FM 90.7 that no volunteer worker or person undertaking Work Experience will be allowed into the workplace unless they are participating in a formal program sponsored and organised by a recognised organisation.

Procedure:

- a) Any person wishing to undertake Volunteer work or Work Experience with CROW FM 90.7 must apply in writing providing documentation to confirm that they will be participating in a formal program sponsored by a recognised organisation such as a school, TAFE, organised program or government support body.
- b) Management of CROW FM 90.7 will appropriately consider the request based upon current workloads, availability of employees to provide guidance and direction and suitability of the person for the work environment.
- c) The decision of management based upon point (b) above will be final and no negotiation or correspondence will be entered into.
- d) Under no circumstances shall an employee be allowed to bring another person into the workplace to provide assistance or to carry out specific tasks without the written approval of senior management.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are fully conversant with this policy.

It is the responsibility of all management and employees of CROW FM 90.7 to comply with this policy and procedure without exception.

References:

"Fair Work Act 2009"

"Work Health and Safety Act (QLD) 2011"

"Work Health and Safety Regulation (QLD) 2011"

Policy number: GENPP-025
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

It is the policy of CROW FM 90.7 that hours of work and overtime for all employees shall be governed by the requirements outlined in the relevant Modern Award together with the *“National Employment Standards”* or by any other registered document that may replace or supersede either of these documents at any time in the future.

Procedure:

Hours of work and overtime requirements shall be in accordance with the relevant clauses in the appropriate award for individual positions held.

The following rules shall be enforced.

- a) Under no circumstances shall management deviate from the provisions contained in the relevant award.
- b) Under no circumstances should employees request that management apply any provision other than those referred to in the relevant award.
- c) Employees are required to record only hours worked as requested by management or approved by management on time sheets. Non-approved hours will not be accepted as overtime. In the event that an employee believes that they may go over their rostered hours, the employee must let management know prior to working overtime.
- d) Other than in cases where management request an employee to work additional hours or overtime, or approve the working of additional hours or overtime, prior to the time being worked, payment will not be made to employees for additional hours worked.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are fully conversant with this policy.

It is the responsibility of all management and employees of CROW FM 90.7 to comply with this policy and procedure without exception.

References:

“Fair Work Act 2009”

“Relevant Modern Award”

“National Employment Standards (NES)”

Policy number: GENPP-026
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

In accordance with requirements of the “Fair Work Act 2009”, it is the policy of CROW FM 90.7 that all employees of the organisation are required to complete and submit “Time Sheets” prior to receiving payment for work carried out.

Procedure:

- a) Each employee carrying out work for CROW FM 90.7 is required, on a daily basis, to sign in and out and to record hours worked on a time sheet.
- b) As a minimum, the “Time Sheet” must include the following details:
 - Name of Employee and Employee Number (if applicable);
 - Location where work took place;
 - Time of commencement and completion of work each day;
 - Length of time taken as breaks;
 - Total hours of Ordinary Time worked;
 - Total hours of approved Overtime worked (if applicable);
 - Employee’s signature or initials; and
 - Management signature of approval.
- c) Employees must ensure that completed time sheets are submitted to the person who processes pays by the deadline date for each pay period as established by CROW FM 90.7.
- d) Any “last minute” changes to Time Sheets should be phoned or emailed to the Office as soon as the employee becomes aware of them. Any changes or alterations that miss the payroll deadline shall be carried over to the next pay period. Any alterations to time sheets must be authorised and signed by your supervisor.
- e) In accordance with the relevant section of the “Fair Work Act 2009”, the employer is not required to pay an employee for hours worked if a Time Sheet has not been submitted by the employee.
- f) Falsification of time records and signing on/off for another team member is a serious offence and may result in termination of employment.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are fully conversant with this policy.

It is the responsibility of all employees to comply with this policy and procedure without exception.

References:

“Fair Work Act 2009”
 “Relevant Modern Award”

Policy number: GENPP-027
 Introduction Date: December 2023
 Version 1

Authorised by:
 Last Revision Date: December 2023
 Next Revision Date: December 2025

Policy:

It is the policy of CROW FM 90.7 to pay superannuation for employees in accordance with legislation relating to the Australian Superannuation Guarantee.

Procedure:

The following procedures shall apply:

- a) Employees should, within thirty (30) days of commencing employment with CROW FM 90.7, advise management, in writing, of the superannuation fund into which they would like their superannuation deposited.
- b) In the event that management is not notified in writing of an employee's nominated superannuation fund, CROW FM 90.7 will pay superannuation, on the employee's behalf, into a default fund of the organisation's choice.
- c) Qualification conditions for payment of superannuation shall be strictly in accordance with Australian Superannuation Guarantee legislation.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that all employees are aware of this policy.

It is the responsibility of all employees of CROW FM 90.7 to ensure that the policy is complied with.

References:

"Superannuation Guarantee (Administration) Act 1992"
"Relevant Modern Award"

Policy number: GENPP-028
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

CROW FM 90.7 recognises and accepts that, to remain leaders in our field, employees must be appropriately skilled in their roles and must be proficient in all areas of knowledge and technology relating to our industry.

Procedure:

Skills Training:

Most roles within CROW FM 90.7 require skills that are specific to our systems, processes and client requirements. Employees will receive training in these job-specific skills upon commencement of employment.

This training shall be conducted by the employee's manager, supervisor or another nominated, experienced employee.

Career Development:

On-going new approaches to our Industry will determine that conferences, seminars and training programs may be conducted from time to time to maintain a competitive advantage.

All employees are encouraged to attend these programs as they arise, provided that the content of the program will provide the employee with additional skills, knowledge or experience that can be applied in the workplace to the benefit of CROW FM 90.7.

Attendance of these training programs may be at the instigation of the CROW FM 90.7 or the employee.

Any employee wishing to attend an external program for the development of their skills should discuss the program with their manager who will, if appropriate, make recommendation to senior management.

Training Costs:

Training costs relating to improving an employees' skills, increasing a qualification and other training that has the potential to increase an employee's earning capacity will be met by CROW FM 90.7, provided that:

- The training is relevant to the employee's current role or a future role with CROW FM 90.7; and
- CROW FM 90.7 will benefit from the additional qualification or skills.

In the event, that employment with CROW FM 90.7 is terminated, unless agreed otherwise by management, the following shall apply:

- If an employee terminates employment within three (3) months of completing training, the total cost of the training shall be deducted from the employee's final pay;
- If an employee terminates employment at any time between three (3) months and twelve (12) months after completing such training, a relevant pro-rata amount shall be deducted from the employee's final pay.
- If an employee terminates employment twelve or more months after completing such training, no deduction shall be made from the employee's final pay.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that appropriate skills' training is conducted, to source appropriate training and / or developmental programs and to advise appropriate employees of these programs.

It is also the responsibility of CROW FM 90.7 to co-ordinate and maintain records of training and developmental activities and to manage Individual Development Plans.

References:

"Work Health and Safety Act (QLD) 2011"
"Work Health and Safety Regulation (QLD) 2011"
"Relevant Modern Award"
"Fair Work Act 2009"

Policy:

CROW FM 90.7 has a responsibility to stakeholders to ensure achievement of optimum results. Accordingly, employees have a responsibility to CROW FM 90.7 to carry out their required accountabilities to a standard that enables the achievement of optimum results.

Procedure:

Employees should be aware that, although written records of performance evaluations may not be maintained, the performance of all employees of CROW FM 90.7 is being monitored and measured on an ongoing basis.

- a) Management, will develop goals and targets, based upon the Organisation's projected achievements for upcoming projects.
- b) All employees, with Management are required to achieve goals and targets. Individual performance shall be assessed accordingly.
- c) Achievement of expectations in relation to business goals and targets are factors taken into consideration for promotional and on-going employment opportunities.

Responsibility:

It is the responsibility of Management to develop goals and targets, communicate them to employees and to ensure that employees are clearly aware of what is expected of them. It is the responsibility of Management to regularly review goals and targets with employees.

It is the responsibility of employees to make all reasonable effort to ensure that their performance is of a satisfactory standard.

References:

Policy number: GENPP-030
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

An "Employee File" on each employee will be maintained by CROW FM 90.7. These files will be confidential and will contain all information and documentation relevant to the employee's employment and history with CROW FM 90.7.

Procedure:

Employee Files shall be maintained by CROW FM 90.7 in accordance with the following:

- a) Employee Files may be kept as hard or soft copy documents or a combination of the two.
- b) Information kept on an employee's file will include but is not limited to:
 - Employment letter;
 - Copy of resume (if applicable);
 - Application for employment (if applicable);
 - Employee confidentiality agreement;
 - Leave applications;
 - Remuneration and payroll details;
 - Copy of income tax declaration;
 - Personal details (e.g. Home address, home telephone number, person to contact in emergency, etc.);
 - Training and development records;
 - Performance reviews (if applicable);
 - Copies of training and formal qualifications achieved;
 - Copies of correspondence between CROW FM 90.7 and the employee;
 - Details of any Disciplinary Action that may take place during the employee's term of employment; and
 - Health and Safety Records.
- c) Any employee who changes address, telephone number, banking details, etc. must advise management as soon as possible so that the Employee File can be updated.
- d) Employee Files will be treated as confidential with the Senior Manager being the only person with total access to all information in all files.
- e) Other management may have access to limited information on Employee Files that is relevant to the day-to-day operation of the business (e.g. home telephone contact numbers, Training Records, etc.).
- f) Any employee may have access to their Employee File, and may read their file, by request to management.
- g) Hard copy Employee Files shall be stored in a secure location and no file is to be removed from that location without the knowledge and approval of management and administration personnel.
- h) Employee File information kept as soft computerised copy will be stored securely with limited access.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employee files are compiled and maintained and to ensure that confidentiality is appropriately maintained.

It is the responsibility of each employee to advise management of changes to personal circumstances that are relevant to their Employee File.

References:

"Fair Work Act 2009"
"Work Health and Safety Act (QLD) 2011"
"Work Health and Safety Regulation (QLD) 2011"
"Privacy Act 1988"
"Information Privacy Act 2009"
"Information Privacy Regulation 2009"
"Right to Information Act 2009 (QLD)"
"Right to Information Regulation 2009 (QLD)"

Policy number: GENPP-031
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

CROW FM 90.7 provides various facilities for the use of employees while at work and it is expected that these facilities will be used for the purposes for which they are intended and will not be abused.

Procedure:

- a) Employee facilities will be maintained in safe working condition by CROW FM 90.7.
- b) The facilities provided by CROW FM 90.7 for the use of employees shall include but are not limited to:
 - Toilets or reasonable access to toilets (if in a public place);
 - Access to Drinking water;
 - Access to water to wash hands;
 - Undercover area to eat or to have a rest break;
 - Refrigerator (if applicable);
 - Microwave oven (if applicable);
 - Tables and chairs (if applicable); and
 - Tea and coffee making facilities (if applicable).
- c) Any employee who has a suggestion as to how our employee facilities can be enhanced should advise management of the suggestion.
- d) Damage or breakdown to employee facilities should be reported to management as soon as practicable.
- e) Within legislative guidelines, CROW FM 90.7 reserves the right to add or remove items from the list above at its sole discretion.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are aware of the facilities available for their use.

It is the responsibility of all employees to ensure that the facilities are used responsibly, and that damaged or faulty items are reported to management.

References:

"Work Health and Safety Act (QLD) 2011"

"Work Health and Safety Regulation (QLD) 2011"

Managing the Work Environment and Facilities Code of Practice 2021

Policy number: GENPP-032
 Introduction Date: December 2023
 Version 1

Authorised by:
 Last Revision Date: December 2023
 Next Revision Date: December 2025

Policy:

CROW FM 90.7 recognises and accepts that employee input is invaluable in developing and improving workplace processes and practices. Accordingly, it is the policy of the organisation to strongly encourage employees to submit suggestions that relate to potential improvements to operational practices and processes.

Procedure:

Any employee who believes that they have, or are aware of an idea, system or action that has the potential to improve operations within CROW FM 90.7 should submit their suggestion to CROW FM 90.7, either in writing or by email.

The suggestion will be tabled and discussed at a meeting of CROW FM 90.7 management with a view to considering its viability, application and impact in the workplace.

The employee shall be provided with feedback regarding their suggestion and the opinions of CROW FM 90.7.

Acceptance and implementation of employee suggestions shall be at the discretion of CROW FM 90.7.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are fully conversant with this policy.

It is the responsibility of employees to submit their suggestions to CROW FM 90.7.

References:

Policy number: GENPP-033
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

CROW FM 90.7, whilst recognising that employees will have differences of opinion with each other and with the employer, believes that the workplace should be free from disputes and that employees have the right to raise issues with management and with each other as they see fit, without fear of reprisal.

Procedure:

- a) Disputes and grievances between employees and CROW FM 90.7 must be taken seriously by all parties. In all cases the objective should be to resolve the issue through negotiation and conciliation.
 - i) When discussing grievances or attempting to resolve disputes, all parties should remain respectful at all times.
 - ii) Another employee who is not involved in the dispute or grievance may be present during discussions as an observer if all involved parties deem it to be appropriate.
- b) In the event of an employee having a grievance or a dispute with CROW FM 90.7, the following process is to be followed:
 - i) The issue should first be discussed between the employee and their immediate supervisor.
 - ii) If the issue is not resolved, it should be discussed between the employee and the senior manager of CROW FM 90.7.
 - iii) If the issue remains unresolved the parties involved may, by agreement, elect to involve an external third party to mediate a resolution.
- c) In the event of a dispute developing between two or more employees, the following action is to be taken:
 - i) The parties involved will take time to ensure that remain respectful.
 - ii) The parties involved will attempt to resolve the dispute by focusing on the issue rather than on each other
 - iii) If the dispute cannot be resolved between the parties directly involved, management must be advised.
 - iv) CROW FM 90.7 will facilitate a meeting between the parties and an outcome or resolution, which may be a compromise by one or all parties, will be agreed upon.
 - v) By agreement between the parties involved and with the approval of CROW FM 90.7, at any stage of the process, an independent third person may be involved to mediate.

Any form of violence will not be tolerated. Any violence arising as a result of dispute shall be dealt with in accordance with the **“Managing Aggression and Occupational Violence”** policy.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are aware of this policy, to identify situations of potential dispute and to ensure that grievances and disputes are handled in accordance with the policy.

It is the responsibility of all employees to comply with this policy in the event of a grievance or a dispute.

References:

“Fair Work Act 2009”

“Relevant Modern Award”

Policy number: GENPP-034
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

Employees of CROW FM 90.7 are expected to maintain an acceptable standard of work performance and behaviour at all times. If an employee's work performance or behaviour fails to meet the required standard or if an employee elects to resign from their employment, CROW FM 90.7 will treat the employee in a fair and equitable manner in accordance with the following Procedure.

Procedure:

- a) In the event of an employee's work performance or behaviour not being of the required standard, in most cases, the issue can be resolved through counselling. CROW FM 90.7 and the employee should discuss the issue in an informal manner, ensuring that the employee is left in no doubt as to what is required.
- b) If the work performance does not improve or if the unsatisfactory behaviour is repeated, CROW FM 90.7 will issue the employee with a "Verbal Warning".
- c) If, after a reasonable time there is still no improvement in work performance or if the unsatisfactory behaviour is repeated, CROW FM 90.7 will issue the employee with a "First and Final Written Warning". Details of this discussion must be kept and recorded on the employee's personnel file.
- d) If after a further reasonable period of time there is still no improvement in work performance or behaviour as a result of the "First and Final Written Warning", serious measures, which may include demotion or termination of employment, will eventuate. The decision to terminate the employment of an employee will be at the discretion of Senior Management.

Termination of Employment:

Termination of employment can take various forms:

- Resignation (at the employee's instigation);
 - Dismissal (at the employer's instigation);
 - Immediate Dismissal (serious misconduct);
 - Stand down (lack of work or downturn of business); or
 - Other (retirement, death of an employee, etc.).
1. Resignation – If an employee of CROW FM 90.7 elects, of their own volition, to leave the organisation, the resignation must be in writing and the notice period must be the length of notice referred to in the employee's Employment Letter, except by mutual agreement between the employee and CROW FM 90.7.
 2. Dismissal – Dismissal can be the end result of an employee's on-going failure to achieve required standards of work performance or behaviour, or it can take the form of "Immediate Dismissal". In all cases where an employee is to be dismissed, the final decision shall be made by Senior Management.

When a permanent employee is dismissed as a result of their failure to maintain required standards of work performance or behaviour, they are entitled to be paid in lieu, for the amount of notice outlined in the employment letter.

3. Immediate Dismissal - Immediate dismissal may be defined as the instant dismissal of an employee, without notice or payment in lieu of notice, resulting from a proven act of "serious misconduct". In cases of immediate dismissal, the owner of CROW FM 90.7 must be consulted prior to the employee being dismissed.

In situations where an employee has carried out an action that may be considered to be an act of "serious misconduct" that employee may, at the discretion of CROW FM 90.7, be suspended, without pay until an investigation is conducted.

The following actions by an employee would be regarded as "serious misconduct" which may result in summary dismissal:

- Theft from CROW FM 90.7 or another employee;
- Private or inappropriate use of CROW FM 90.7 property or assets, including confidential information and intellectual property, without prior approval;
- Dishonesty, misrepresentation or falsification of documents;
- Wilful destruction of property belonging to CROW FM 90.7 or another employee;
- Failure or refusal to carry out a lawful instruction from a supervisor;

- Being intoxicated or consuming alcohol on CROW FM 90.7 premises other than at a company approved function;
 - Use, sale or possession of illegal non-prescription illicit drugs whilst on CROW FM 90.7 premises or during work time;
 - Fighting or any form of physical violence on CROW FM 90.7 premises;
 - Playing practical jokes, which result in injury;
 - Threatening, intimidating or bullying another employee;
 - Rudeness to clients;
 - Sexually harassing another employee or a client;
 - Discrimination against another employee or a client;
 - Spreading malicious gossip about CROW FM 90.7, another employee or a client;
 - Immoral conduct or indecency on CROW FM 90.7 premises or during work time; or
 - Inappropriate use of the internet or email.
4. Stand down – In situations where CROW FM 90.7 makes a business decision that there is no longer a requirement for a role to exist or for a job or task to be carried out, any permanent employee employed in that role at the time may be stood down.

In such a situation CROW FM 90.7 will take whatever action is required in accordance with relevant awards and legislation.

5. Other – If an employee ceases to be employed by CROW FM 90.7 for any reason other than those listed in (1) to (4) above, the conditions of separation will be in accordance with legislative requirements and industry-accepted standards at that time.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are aware of this policy and to comply with the policy.

References:

“Fair Work Act 2009”
“Relevant Modern Award”

Policy number: GENPP-035
 Introduction Date: December 2023
 Version 1

Authorised by:
 Last Revision Date: December 2023
 Next Revision Date: December 2025

Policy:

Stakeholders have contributed significant investment to provision of assets (equipment, buildings, motor vehicles, etc.) in CROW FM 90.7 workplaces and it is the policy of the organisation that these assets must be appropriately maintained and operated strictly in accordance with manufacturers or management requirements.

Procedure:

- a) Employees must, without exception, operate or utilise all assets of CROW FM 90.7 as they are intended to be operated or utilised and in accordance with the manufacturers or management instructions.
- b) Under no circumstances should an employee use an asset of CROW FM 90.7 for any purpose other than the purpose for which it is intended.
- c) Any employee who believes that any equipment is not functioning correctly or poses a Health and Safety risk should advise their supervisor or management immediately so that the problem can be rectified.
- d) Any damage to tools or equipment due to unforeseen circumstances, or general wear and tear shall be reported to management immediately, so it can be replaced for future use by workers. All workers will be required to sign a document confirming the receipt of company property i.e.; keys, tools, literature and the like.
- e) Intentional damage to a CROW FM 90.7 asset by an employee shall result in serious disciplinary action that may include termination of employment. In addition, employees may be required to pay for any company property damaged or lost due to negligence.
- f) Any employee leaving CROW FM 90.7 will be required to return, in good condition, all company property on issue, including any keys and security devices.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are aware of this Policy.

It is the responsibility of all employees to ensure that they comply with this policy without exception.

References:

"Work Health and Safety Act (QLD) 2011"

"Work Health and Safety Regulation (QLD) 2011"

Policy number: GENPP-036
 Introduction Date: December 2023
 Version 1

Authorised by:
 Last Revision Date: December 2023
 Next Revision Date: December 2025

Policy:

CROW FM 90.7 are committed to providing employees with appropriate items to enable each employee to carry out their accountabilities. These items at all times remain the property of the company and are to remain in the workplace to be used solely for the purposes of carrying out the business of CROW FM 90.7 unless otherwise agreed to by management.

Procedure:

For the purposes of this policy, "Company Property" shall be defined as any asset of CROW FM 90.7 or other item belonging to CROW FM 90.7, including but not limited to:

- Computers and peripherals;
 - Photocopiers;
 - Fax machines;
 - Stock;
 - Tools and equipment;
 - Motor vehicles;
 - Stationery and General office equipment;
 - Telephones (fixed);
 - Telephones (mobile); and
 - Intellectual property (including client details).
- a) Any employee wishing to utilize property belonging to CROW FM 90.7 for personal purposes must obtain permission from management prior to commencing the task that they wish to carry out.
- b) Under no circumstances may company property be removed from business premises without prior approval from Senior Management.
- c) Any company property utilized by an employee for personal purposes, with the permission of Senior Management, must be in undamaged operational condition upon completion of that personal task.
- d) If, upon completion of the task, the equipment is damaged or is not in operational condition due to misuse, the business may elect to recover from the employee the cost or partial cost of repair or replacement.
- e) In the event of an employee having been proven to have used company property for private purposes without prior approval from Senior Management, disciplinary action, which may include termination of employment, will result.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are aware of the Policy and to take action if an employee is in breach of the Policy.

It is the responsibility of all employees to ensure that the policy is adhered to.

References:

Policy number: GENPP-037
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

It is the policy of CROW FM 90.7 that the organisation shall take no responsibility for theft or damage to personal property of employees that is brought to work by an employee, and that such property shall be brought to work at the employee's own risk. The organisation will however take action if an employee's personal property is found to have been intentionally damaged and/or stolen by another employee.

Procedure:

Unless absolutely necessary, employees are encouraged to refrain from bringing personal items, other than those required during their working day, into the workplace.

Any employee who brings a personal item to work should either:

- a) Leave the item locked in their motor vehicle (at their own risk); or
- b) Place the item in a safe and out of sight place within their workplace (at their own risk).

While taking care to assist with ensuring that no employees' personal items are damaged or stolen in the workplace, the organisation will not, under any circumstances, accept accountability for any theft of or damage to the item.

In the event of the theft of a personal item, the employee should advise management, who will, without accepting responsibility, take steps to investigate the theft in accordance with Policy "THEFT AND / OR DISHONESTY BY EMPLOYEES".

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are conversant with this policy and to take appropriate action in the event of theft or intentional damage of personal property.

It is the responsibility of all employees to ensure that they comply with this policy and procedure.

References:

Policy number: GENPP-038
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

CROW FM 90.7 prohibits the removal of any company property or assets from company workplaces without the prior approval of senior management. Any such removal of property or assets may be regarded as theft and will be treated as serious misconduct.

Procedure:

- a) For the purposes of this Policy, “company property or assets” will include, but is not limited to:
- Furniture, fixtures and fittings;
 - Radios, tools or other work-related equipment;
 - Stock;
 - Computer equipment and peripherals;
 - Computer software and programs;
 - Cash, credit cards or cheques;
 - Stationery;
 - Electrical and mechanical equipment;
 - Confidential documentation;
 - Keys, pass cards and credit cards;
 - Intellectual property; and
 - Motor Vehicles.
- b) Any proven act of theft or removal of company property or assets from CROW FM 90.7 workplaces, outside of the guidelines of this Policy, will result in disciplinary action that may include termination of employment or review of contractual arrangements.
- c) In cases of proven or suspected theft CROW FM 90.7 may elect to involve the Police and/or have the offending employee formally charged.
- d) Any involvement of Police or legal representation in cases of suspected or proven theft will be at the discretion of senior management.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are aware of this Policy.

All employees are responsible for reporting acts of dishonesty to their managers. It is the responsibility of all employees to ensure that this Policy is complied with.

References:

“Fair Work Act 2009”

Policy number: GENPP-039
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

CROW FM 90.7 accept that employees prefer to feel comfortable in the workplace and therefore apply a Personal Presentation and Dress Code that is suited to the individual employee's work role and environment. Accordingly, it is the policy of the organisation to provide employees (where applicable) with uniforms that are appropriate for the work carried out.

Procedure:

- a) Employees should remember that clothing can provide protection from potential hazards such as the sun, chemicals and minor cuts and scratches. Accordingly, employees must wear any uniforms or protective clothing if provided.
- b) In all cases, employees must maintain an appearance which reflects the employee's work role and the organisation's professional image by maintaining their work apparel appropriately.
- c) Management may, from time to time, review uniform requirements and, at their discretion, provide changes to uniforms.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that all employees are aware of required personal presentation and dress standards in the workplace and to provide appropriate uniforms.

It is the responsibility of employees to conform to personal presentation and dress standards required by management and to wear the uniforms provided.

Repeated instances on non-conformance will result in disciplinary action that may eventually include termination of employment.

References:

Policy number: GENPP-040
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

Due to the nature of the business conducted by CROW FM 90.7, employees are required to implement high standards of cleanliness and hygiene at all times.

Procedure:

CROW FM 90.7 expects compliance with the following hygiene requirements:

- a) At all times, minimum hygiene standards must be applied.
- b) Workers should not attend work unless they have showered or bathed prior to work.
- c) Hair should be clean, tidy and should not be able to interfere with work or equipment.
- d) Unless allergies exist, deodorant should be applied prior to attending work.
- e) Fragrances, if applied, should be mild and non-irritating.
- f) Skin lesions, cuts and other such injuries should be covered with clean dressings.
- g) Unless restricting medical issues exist, teeth should be clean and breath inoffensive.
- h) Use disposable tissues to blow noses and wash hands after each time
- i) Ensure workers wash their hands frequently, including when they have been:
 - To the toilet;
 - Eating or drinking;
 - Smoking, licking fingers, biting nails, touching pimples or sores;
 - Coughing, sneezing, using a handkerchief or disposable tissue;
 - Disposing of or handling waste; or
 - Handling animals.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure employees understand and also carry out their requirements this policy.

It is the responsibility of employees to comply with this policy at all times. Any worker who is unclear of CROW FM 90.7 requirements in relation to Hygiene should refer to management for clarification.

References:

Policy number: GENPP-041
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

It is the policy of CROW FM 90.7 to provide mobile telephones to employees who require them to carry out their daily duties and these items **Must** be turned on and responded to during working hours. Landline telephones should only be used for business related purposes. For efficiency and Health & Safety reasons, it is the policy of the organisation that, under no circumstances may personal electronic music devices with headphones or earpieces be utilised in the workplace.

Procedure:

- a) CROW FM 90.7 will issue a mobile telephone to any employee who needs to be contactable at all times and in all locations.
- b) Company-supplied mobile telephones are provided to employees because of a genuine business need for the employee to be contactable. Employees with company-supplied mobile telephones are expected to use them in a responsible manner for business calls and limited personal calls (where essential) only.
- c) Employees **MUST** be contactable at all times during work hours. If an employee is unable to be contacted due to carrying out a work activity, the employee must return the work call as soon as reasonably practicable.
- d) Any employee found to be misusing a company supplied mobile telephone or using it for personal use to an extent where the monthly cost to CROW FM 90.7 is impacted, shall be required to reimburse the cost of all calls identified as being personal or non-business related.
- e) Answering mobile phone calls or texting while driving is strictly prohibited. Employees must not use mobile phones while operating a motor vehicle unless a 'Hands-free Car Kit' is installed in an employee's vehicle. If the vehicle does not have a 'Hands-free car kit', the employee must not use the mobile phone until the vehicle has completely stopped in a safe location, been placed in "park" and the handbrake has been engaged.
- f) Employees who have been provided with a mobile phone with email and internet access must comply with CROW FM 90.7's policies dealing with email and internet access where relevant.
- g) Mobile telephone professional etiquette must be observed at all times. Employees' private mobile telephones **must** be either turned off or set on silent or vibrate at all times during work time.
- h) Unless extenuating circumstances apply, and management have been advised of the circumstances, it is considered inappropriate for employees to make calls on private mobile telephones, answer calls on private mobile telephones or receive or send text messages during work time except in emergency situations.
- i) Private calls and texts on mobile telephones may only be made, received and sent during breaks and out of public sight and hearing.
- j) On termination of employment or otherwise at the request of CROW FM 90.7, an employee who has been issued with a CROW FM 90.7 mobile phone must return the phone to Management. Under no circumstances should an employee tamper with a company supplied mobile phone prior to returning it to management, this includes deleting any messages, contacts, call lists etc. Any battery chargers or other accessories supplied by CROW FM 90.7 for use with the mobile phone must also be returned.
- k) CROW FM 90.7 expects all employees who have been allocated mobile phones to take the utmost care and responsibility for them.
- l) If a phone is lost, stolen or damaged, it should be reported to Management as soon as that event occurs. Depending on the circumstances in which the phone was lost, stolen or damaged, the employee may be held responsible for replacing the phone if the loss, damage or theft was caused or contributed to by the employee's lack of care.
- m) Under no circumstances shall employees be allowed to listen to electronic music devices such as i-pods, mp3 players or similar devices with headphones or earpieces in the workplace as this is regarded as unsafe work practice which will not be tolerated by management.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that all employees are aware of the requirements of this policy.

It is the responsibility of all employees to ensure that they comply with the requirements of this policy. Failure by any employee to comply with this policy shall result in disciplinary action that may include termination of employment.

References:

“Work Health and Safety Act (QLD) 2011”

“Work Health and Safety Regulation (QLD) 2011”

Policy number: GENPP-042
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

Because of the nature of the business conducted by CROW FM 90.7, employees, at various times, shall be required to travel to alternative locations for business reasons. It is the organisation's policy that any employee travel instigated by CROW FM 90.7 shall be at the cost of CROW FM 90.7 and that employees shall be reimbursed for reasonable associated costs.

Procedure:

- a) In all situations where an employee is required to travel for work purposes, provided that the requirement for the travel is at the instigation of CROW FM 90.7, employees shall be reimbursed for costs in situations where there is a requirement for travel to be in excess of the travel that would be incurred during an ordinary days' work.
- b) In situations where notice has not been provided in accordance with the requirements of this policy, CROW FM 90.7 will provide return transport from the normal place of work to the required work location.
- c) Reasonable out-of-pocket expenses incurred by the employee as a result of business travel, e.g. taxi fares, etc. should be paid by the employee at the time and receipts obtained.
- d) Upon presentation of the receipts, CROW FM 90.7 will reimburse the reasonable out-of-pocket expenses to the employee.
- e) Employees are required to keep out-of-pocket expenses to minimum levels.
- f) CROW FM 90.7 reserves the right to refuse to reimburse out-of-pocket expenses if they are deemed to be excessive or if prior approval has not been given for the expenditure.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees required to travel for business purposes are fully conversant with this policy.

It is the responsibility of all employees to comply with this policy.

References:

"Work Health and Safety Act (QLD) 2011"
"Work Health and Safety Regulation (QLD) 2011"
"Fair Work Act 2009"
"Relevant Modern Award"

Policy number: GENPP-043
 Introduction Date: December 2023
 Version 1

Authorised by:
 Last Revision Date: December 2023
 Next Revision Date: December 2025

Policy:

When CROW FM 90.7 requires that an employee is away from their place of residence overnight, the cost of accommodation of a reasonable standard, plus reasonable costs for meals will be paid by CROW FM 90.7.

Procedure:

- a) Accommodation for employees undertaking business-related travel will be at the discretion of CROW FM 90.7.
- b) Reasonable costs for meals will be determined by CROW FM 90.7 and will be communicated to the employee prior to departure.
- c) Reservations for accommodation for employees undertaking business-related travel will be made by CROW FM 90.7

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are conversant with this policy prior to undertaking business-related travel.

It is the responsibility of all employees whose business travel requires that they are away from their place of residence overnight to comply with this Policy.

References:

"Work Health and Safety Act (QLD) 2011"

"Work Health and Safety Regulation (QLD) 2011"

"Fair Work Act 2009"

"Relevant Modern Award"

Managing the Work Environment and Facilities Code of Practice 2021

Policy number: GENPP-044
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

CROW FM 90.7 provides motor vehicles for the use of employees in carrying out the day-to-day business. Primarily, the purchase and use motor vehicles by CROW FM 90.7 will be on an “as-needs” basis.

Procedure:

Purchase and/or provision of motor vehicles by CROW FM 90.7 and use by employees will be in accordance with the following terms and conditions:

- a) The decision regarding the make, model and colour of any motor vehicle provided by CROW FM 90.7 may be made by Senior Management without discussion or consultation with employees.
- b) The decision to purchase or to lease motor vehicles will be made by CROW FM 90.7 based upon the method of acquisition most appropriate to the organisation at the time.
- c) Any motor vehicle provided by CROW FM 90.7 must be kept in a clean, tidy, roadworthy condition and serviced in accordance with the manufacturer’s recommendations. The driver of each vehicle is responsible for the basic maintenance of that vehicle. Basic maintenance should include, as a minimum, monitoring & replenishing vital fluids and lubricants:
 - Fuel;
 - Engine Oil;
 - Coolant;
 - Washer Fluids;
 - Tyre pressure should also be monitored; and
 - Anything supplied from CROW FM 90.7 within the vehicle e.g. first aid kits, fire Extinguisher or Fire Blanket shall be kept in date and in good working order.

No alterations, additions or modifications are to be made to vehicles without approval.

It is the driver’s responsibility to bring to management’s immediate attention any fault that could render the vehicle unsafe or un-roadworthy. Vehicles must not be driven when unsafe, un-roadworthy or in a condition that is likely to cause damage to the vehicle. Management must be notified when a service is due, and this will be arranged ASAP.

- d) Any employee who drives a motor vehicle owned by CROW FM 90.7 must hold a current open Driver’s Licence relevant to the vehicle that they are driving. A photocopy of each driver’s current licence is to be provided. This will be kept as a record in the employee’s file. Employees are to notify management immediately of any change to the status or validity of the licence.
- e) Any employee who drives a motor vehicle owned by CROW FM 90.7 must, in accordance with legislative requirements, complete regular “Vehicle Checklists” as instructed by management.
- f) At all times, employees driving motor vehicles owned by CROW FM 90.7 must obey road rules. Accordingly, CROW FM 90.7 will not be held responsible for fines or penalties resulting from breaches of road rules and will have no hesitation in providing authorities with details of any employee in charge of a motor vehicle at the time of a breach of road rules.
- g) In the event of an accident involving a motor vehicle owned by CROW FM 90.7, the driver must not make any statement that could be construed to be an admission of blame. The employee driving the vehicle should assist the authorities and other persons involved in the accident in all ways possible, but should provide only his or her name, details of CROW FM 90.7 and the name of the company insuring the vehicle.
- h) Motor vehicles owned or leased by CROW FM 90.7 may not under any circumstances be loaned to or driven by any other person without prior approval from Senior Management.
- i) CROW FM 90.7 strictly prohibits employees from being in control of company owned or leased motor vehicles while under the influence of alcohol or non-prescribed illicit or illegal drugs.
- j) Smoking in motor vehicles owned or leased by CROW FM 90.7 is strictly prohibited.
- k) If a driver is unfit to drive because of ill health, suspensions or cancellation of licence, the driver must advise management. An employee who loses their driver’s licence shall be required to show cause as to why they should not

be dismissed if their job requires the use of a vehicle as a core function of their role and if no other arrangements are available.

- l) The employee shall take the company vehicle only to work at all times. When not in use by the designated drivers, the vehicle may be utilised by other approved personnel.

Company vehicles must be:

- Securely parked and secured against entry when parked.
- Locked and secured when left unattended at all times and no items that could tempt entry to the car may be left in view. This especially includes briefcases, phones or laptops.
- Cleaned internally and externally to maintain it in the required presentable condition.
- Maintained as required.
- Monitored for their use on each occasion. All designated drivers shall keep an up to date log book providing the dates and times of use of the vehicle by all drivers and shall provide usage records for FBT purposes as required.

Where approval is gained from your manager for private use, the following conditions apply:

- The employee will be required to pay for fuel.
- Trailers, caravans etc. may not be towed for private use. No other vehicles may be towed except in the case of emergency.
- Where private use is permitted, no persons other than the designated driver is permitted to drive the company vehicle for private use unless in the case of an emergency.

- m) Company vehicles are insured for theft or accidental damage. Property carried in the vehicle, whether company or private property is not insured. Employees may wish to arrange through their own insurer for private property to be covered while kept in a company vehicle.
- n) If an employee is found to be negligent (Negligent as determined by the insurer) or operating the vehicle illegally, the employee will be responsible for the payment of any fine and or associated costs, including for but not limited to insurance excesses, and will agree to payment plan to authorise the deduction of such from any monies owing.
- o) Under the current insurance policy, company vehicles are covered from the employees' residence to the workplace in as short as practical distance. They are also covered whilst parked at the employees' address. Vehicles are to be locked and secured whilst left unattended at all times.

PERSONAL MOTOR VEHICLES:

CROW FM 90.7 provide company vehicles for employees to utilise whilst at work and for work purposes. The use of an employee's personal motor vehicle for work purposes must be approved by management. If management have given approval for an employee to utilise their own personal motor vehicle the following shall apply:

The Worker's Motor Vehicle:

- a) Prior to utilizing a private motor vehicle for work purposes, CROW FM 90.7 requires that workers ensure that the following requirements are met:
- The motor vehicle must meet all conditions for roadworthiness in the state in which the worker shall be working.
 - The motor vehicle must be comprehensively insured.
 - The motor vehicle must be registered.
 - The motor vehicle must be clean and appropriately maintained.
 - The worker must hold a current Driver's Licence for the vehicle they are driving.
- b) Workers may, at the discretion of CROW FM 90.7, be required to provide proof of points above.
- c) If a worker's motor vehicle is, at any time found not to meet these requirements, the worker may be required to rectify the issue prior to being allocated future work.

The Workers Driving Practices:

- a) It is the expectation of CROW FM 90.7 that any worker utilizing their private motor vehicle for work purposes shall comply with all relevant Traffic legislation and local government by laws for the location at which they work.
- b) Any worker who breaches legislation or a local by-law to the extent that the breach attracts a fine or any other penalty shall be responsible for paying the fine or fulfilling the requirements of the penalty.
- c) Under no circumstances may an employee drive their private motor vehicle to carry out CROW FM 90.7 business when they are under the influence of alcohol or an illicit drug.

- d) CROW FM 90.7 will not, under any circumstances, accept responsibility for payment of a driving related fine or for any other penalty issued to a worker by an appropriate authority.
- e) Inappropriate behaviour by a worker while driving their private motor vehicle to carry out CROW FM 90.7 business shall result in disciplinary action which may include termination of employment.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are fully aware of the requirements outlined in this policy.

All employees, without exception, are required to comply with this policy. Non-compliance with the policy will result in severe disciplinary action that is likely to include termination of employment.

References:

"Traffic Act 1949"

Policy number: GENPP-045
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

It is the policy of CROW FM 90.7 that no employee should be “out of pocket” as a result of expenses incurred, as a result of payment for items on behalf of the organisation and that the amount of such payments shall be reimbursed to the employee by the organisation.

Procedure:

Any employee who, for any reason, is required to purchase an item or otherwise incur an expense on behalf of CROW FM 90.7 must obtain a tax receipt for the expense.

In the case of expenses resulting from the use of a personal motor vehicle for work purposes, the employee must record the number of kilometres travelled for work purposes.

1. To obtain reimbursement for costs incurred, the employee must apply to the Payroll Officer or appropriate Manager in writing with all receipts attached and / or the total number of kilometres travelled by private motor vehicle included in the application.
2. The Payroll Officer or Manager will check the application for re-imbursement and make payment of the appropriate amount in accordance with CROW FM 90.7 Finance Guidelines.
3. Under no circumstances shall an employee be entitled to a reimbursement unless they submit a tax receipt.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are conversant with this policy and to ensure that the process is followed.

It is the responsibility of all employees to comply with this Policy when claiming reimbursement of business expenses.

References:

“Fair Work Act 2009”

“Relevant Modern Award”

“National Employment Standards (NES)”

Policy number: GENPP-046
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

For business reasons CROW FM 90.7, on an “as needs” basis, may provide an employee with a business credit/debit card, for the purpose of making small purchases for and on behalf of the organisation.

Procedure:

All decisions regarding the issuing of company credit/debit cards to employees shall be at the discretion of Senior Management.

Any employee who is issued with, or has access to a company credit/debit card is required to comply with the following:

- a) The card must at all times be either carried on the employee’s person or stored in a secure location.
- b) The card is to be used for purchases made on behalf of CROW FM 90.7 only and without prior approval from senior management is not, under any circumstances to be used for the purchase of personal items.
- c) For security purposes, unless approved by senior management, the credit/debit card is not to be provided to any third party via email or over the internet.
- d) All purchases made using a company credit/debit card must be supported by a Tax Invoice, which is to be submitted to CROW FM 90.7 immediately.
- e) Any purchase made using a company credit/debit card that is not supported by a Tax Invoice shall not be accepted by CROW FM 90.7. Any employee making such a purchase may be required to reimburse the cost of the purchase to CROW FM 90.7 until such time as a Tax Invoice is produced by the employee and provided to senior management.
- f) Under no circumstances may employees issued with company credit/debit cards allow the card to be used by or the number to be accessed by any other person, including other employees who have not been issued with cards.
- g) Company credit/debit cards must, at all times, be treated with the same levels of security that would be applied to cash.

Any deviation from the content of this Policy and Procedure shall be at the discretion of senior management.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that relevant employees are fully conversant with the requirements outlined in this policy.

All employees, without exception, are required to comply with this policy. Non-compliance with the policy will result in severe disciplinary action that may include termination of employment or in the event of suspected fraud, Police involvement.

References:

Policy number: GENPP-047
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

CROW FM 90.7 has an account system with relevant stores for the purchase of business-related items. It is the policy of CROW FM 90.7 that no employee shall purchase any item on a store account without approval from CROW FM 90.7.

Procedure:

Any employee who has approval to use CROW FM 90.7 store accounts is required to comply with the following:

- The store account is to be used for purchases made on behalf of CROW FM 90.7 only and without prior approval from management is not, under any circumstances to be used for the purchase of personal items.
- All purchases made on CROW FM 90.7's store account, must be supported by a Tax Invoice, which is to be submitted to CROW FM 90.7.
- Any purchase made on the store account that is not supported by a Tax Invoice may not be accepted by CROW FM 90.7. Any employee making such a purchase may be required to reimburse the cost of the purchase to CROW FM 90.7 until such time as a Tax Invoice is produced by the employee and provided to management.
- Any deviation from the content of this Policy and Procedure shall be at the discretion of management.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that relevant employees are fully conversant with the requirements outlined in this policy.

All employees, without exception, are required to comply with this policy. Non-compliance with the policy will result in severe disciplinary action that may include termination of employment or in the event of suspected fraud, Police involvement.

References:

Policy number: GENPP-048
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

For business reasons CROW FM 90.7, on an “as needs” basis, provides employees with petty cash for the purpose of making small purchases for and on behalf of the organisation.

Procedure:

All decisions regarding the issuing of petty cash to employees shall be at the discretion of Senior Management.

Any employee who has access to CROW FM 90.7’s petty cash is required to comply with the following:

- a) The petty cash must at all times be stored in a secure location.
- b) Petty cash is to be used for purchases made on behalf of CROW FM 90.7 only and with prior approval from the Finance Manager, petty cash is not to be used under any circumstances for the purchase of personal items.
- c) All purchases made using CROW FM 90.7’s petty cash must be supported by a Tax Invoice, which is to be submitted to CROW FM 90.7 on return to the premises and with any change.
- d) Any purchase made using the petty cash that is not supported by a Tax Invoice shall not be accepted by CROW FM 90.7. Any employee making such a purchase may be required to reimburse the cost of the purchase to CROW FM 90.7 until such time as a Tax Invoice is produced by the employee and provided to the Finance Manager and Administration.
- e) Any deviation from the content of this policy shall be at the discretion of management.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that relevant employees are fully conversant with the requirements outlined in this policy.

All employees, without exception, are required to comply with this policy. Non-compliance with the policy will result in severe disciplinary action that may include termination of employment or in the event of suspected theft or fraud, Police involvement.

References:

Policy number: GENPP-049
Introduction Date: October 2023
Version 1

Authorised by:
Last Revision Date: October 2023
Next Revision Date: October 2025

Policy:

It is the policy of CROW FM 90.7 that cash may be accepted as payment for products and services, but it must be managed so that checks and balances are in place with only limited amounts held by an employee, at any given time.

Procedure:

Appropriate handling of cash is an important factor in relation to:

- a) Ensuring a safer work environment for employees by reducing the likelihood of armed robbery; and
- b) Contributing to the financial success and profitability of CROW FM 90.7 through sales of products and services.

Employees who, as part of their duties, are required to accept cash for products and services should at all times, ensure that cash is handled in accordance with the following:

- a) At all times, cash must be kept in a lockable location (drawer or similar receptacle), out of sight and reach of the public.
- b) The cash drawer or receptacle must be kept closed and locked at all times.
- c) Extra care should always be taken when accepting cash transactions. Amounts received and returned as change should be checked prior to the completion of each transaction.
- d) A "cash float" should be maintained to ensure that sufficient change can be provided for a minimum purchase made using a maximum denomination note. "Cash floats" however must be kept to the minimum possible amount to enable this to occur.
- e) The "cash float" should be maintained at a consistent amount with all cash other than that amount removed from the cash drawer / receptacle at the end of each day's trade.
- f) A "cash balance" system must be in place so that at the end of each trading period, if non-cash sales and other influencing factors are taken into account, the amount of cash that should be on hand can be calculated and balanced with the amount of cash that is actually on hand. Cash discrepancies should be recorded and regularly reported.
- g) The amount of cash located at the "point of sale" should not, at any time, be in excess of \$500 above the float. This should be checked regularly and when an employee estimates that an amount of \$500 or greater is located at the "point of sale", the employee should immediately remove an amount that will reduce the holding to less than \$500 above the float amount.
- h) Where possible, cash, other than the amount of the "cash float", should be banked on a daily basis.
- i) To enable Point (h) to be achieved, lodging the cash at a bank other than the primary bank utilized by CROW FM 90.7, is allowed. In some locations, banking is also possible at Australia Post locations.
- j) If for any reason excessive amounts of cash cannot be banked and must be held overnight, the cash must be held in a securely locked location (e.g. safe) and banked as soon as possible.

Any uncertainty in relation to cash handling should be referred to management for advice and / or a decision.

In the event of a robbery, **UNDER NO CIRCUMSTANCES SHOULD AN EMPLOYEE PLACE THEIR SAFETY AT RISK.**

Employees should follow procedures contained in the Policy "**ARMED ROBBERY AND ARMED THREATS OF ANY KIND**".

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are fully conversant with this policy and procedure and to intermittently check that the procedures are being followed.

It is the responsibility of all employees to ensure that they comply with this policy and procedure.

Failure to comply with this Policy and Procedure will result in disciplinary action that may include termination of employment.

References:

Policy number: GENPP-050
Introduction Date: October 2023
Version 1

Authorised by:
Last Revision Date: October 2023
Next Revision Date: October 2025

Policy:

CROW FM 90.7 respects the right of employees to involve themselves in activities of their choice outside of the workplace. Accordingly, the organisation has no objection to any employee holding an additional or "second" job or earning additional income from other activities provided that there is no conflict of interest or resultant negative impact on CROW FM 90.7.

Procedure:

A conflict of interest occurs if an employee carries out a business dealing, does a favour for someone, shows preference to a third party or carries out an activity for personal gain when their actions have not been in the best interests of CROW FM 90.7. It is important that, both at work and outside of work, employees are careful to avoid situations that could be determined to be "conflicts of interest".

Any employee who holds a "second" job or who participates in any other commercial income earning activity should, as a matter of courtesy, advise Management.

In these situations, whilst special dispensation may be allowed by agreement with CROW FM 90.7, the following criteria must be met so that no negative impact on the business results.

- a) Communicate with CROW FM 90.7 regarding hours already worked and type of work in order to prevent the employee from being overtired and overworked, which is a workplace health and safety concern.
- b) No property of CROW FM 90.7, including intellectual property (including client lists or details), is to be utilized by any employee in earning income from another job or activity.
- c) Any other position or income earning activity must not constitute a "conflict of interest" by being in competition with, assisting a competitor of, or in any other way having a negative impact on CROW FM 90.7
- d) Employees must not spend time in the workplace of CROW FM 90.7 working on other jobs or earning activities, while being paid by CROW FM 90.7.
- e) Other jobs or earning activities must in no way have a detrimental effect on the reputation or operation of CROW FM 90.7.

In the event of an employee holding a "second" job and failing to meet any of the above criteria, a review of the employee's position and employment with CROW FM 90.7 may result.

Soliciting Clients

An employee has an obligation under their employment to serve CROW FM 90.7 "faithfully". As such a duty of fidelity exists which acts to prevent an employee from soliciting clients from CROW FM 90.7 or any other previous employer.

It is unlawful to solicit CROW FM 90.7 clients to service a new business. It is also unlawful to recruit employees, who are presently working for CROW FM 90.7, or to remove copy or memorise any of the organisations valuable information, including client databases, if the intent or outcome is to cause CROW FM 90.7 economic loss.

Employees must conduct themselves and act in a manner that serves in the best interests of CROW FM 90.7. This includes acting and behaving in a manner which places the organisation in a positive light at all times.

Failure to abide by this Policy may result in disciplinary action which may include termination of employment.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are aware of this Policy.

It is the responsibility of all employees to ensure that the requirements in this policy are complied with.

References:

"Copyright Act 1968"

"Designs Act 2003"
"Patents Act 1990"
"Competition and Consumer Act 2010"
"Intellectual Property Laws Amendment Act 2015"

Policy number: GENPP-051
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

It is the policy of CROW FM 90.7 that products, ideas, methods of operation and other developmental activities carried out by the organisation shall be treated as “Intellectual Property” and information relating to such items and activities shall remain the confidential property of CROW FM 90.7.

Procedure:

For the purposes of this policy, “Intellectual Property” shall include but not be limited to the following:

- Products;
- Equipment designed and / or manufactured in-house;
- Methods of Operation;
- Creative ideas; and
- Research.

Employees must treat “Intellectual Property” in accordance with the following:

- a) Any new idea, equipment or method developed by an employee of CROW FM 90.7, either in the workplace or during paid work time, shall be the property of the organisation and may be regarded as “intellectual property”
- b) Under no circumstances should an employee discuss “intellectual property” belonging to CROW FM 90.7 with any person who is not an employee of the organisation without prior approval from management.
- c) Under no circumstances should an employee utilise, copy or manufacture any “intellectual property” belonging to CROW FM 90.7 outside of the workplace without prior approval from management.

Failure by any employee to comply with this policy shall result in disciplinary action that may include termination of employment.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are aware of this Policy.

It is the responsibility of all employees to ensure that the requirements in this policy are complied with.

References:

“Copyright Act 1968”

“Designs Act 2003”

“Patents Act 1990”

“Competition and Consumer Act 2010”

“Intellectual Property Laws Amendment Act 2015”

Policy number: GENPP-052
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

Employees may have access to the Internet and email facilities in the workplace and are at all times required to use these facilities for work-related purposes only, with no downloading or emailing of material that may be deemed by a reasonable person to be obscene or offensive.

Procedure:

- a) Internet use, including the use of e-mail, is for business purposes only, unless prior approval for personal use has been obtained from CROW FM 90.7.
- b) CROW FM 90.7's computing and networking facilities must not be used for the transmission, obtaining possession, demonstration, advertisement or requesting the transmission of objectionable material knowing it to be objectionable material including but not limited to:
 - A film classified RC (refused classification), a computer game classified RC (refused classification), or a refused publication;
 - Pornographic material of any kind;
 - An article/picture(s) that promotes crime or violence, or incites or instructs in matters of crime or violence; or
 - An article/picture(s) that describes or depicts, in a manner that is likely to cause offense to a reasonable adult,
 - An article/picture(s) that promotes or would be considered sexual or racial harassment by a reasonable adult. or
 - Harassing, hateful, racist, sexist, abusive, obscene, discriminatory, offensive or threatening. This includes sexually orientated messages or images, and messages that could constitute sexual harassment.
- c) Information downloaded from the Internet must be business related. Accordingly, viewing and/or downloading of sexually explicit, violent or other material that a reasonable person may find offensive will result in severe disciplinary action which may include termination of employment.
- d) Acceptance of "cookies" (i.e. provision of information to Internet Site owners) is at the discretion of CROW FM 90.7.
- e) Because of licensing issues and the possibility of virus infection, operating programs, including "freeware" and "shareware" must not be downloaded from the Internet without the permission of CROW FM 90.7.
- f) All communication via e-mail must be business related and professional in content, tone and language. CROW FM 90.7 will not accept liability for any e-mail communication that does not meet the standard set out in this Policy. Any employee who is found to have sent an e-mail communication that does not meet the required standard will face disciplinary action which may include termination of employment.
- g) Employees should be aware that Internet communication remains within the system even after deletion from individual addresses and personal computers. Because Internet access and e-mail facilities are provided strictly for business use only, CROW FM 90.7 reserves the right to monitor e-mail communication and Internet downloads and to take any action deemed appropriate by CROW FM 90.7 if this Policy is not adhered to.
- h) Employees must report any security violations involving the internet to management as soon as possible and assist in investigating and resolving the problem. The following examples are regarded as unacceptable use of email:
 - The transmission or distribution of offensive material to any person, whether a fellow worker or otherwise, in any email message.
 - The transmission or distribution which infringes State or Commonwealth Acts, or CROW FM 90.7's policies on Sexual Harassment, Workplace Harassment and Discrimination.
 - Use of offensive, discriminatory or defamatory language.
 - Messages (particularly external email messages) containing information which contravene any internal operating guidelines. Email messages must not contain any information which may risk our professional reputation or leave users or CROW FM 90.7 open to potential legal action.
 - Messages that infringe the copyright or intellectual property rights of any third parties.
 - Representing yourself as someone else, real or fictional or sending email(s) anonymously.
 - Transmission of unsolicited commercial information (i.e. junk mail, advertising).
 - Expressing of personal views, political comment and opinions as if they constituted official commentary from CROW FM 90.7.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are aware of the Policy and to take action if an employee is in breach of the Policy.

It is the responsibility of employees to comply with this Policy.

References:

Policy number: GENPP-053
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

It is the policy of CROW FM 90.7 that employees must only use company email accounts for business purposes. At no time shall an employee use their personal or private email accounts to send or receive business related information or documents.

Procedure:

Whilst CROW FM 90.7 accepts that employees will use their personal devices for work purposes, the employee must refrain from using any of their personal or private email accounts when conducting work-related tasks.

All work-related tasks and business documents must be sent and received using CROW FM 90.7's email accounts. If for any reason an employee is unable to access their work email account, they must inform a manager who may give permission for an employee to use their private email account or other arrangements will be made.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are aware of the Policy and to take action if an employee is in breach of the Policy.

It is the responsibility of employees to comply with this Policy.

References:

Policy number: GENPP-054
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

As outlined in our Code / Standard of Conduct, CROW FM 90.7 respects the right of employees.

It is the policy of the organisation however, that any employee activity on Social Media, either within or outside of the workplace, that negatively impacts or has the potential to negatively impact CROW FM 90.7, any employee of CROW FM 90.7 or the interests and reputation of our stakeholders shall be regarded as serious misconduct and appropriate action will be taken.

Procedure:

For the purposes of this Policy and Procedure, "Social Media" shall include, but not be limited to Facebook, Twitter, Instagram and other similar sites that enable sharing of files, information, personal comment and business-related comment and communication.

At the discretion of management, CROW FM 90.7 may elect to post material on Social Media as part of a planned and approved communication or marketing campaign.

When utilising Social Media both at work and during their own time, in relation to CROW FM 90.7, employees must without exception:

- Take responsibility for the content that is being published online, whether in a blog, social computing site or any other form of user-generated media.
- Refrain from making any comment that has the potential to directly or indirectly identify the Organisation, employees or stakeholders.
- Refrain from making negative or potentially libellous comments that could potentially damage CROW FM 90.7, another employee or a stakeholder of CROW FM 90.7.
- Respect copyright, fair use and financial disclosure laws.
- Refrain from publishing or discussing confidential or proprietary information belonging to CROW FM 90.7 or stakeholders (including other employees) and never discuss sensitive organisational matters publicly.
- Refrain from publishing anything that could embarrass or damage a relationship.
- Respect your audience. Don't use ethnic slurs, personal insults, obscenity, or engage in any conduct that is not congruent with the codes of conduct.
- Show proper consideration for others' privacy and for topics that may be considered objectionable or inflammatory – including but not limited to politics and religion.
- Refrain from using CROW FM 90.7 logos or trademarks or those of stakeholders or associated organisations

This policy should be read in conjunction with CROW FM 90.7 policy on email and use of the internet.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that all employees are fully conversant with this policy and procedure.

Employees are responsible for ensuring that they comply with the Policy and Procedure.

Failure to comply with this policy and procedure will result in disciplinary action that may include termination of employment.

References:

Policy number: GENPP-055
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

CROW FM 90.7 has in place a process for media contact and communication, and employees are prohibited from providing company-related or implied comments or information to other media organisations.

Procedure:

- a) Employees should be aware that members of other media organisations may inadvertently contact them directly when attempting to contact CROW FM 90.7.
- b) Any employee who is contacted by a member of another media organisation must take the following actions:
 - i) State that they are unable to comment on any issues relating to the organisation or the industry.
 - ii) Ensure that they are not, under any circumstances, enticed into making any comment that may be construed to be in relation to CROW FM 90.7.
 - iii) Refer the caller to the Senior Manager.
 - iv) At all times treat the caller with courtesy.
- c) To avoid the possibility of third parties accidentally overhearing, employees must take care when making comments in public places regarding their employment with CROW FM 90.7 or about the workplace.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are familiar with this policy.

It is the responsibility of all employees to ensure that comments to the media are made through appropriate channels.

References:

Policy number: GENPP-056
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

Because of Health and Safety requirements and for Security reasons, it is the policy of CROW FM 90.7 that Surveillance Cameras shall be utilised to enable movements within company premises to be monitored at all times.

Procedure:

In relation to the use of video surveillance, the following procedures shall apply:

- a) Video cameras have been installed for Health and Safety and Security purposes only. They have not been installed to monitor employee productivity or work performance.
- b) Notwithstanding (a) above, if an employee is observed via a surveillance camera acting in a manner that is, in the opinion of management, believed to be a risk to themselves or to others or is acting in a manner that in any way has the potential to create a Health and Safety issue, CROW FM 90.7 has a legal obligation to take action and disciplinary action may result.
- c) Also, notwithstanding (a) above, any employee who has been observed via a surveillance camera not carrying out their duties to an appropriate standard may, at the discretion of management, be advised of the observation but unless the situation becomes a very regular occurrence, no action shall be taken based upon surveillance camera footage.
- d) At all times, employees shall be kept informed of the locations of surveillance cameras.

Employees should direct any questions or concerns regarding video surveillance to management.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are familiar with this policy and to apply the procedures within the workplace.

It is the responsibility of all employees to ensure that they comply with the Policy and follow Procedures.

References:

"Work Health and Safety Act (QLD) 2011"

"Work Health and Safety Regulation (QLD) 2011"

"Fair Work Act 2009"

Policy number: GENPP-057
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

It is the policy of CROW FM 90.7 that use of the organisation's logo(s) shall be at the sole discretion of Management and must be in accordance with the requirements of this policy and procedure.

Procedure:

To maintain a consistent brand identity and enhance marketplace recognition nationwide, a comprehensive set of CROW FM 90.7 logo and brand standards has been developed.

Use of CROW FM 90.7 logo(s), must be in accordance with the following:

- a) No modifications may be made to the logo(s) without CROW FM 90.7 Management approval; however, logo size can be adjusted as required.
- b) The CROW FM 90.7 name, abbreviation and logo(s) may not be used in any manner that, in the opinion of management of CROW FM 90.7:
 - Discredits CROW FM 90.7;
 - Tarnishes the reputation and goodwill of CROW FM 90.7;
 - Is false or misleading;
 - Violates the rights of others;
 - Violates any law, regulation, or other public policy; or
 - Mischaracterises the relationship between CROW FM 90.7 and the user.
- c) Any expense or liability resulting from a use determined by management to be in violation of this Policy and Procedure shall be the responsibility of the party initiating the use.
- d) CROW FM 90.7 reserves the right to inspect and provide final approval for any reproduction of the logo(s) and the manner in which the logo(s) is reproduced or displayed on printed materials, in electronic documents and on Web sites.
- e) Advertisements, media releases, or displays containing any CROW FM 90.7 name or logo in any form shall not include expressed or implied testimonials or endorsements of a business or individuals, or their products or services, without the written consent of CROW FM 90.7.
- f) All uses of the logo must be to the benefit of CROW FM 90.7.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are aware of this policy.

It is the responsibility of all employees to ensure that they comply with this policy and procedure.

Failure by an employee to comply with this policy and procedure will result in disciplinary action that may include termination of employment.

References:

Policy number: GENPP-058
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

CROW FM 90.7 recognises that employees will be invited to work-related functions and events from time to time. Such events may be formally organised by CROW FM 90.7 such as an annual Christmas Party, or informally arranged by the employees themselves, such as birthday celebrations for colleagues.

The purpose of this policy is to ensure that while attendance at such events is enjoyable and fun for all employees, nonetheless, minimum standards of good behaviour must be adhered to, and CROW FM 90.7 must comply with all its legal obligations and responsibilities.

Procedure:

In preparing a work function or event, CROW FM 90.7 will take careful consideration to ensure there is a responsible service of alcohol and adequate supervision available. To ensure the potential for workplace bullying, sexual harassment or unfair dismissal claims is minimised CROW FM 90.7 will also:

- Clearly explain the purpose of the event and the applicable codes of conduct;
- Provide employees with a definitive end time for the event and consider the appropriateness of having pre-booked transportation for after the event has ended;
- Ensure at least some employees in management positions are assigned to a supervisory capacity; and
- Ensure that food and non-alcoholic drinks are served at the function as an alternative.

Formal Functions and Events

1. Work-related functions and events arranged by CROW FM 90.7 are an extension of the workplace. CROW FM 90.7 recognises that alcohol will be consumed at such events but nevertheless expects employees to behave responsibly.
2. Where CROW FM 90.7 provides alcohol at events, this will be a limited number of drinks per employee and should not be taken as an endorsement by CROW FM 90.7 for employees to drink excessively nor for any resulting improper conduct. CROW FM 90.7 will not be held responsible for bad behaviour on the part of employees nor for employees who abuse the free alcoholic drink quota by trading allowances.
3. Employees who fight, argue aggressively, indulge in lewd or indecent behaviour, harass other employees or in any way bring CROW FM 90.7 into disrepute, will be subject to disciplinary action, which may include termination of employment.
4. Employees must not put the health and safety of other employees at risk by their behaviour while under the influence of alcohol at a work-related event. Employees whose behaviour causes, or could cause, injury to others will be subject to disciplinary action, which may include termination of employment.
5. It is illegal for employees under the age of 18 to consume alcohol. Any employees under the legal age found drinking alcohol will be subject to disciplinary action, as will any employee who buys alcoholic drinks for underage employees.
6. Employees who take illegal drugs or substances, or who are found selling or distributing illegal drugs and substances at formal organisation functions and events, will be subject to disciplinary action, which may include termination of employment.
7. Promises made by managers to staff while under the influence of alcohol will not have any contractual status. Managers who conduct themselves in such a manner will be subject to disciplinary action, which may include termination of employment.
8. Employees who are above the legal limit for drinking and driving must not drive vehicles owned by the organisation and will be subject to disciplinary action, which may include termination of employment if they are found to have done so. They should not attempt to drive their own vehicles or give lifts to colleagues while under the influence of alcohol, or illegal drugs or substances.
9. Employees are expected to turn up at the workplace in a fit state to perform their contractual duties on the day after the event if this is a normal workday. Absences will be investigated and may result in disciplinary action.

Informal Functions and Events

1. Employees who organise informal events after work, particularly in venues close to the workplace, should recognise that such events may be classed as work-related functions by the courts. It is therefore imperative that employees conduct themselves in a proper manner and avoid bringing CROW FM 90.7 into disrepute.

2. Complaints about employees' conduct brought to the organisation's attention either by other employees, or by the owners or managers of hospitality venues frequented by employees, will be fully investigated and may result in disciplinary action.
3. Employees must not organise celebrations or other events on the organisation's premises without the express permission of management.
4. Alcohol may only be consumed at events organised on the organisation's premises with the express permission of management.
5. Employees are reminded that they should be as inclusive as possible in extending invitations to colleagues. Excluding colleagues on grounds of age, sex, race, disability, religion or belief, or sexual orientation may be deemed to be discrimination. Complaints by employees about exclusion from after-work events will be investigated and may result in disciplinary action.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that workers are aware of the Policy and to ensure that action is taken if a worker is in breach of the Policy.

It is the responsibility of employees to be responsible for their own actions at work sponsored functions and to avoid overindulgence of alcohol or breaching CROW FM 90.7's Code of Conduct policy.

References:

"Disability Discrimination Act 1992"

"Racial Discrimination Act 1975"

"Sex Discrimination Act 1984"

"Anti-Discrimination Act (QLD) 1991"

"Work Health and Safety Act (QLD) 2011"

"Work Health and Safety Regulation (QLD) 2011"

"Fair Work Act 2009"

"Relevant Modern Award"

Policy number: GENPP-059
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

To avoid the possibility of an accusation of coercion by CROW FM 90.7 or any employee or worker, it is the policy of CROW FM 90.7 that employees and workers are prohibited from signing any legal document for a client or a member of the public, as a witness or for any other reason.

Procedure:

Any employee or worker, who receives a request from a client or a member of the public, should take the following steps:

- a) Politely advise the person making the request that it is against CROW FM 90.7's policy for an employee or worker to sign any form of legal documentation.
- b) Recommend to the person that they should approach another person who is not an employee or worker to sign the document.
- c) Offer to assist the person to find an appropriate signatory who is not an employee or worker of CROW FM 90.7.
- d) If refusal to sign the document results in the person becoming angry or aggressive, call a supervisor or a manager to deal with the situation.

Any employee or worker who, outside of the workplace and away from CROW FM 90.7 workplaces, is asked by a client or a member of the public to sign a legal document is strongly advised to take realistic steps to ensure that the person has no association with CROW FM 90.7 prior to signing the document.

On a "once off" basis, at the discretion of, and with written permission from Management, a decision may be made to allow an employee or worker to sign a legal document at the request of a client or a member of the public. Failure to comply with this policy will result in disciplinary action that may eventually result in termination of employment or review of work arrangements.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees and workers are aware of this Policy.

It is the responsibility of all employees and workers to ensure that they comply with the requirements of this policy and refrain from signing legal documents in situations that may place CROW FM 90.7 at risk.

References

Policy number: GENPP-060
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

It is the policy of CROW FM 90.7 that access to workplaces, outside of business hours, be restricted to authorised personnel only.

Procedure:

Only authorised personnel will be issued with keys and security codes to gain access to workplaces outside of normal business operating hours. A register will be kept of all persons with key access and/or access codes.

If an access key has been lost, the cost of replacement will be the responsibility of the employee who was issued with that key. Employees must notify management immediately if their access key is lost or stolen.

Access keys which become damaged or faulty must be returned to management for replacement. Replacement of faulty keys will be at no cost to the employee.

Access codes and keys are not to be copied or loaned to anyone else under any circumstances.

If for any reason an employment is terminated, access keys must be returned by the employee and access codes must be reset by management.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that employees are aware of this policy.

It is the responsibility of all employees to ensure that they comply with this policy and procedure.

Failure by an employee to comply with this policy and procedure will result in disciplinary action that may include termination of employment.

References:

Policy number: GENPP-062
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

It is the policy of CROW FM 90.7 to ensure that the organisation is committed to sourcing products in an ethical and responsible manner. It is also the policy of CROW FM 90.7 to ensure, so far as is reasonably practicable, the welfare of workers, and to consider the health and safety and potential environmental impacts when sourcing products. This policy is based around the Ethical Trade Initiative (ETI), and International Labour Organisation (ILO) Conventions.

Procedure:

To comply with this policy, the following requirements will be met by all employers, including CROW FM 90.7, suppliers, labour hire companies and contractors:

Forced Labour / Illegal Labour:

- Employers must not use forced, bonded or involuntary labour; employment must be freely chosen.
- Workers must not be required to pay for, or lodge deposits, for, any goods or services purchased by the company.
- Workers must be free to leave their employment after due notice is given, not more than 4 weeks.
- Employers must be able to verify all their employees' legal entitlements to work in the country of employment.

Child Labour:

- Employers must never use child labour.
- Employers must be able to verify the age of all employees to ensure compliance with this requirement.

Treatment of Employees:

- Physical abuse, physical discipline, or threat thereof, as well as any sort of harassment and verbal abuse and any other form of intimidation, are prohibited.
- Wages and benefits must meet, as a minimum, national / industry standards.
- All workers must be provided with written and understandable information about their employment, wages, and conditions of employment, before they enter employment, and about their wages each time they are paid.
- Deductions for disciplinary measures are prohibited; deductions may only occur with express written permission of the worker concerned.
- Workers must not work above the maximum hours per week or month as stipulated by local laws, or a total of 60h per week (where local laws don't exist).
- Workers must have at least 1 day off in 7 days or 2 days off in every 14.
- Overtime must be voluntary and compensated as prescribed by local laws.
- Workers have a right to freedom of association and to bargain collectively.
- Workers have a right to join or form trade unions of their choosing.
- There shall not be any discrimination in hiring, compensation, access to training, promotion, termination or retirement based on race, caste, national origin, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation.

Safe Working Conditions:

- Employers shall provide workers with a safe and clean working environment, taking into consideration industry knowledge and any specific hazards.
- Workers must receive adequate and recorded training to perform their jobs in a safe manner.
- PPE shall be supplied where required, and workers trained in its use.
- Safeguards on machinery shall meet or exceed local legislation.
- Where workers accommodation is provided, it shall be clean, safe, and meet the basic needs of workers.
- Workers must have access to clean amenities, clean drinking water, and where required appropriate facilities for food storage and preparation.

Business Integrity:

- Suppliers must engage in all dealings with professional business ethics and maintain transparent documentation and records.
- Bribes, favours, benefits or other similar unlawful or improper payments, in cash or kind, are strictly prohibited.
- Employers are responsible for ensuring that the sub-contractors they are dealing with abide by local, state and federal legislation in the countries they operate in.
- Suppliers shall have adequate policies and processes for managing sub-contracting.

Environment:

- Employers must comply with local, state and federal environmental laws and regulations.

- Employers shall ensure that pollution, the generation of solid waste, wastewater and air emissions are prevented wherever possible, comply with legislation, and are monitored.
 - Employers shall ensure that disposal of waste and wastewater comply with local, state and federal legislation.
- a) Employers shall be made aware of this policy upon commencement of supply, or every 3 years as required.
- b) CROW FM 90.7 reserves the right to request evidence of compliance with this policy as commercially allowable, and to conduct reviews (desk-based or on-site) as deemed fit.
- c) All employers must fully comply with all local, state and federal laws and regulations regarding labour, health, safety and environment, whether operating or sourcing in Australia or overseas.

Responsibilities:

It is the responsibility of CROW FM 90.7 to ensure that employees and all relevant parties (employers) are fully conversant with this policy.

It is the responsibility of all management and employees of CROW FM 90.7 to comply with this policy and procedure without exception.

References:

Policy number: GENPP-062
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

It is the policy of CROW FM 90.7 to encourage employees, suppliers, contractors, tenderers or any other person who has business dealings with CROW FM 90.7 to raise any concerns and report instances of illegal, fraudulent or unethical conduct, where there are reasonable grounds to suspect such conduct, without fear of reprisal, dismissal, discrimination, demotion, harassment or bias.

Procedure:

This Policy applies to "Disclosers", which means anyone who is, or has been, any of the following with respect to all business dealings within CROW FM 90.7:

- Employees;
- Officers;
- Contractors (including employees of contractors);
- Suppliers (including employees of suppliers);
- Associates;
- Consultants; and
- Relatives, dependants, spouses, or dependents of a spouse of any of the above.

The protections in this Policy will also apply to anyone who has made a disclosure of information relating to an entity of CROW FM 90.7 to a legal practitioner for the purpose of obtaining legal advice or legal representation in relation to whistleblowing protection laws.

CROW FM 90.7 has a confidential reporting system to enable employees to report concerns relating to product safety, integrity, quality and legality. Any matter that a Discloser has reasonable grounds to believe is misconduct or an improper state of affairs or circumstances or is in breach of CROW FM 90.7's policies, should be reported in accordance with CROW FM 90.7's *Employee Grievances and Resolution of Disputes Policy*.

Any matter reported in accordance with this Policy shall be investigated by management, with assistance from external organisations if required, and appropriately resolved.

Records of such matters shall be maintained by CROW FM 90.7 and the Discloser shall be notified in writing of action to be taken and outcomes of the investigation.

Please note that personal work-related grievances are excluded from this Policy.

Reportable matters include any conduct that involves:

- Dishonest behaviour;
- Fraudulent activity;
- Unlawful, corrupt or irregular use of company funds or practices;
- Illegal activities (including theft, dealing in or use of illicit drugs, violence or threatened violence and criminal damage against property);
- Unethical behaviour, including anything that would breach CROW FM 90.7's Code of Conduct;
- Improper or misleading accounting or financial reporting practices;
- A breach of any legislation relating to CROW FM 90.7's operations or activities;
- Behaviour that is oppressive, discriminatory or grossly negligent;
- An unsafe work-practice;
- Any behaviour that poses a serious risk to the health and safety of any person at the workplace;
- Any activity that may jeopardise product safety, product integrity or product authenticity;
- A serious risk to public health, public safety or the environment; or
- Any other conduct which may cause loss to CROW FM 90.7 or be otherwise detrimental to the interests of CROW FM 90.7.

A report may be made verbally or in writing. A person making a report should have reasonable grounds for believing that the information provided is accurate. The report should include as much information and evidence as possible, including where possible information on:

- The nature of the alleged improper conduct occurred;
- When and how the alleged conduct occurred; and
- The people involved in the conduct.

Information contained in reports and provided by Whistle blowers in the course of an investigation will be kept confidential, except as required by law or where disclosure is necessary to regulatory authorities, law enforcement agencies or professional advisors to CROW FM 90.7 or with the written authorisation from the whistle blower.

At any time, an employee who is unsure about whether to make a Protected Disclosure will be entitled to discuss the matter in confidence with their immediate supervisor or Senior Manager. In the event a Whistle blower does not formally make a Protected Disclosure, CROW FM 90.7 may nevertheless be compelled to act on the information provided, if that information reasonably suggests Reportable Conduct has occurred or may occur.

A Whistle Blower will not be subject to any civil, criminal or disciplinary action for making a report that is covered by this Policy, or for participating in any subsequent investigation by CROW FM 90.7. No employee, officer or contractor of CROW FM 90.7 may engage in detrimental conduct against a Whistle Blower who has made or proposes to make a report in accordance with this Policy, because of such report or proposed report.

All reasonable steps will be taken to ensure that a Whistle blower will not be subject to any form of victimisation, discrimination, harassment, demotion, dismissal or prejudice, because they have made a report. However, this Policy will not protect the Discloser if they are also involved in or connected to the improper conduct or illegal activities that are the subject of a report.

Responsibilities:

It is the responsibility of CROW FM 90.7 to ensure that employees are fully conversant with this policy.

It is the responsibility of all management and employees of CROW FM 90.7 to comply with this policy and procedure without exception.

References:

"Corporations Act 2001"

Policy number: GENPP-063
Introduction Date: December 2023
Version 1

Authorised by:
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Our Policy:

It is the policy of CROW FM 90.7 to take reasonably practicable steps to provide a workplace for workers and others, that is free from incidents, injuries, hazards and near misses and to meet all legislative requirements in accordance with State and Federal Legislation and associated Regulations and updates.

CROW FM 90.7 is committed to providing and maintaining a safe and healthy working environment for all workers, visitors and members of the public. It is also integral to this policy that all incidents, hazards and near misses are reported, investigated, analysed, documented and communicated.

CROW FM 90.7 regards safe work practices during daily work performance as a key objective of the organisation and expects all workers and others to adopt, embrace and maintain this objective as foremost in the performance of all tasks and duties within the workplace.

Workplace Health & Safety is the responsibility of the employer, the workers and others in the workplace. To ensure the safety of all involved, the following responsibilities apply:

- The employer is responsible for providing policies, safe work practices and procedures, safe and fully maintained tools and equipment and Personal protective equipment and like items.
- Employees, Contractors, Sub-Contractors and others working in the workplace (referred to as “workers”) are responsible for complying with safe work practices as instructed by the employer, using tools and other equipment only for purposes for which they were designed and wearing protective clothing and any other personal protective equipment provided by the employer.

It is the responsibility of everyone to be vigilant and to observe the work practices of all workers and to identify and to report unsafe work practices, hazards and potential hazards to supervisors or managers.

Obligation and Liability:**The Employer:**

The Employer has a legal obligation to take reasonably practicable steps and precautions and exercise proper diligence so that a safe and healthy workplace is provided for workers.

This obligation includes but is not limited to the following:

- Identifying hazards and acting upon hazards identified by workers;
- Assessing risks that may result because of hazards;
- Deciding on reasonably practicable control measures to prevent or minimise any level of the risk;
- Implementing control measures;
- Monitoring and reviewing the effectiveness of the control measures; and
- Ensuring that a system is in place to implement control measures on an on-going basis.

CROW FM 90.7 will also:

- Ensure that Workplace Health and Safety becomes an agenda item at all regular meetings with workers; and
- Provide workers with appropriate training in Health and Safety.

In situations where an incident, injury or near miss occurs in the workplace or if any other breach of Legislation is found to be evident, the employer, a Director or Partner or a worker may be held individually or jointly liable.

Examples of situations where an employer, Director or Partner may be found liable:

- An inspection of the workplace is carried out by a representative from the division of Health and Safety and no Policies, Safe Work Procedures, Hazardous Chemicals information or Emergency Evacuation Plans are in place.
- An incident occurs in the workplace that is found to have resulted from the employer’s failure to properly maintain equipment.
- A worker is injured when using a piece of machinery that they have not been trained to operate.
- A worker is hospitalised with burns caused by the use of an unmarked chemical that is found to have high acidic content.
- A worker driving a company motor vehicle is killed as a result of an accident found to be caused by a tyre on the vehicle that had less than the legal minimum depth of tread.
- Protective goggles have not been provided and a worker loses the sight in one eye as a result of using a piece of equipment.
- An overloaded storage shelf collapses and a worker requires hospitalisation because they are hit by falling stock.

Employers who fail to meet their legal obligations can be subjected to significant fines issued by the Division of Health and Safety together with massive Common Law payouts for injuries suffered by workers.

It is strongly recommended that employers ensure that all processes, activities, mechanical devices, electrical devices, chemicals, tools and physical environments in the workplace are appropriately assessed for potential hazards and risks and those procedures are implemented to minimise the probability of workplace injuries or health risks.

The Worker:

Workers have a legal obligation to:

- Adopt safe work practices;
- Be diligent in reporting hazards and co-operating with co-workers;
- Stringently follow policies and procedures as established by the employer; and
- Follow instructions of supervisors.

A worker may be held liable or partially liable if, through negligence, failing to follow a supervisor's instructions or standard safety procedures, providing misleading information or engaging in an illegal activity or wilful misconduct, an incident occurs in the workplace which results in injury or death.

Examples of situations where a worker may be found liable or partially liable:

- A worker plays a practical joke on another worker resulting in injury to the other worker.
- Two workers have a few alcoholic drinks during their lunch break and, while driving a company owned vehicle back to the workplace, are involved in an accident causing the death of one of the workers.
- A worker suffers permanent blindness in one eye as a result of using a piece of equipment without wearing Personal Protection Equipment (goggles) provided by the employer.
- Two workers have a disagreement in the workplace resulting in physical pushing and shoving and one employee is pushed into a piece of machinery, losing two fingers.

How to Work Safely:

Each worker should plan for safety in everything that they do in the workplace by:

- Identifying hazards, isolating them, ensuring that they are clearly visible to others and reporting them to management.
- Being prepared for hazards, risks and things to go wrong.
- Always communicating with others and ensuring that whereabouts are known to other workers.
- Always follow Safe Work Procedures, Policies and Procedures and equipment manufacturers' instructions.
- Being diligent and alert to hazards and changes within the workplace.
- Keeping the work area clean and tidy by cleaning up spills and removing waste as soon as possible.
- Only operating plant and equipment that you have been formally trained to use or that you are licenced to use.

CROW FM 90.7 will provide essential information, training and advice about the specific requirements of employment with the organisation.

Health and Safety is the responsibility of everyone in the workplace. Suggestions and recommendations should always be provided to supervisors and managers.

Policy Review and Changes to Legislation:

CROW FM 90.7 will review and update this manual every two years.

In addition, there are regular changes to Legislation, associated Regulations and Australian Standards. Between formal policy reviews, CROW FM 90.7 will take reasonable steps to maintain a current understanding of the impact of these changes on our workplace and will keep workers advised of relevant updates.

References:

"Work Health and Safety Act (QLD) 2011"

"Work Health and Safety Regulation (QLD) 2011"

Work Health and Safety Consultation, Cooperation and Coordination Code of Practice 2021

Policy number: WHSPP-001
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Version 1

Authorised by:
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Policy:

It is the expectation of CROW FM 90.7 that all workers maintain awareness of and take basic steps to assist with the prevention of incidents that have the potential to result in injury to themselves, other workers or members of the public.

Procedure:

To ensure their own safety and the safety of others, the following basic steps must be taken:

- a) Workers must make every possible effort to ensure that the safety of members of the public is not placed at risk.
- b) Care should be taken when walking or driving around blind corners so that collisions are avoided.
- c) Enclosed shoes with slip-resistant soles should be worn at all times.
- d) Floors, work areas and walkways must be kept free of equipment and other debris.
- e) Equipment must be safely stored when not in use.
- f) Workers should maintain communication with each other so that another worker is always advised when a worker is carrying out a potentially dangerous activity.
- g) All workers must remain alert at all times to their own actions and the actions of others so that accidents and incidents can be minimized.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that all workers are aware of and comply with the requirements of this policy.

It is the responsibility of all workers to strictly comply with the contents of this policy.

References:

"Work Health and Safety Act (QLD) 2011"

"Work Health and Safety Regulation (QLD) 2011"

Managing the Work Environment and Facilities Code of Practice 2021

Work Health and Safety Consultation, Cooperation and Coordination Code of Practice 2021

Policy number: WHSPP-002
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Authorised by:
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Policy:

It is the policy of CROW FM 90.7 to comply with the requirements of Legislation by developing, implementing and supporting an effective and functional Workplace Health and Safety consultation and communication process within the organisation.

Procedure:

CROW FM 90.7 recognises that a safe workplace is more easily achieved when everyone involved in the work communicates with each other to identify hazards and risks, talk about any health and safety concerns and work together to find solutions. This includes cooperation between the people who manage or control the work and those who carry out the work or who are affected by the work.

Consultation is a legal requirement and is an essential part of managing health and safety risks. Consultation requires that:

- Relevant work health and safety information is shared with workers;
- Workers are given a reasonable opportunity to express their views and to raise health or safety issues;
- Workers are given a reasonable opportunity to contribute to the decision-making process relating to the health and safety matter;
- The views of workers are taken into account;
- Workers are advised of the outcome of the consultation in a timely manner; and
- If the workers are represented by a Health and Safety Representative, the consultation will involve that representative.

CROW FM 90.7 will consult, so far as is reasonably practicable, with workers when:

- Identifying hazards and assessing risks to health and safety arising from the work carried out or to be carried out;
- Deciding on ways to eliminate or minimise those risks to health and safety;
- Making decisions about the adequacy of facilities for the welfare of workers;
- Proposing changes that may affect the health or safety of workers; and
- Making decisions about procedures for:
 - Consulting with workers;
 - Resolving health or safety issues;
 - Monitoring the health of workers;
 - Monitoring the conditions at the workplace; and/or
 - Providing workers with information and training regarding health and safety.

Whilst ideas, suggestions and recommendations from workers will always be taken into account, the acceptance and implementation of health and safety decisions will be at the discretion of senior management. In all cases, senior management shall take a reasonably practicable approach to health and safety decisions and always ensure that the health and safety of workers is paramount.

CROW FM 90.7 will ensure that health and safety in the workplace is an agenda item at regular staff meetings, site meetings and/or toolbox talks. Health and safety will be communicated in accordance with the organisation's 'communication' policy.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that workers are conversant with this Policy and to facilitate the activities contained in the Policy and Procedure.

It is the responsibility of workers to cooperate and participate in actions required in relation to this Policy and Procedure.

References:

"Work Health and Safety Act 2011 - Part 5 Consultation, Representation and Participation"
"Work health and safety consultation, co-operation and co-ordination Code of practice 2021"

Policy:

To ensure that new workers become familiar with their new work environment and to minimize the chance of workplace incidents and injuries, every new worker, prior to entering their new work environment, will undertake a Workplace Induction and Orientation program.

Procedure:

CROW FM 90.7 may allocate an experienced worker to conduct the Induction and Orientation of the new worker and to “buddy” with them for a period of time to provide on-the-job advice and information.

Worker Induction and Orientation will include, but not be limited to the following activities and topics:

- Completion of relevant administrative tasks required for employment;
- The expectations of CROW FM 90.7 in regard to duties and work output;
- Expected worker conduct and standards;
- Terms and conditions of employment (annual leave, sick leave, payment of wages, hours of work, break times, policies and procedures, etc.);
- The Minimum Employment Period during which either CROW FM 90.7 or the new worker may terminate the employment agreement without notice;
- Performance management and Worker Appraisals;
- Emergency Evacuation procedures, Emergency exits and assembly points;
- Introduction to First Aid Officer(s) and location of First Aid Kits and Registers;
- Personal Protection Equipment and safety equipment required to carry out the worker’s new role;
- Safe procedures for operation of relevant equipment and the consequences of operating equipment that the worker has not been formally trained to operate;
- Role-specific rules and procedures and where they are recorded;
- Any “no-go” areas;
- The worker’s work environment and the location of toilets, tea and coffee facilities and other relevant hygiene information;
- The location of Safety Data Sheets (if applicable) and other information relevant to the new worker’s role;
- The availability of tools of trade, uniforms, safety equipment and Personal Protection Equipment (PPE) needed for the job; and
- Introduction to Managers, Supervisors and other workers.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that all new workers complete an Induction and Orientation Program.

It is the responsibility of the nominated experienced worker to ensure that all listed topics are covered.

It is the responsibility of the new worker to ask questions to ensure that he or she understands all elements of the Induction and Orientation.

References:

“Work Health and Safety Act (QLD) 2011”

“Work Health and Safety Regulation (QLD) 2011”

Policy number: WHSP-004
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Policy:

To ensure that high standards of safety and security are maintained, it is the Policy of CROW FM 90.7 that records are maintained for all visitors to premises controlled by the organisation.

Procedure:

To ensure compliance with this Policy, the following procedures shall apply:

- a) All persons visiting CROW FM 90.7 premises for work purposes or accessing non-public areas, shall be required to enter the following details into the "Visitors Register"
 - Date;
 - Time of arrival;
 - Name;
 - Organisation that they represent (employer, business, etc.);
 - Who they are visiting; and
 - Time of departure.
- b) A worker in the area will then:
 - Contact the worker being visited to advise them that they have a visitor and provide them with the visitor's name; and/or
 - Organise for the visitor to be escorted or directed to the appropriate area or worker's place of work.
- c) Under no circumstances should a person who is not a CROW FM 90.7 worker or Contractor for CROW FM 90.7 be allowed to enter any non-public area controlled by CROW FM 90.7, unless escorted or directed by a worker.
- d) Any worker, who organises a business-related meeting with a member of the public, should ensure that the person signs the "Visitors Register".
- e) On completion of the visit, the visitor must be instructed to enter their time of departure in the "Visitors Register".
- f) Any worker who observes an unknown person in a non-public area, on CROW FM 90.7 premises, should either:
 - Approach the person, ask who they are visiting and if they have signed the "Visitors Register"; or
 - Advise management of the person and where they were last sighted so that management can follow up.
- g) In cases of Emergency Evacuation, any worker who is being visited by a member of the public must take responsibility for ensuring that person's safety by providing instructions and guidance to them and for following Emergency Evacuation Procedures.

It is extremely important that all visitors, accessing non-public areas, to CROW FM 90.7 premises enter all required details, including "time of departure" in the "Visitors Register" as the "Visitors Register" will be one of the tools used by Emergency Services Personnel to determine who was on the premises at the time of the emergency.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that workers are fully conversant with this Policy.

It is the responsibility of all management and workers of CROW FM 90.7 and management and workers of Contractors to comply with this Policy and procedure without exception.

References:

"Work Health and Safety Act (QLD) 2011"

"Work Health and Safety Regulation (QLD) 2011"

Policy number: WHSP-005
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Authorised by:
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Policy:

It is the policy of CROW FM 90.7 to ensure all work carried out by Contractors and Sub-Contractors, is acceptable and of high standard. Contractors and Sub-Contractors must meet all requirements set out by CROW FM 90.7 before commencement of work activities and/or services.

Procedure:

Contractors and Sub-Contractors must, as the minimum, meet the following requirements and submit all relevant documentation to CROW FM 90.7 prior to approval and commencement of work:

- Must provide a copy of current Public Liability Insurance;
- Must provide evidence of current Work Cover (if employing workers);
- Must ensure all workers have appropriate licences, qualifications and training that are current;
- Must submit Safe Work Method Statements upon request;
- All equipment brought onto site must have up-to-date electrical tagging (if applicable) and be regularly maintained and in good working order;
- Required to comply with all relevant CROW FM 90.7 policies and procedures; and
- Will be required to sign a Service Agreement/Contract.

The following process shall apply when implementing contracts or sub-contracts:

- a) Documentation in the form of a standard “**Service Agreement**” should be completed and signed by the parties prior to commencement of smaller projects or supply of goods or services.
- b) The “Service Agreement” may be completed by CROW FM 90.7 and should clearly outline the terms and conditions of association agreed between CROW FM 90.7 and the Contractor or Sub-Contractor.
- c) Under no circumstances is work or supply to commence until contracts and other documents have been duly signed and witnessed by all relevant parties.
- d) If, however, the project or supply of goods or services is urgent, at the discretion of Senior Management, work or supply may commence prior to the parties having signed the “Service Agreement” provided that other correspondence (e.g. quotes, emails, etc.) confirming all details has been exchanged between CROW FM 90.7 and the approved Contractor or Sub-Contractor.
- e) “Service Agreements” may only be signed on behalf of CROW FM 90.7 by the Manager or their designate.

To ensure that Contractors or Sub-Contractors achieve and maintain the required standards while on CROW FM 90.7 premises, the following should be implemented:

- a) After a Contractor/Sub-Contractor has been selected, as part of the engagement process, a “Contractor Handbook” will be forwarded to the Contractor or Sub-Contractor together with the contract or “Service Agreement”.
- b) The signing of a declaration stating that the Contractor/Sub-Contractor accepts and agrees to comply with the contents of the “Contractor Handbook”, and the return of the signed declaration to CROW FM 90.7 prior to commencement of work or supply of goods or services, is a condition of engagement.
- c) Each Contractor and Sub-Contractor must be made aware that failure to comply with any section of the “Contractor Handbook” by themselves or any of their representatives or employees may result in the termination of the contract or “Service Agreement” at the instigation of CROW FM 90.7.

The “Contractor Handbook” may change or be updated from time to time at the instigation of CROW FM 90.7 or as a result of legislative changes. If such changes occur, an updated copy of the Handbook will be forwarded to each Contractor and Sub-Contractor under the current contract or “Service Agreement”.

Changes and/or updates to the “Contractor Handbook” must be approved by management prior to implementation and forwarding to Contractors and Sub-Contractors.

Non-Compliance

If a Contractor/Sub-Contractor fails to comply with their contract, CROW FM 90.7's Policies and Procedures, or the requirements of Legislation and regulations, a written notice will be given to the contractor, specifying the non-compliance. Senior Management will be responsible for follow up and review of the non-compliance notice. If the non-compliance continues, termination of a contract and failure of not being awarded any further contract work may result.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that workers are aware of this Policy and to ensure that contracts and "Service Agreements" are prepared and in place for all approved Contractors and Sub-Contractors.

It is the responsibility of CROW FM 90.7 to ensure that a "Contractor Handbook" is forwarded to each Contractor and Sub-Contractor and that the signed declaration of acceptance and agreement is received prior to work or supply commencing.

References:

Policy number: WHSPP-006
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Version 1

Authorised by:
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Policy:

It is the policy of CROW FM 90.7 that no worker shall be allowed or required to operate equipment of any kind, including a motor vehicle, or carry out any high-risk task unless they hold an appropriate licence or qualification in accordance with legislation or the manufacturer's requirements.

Procedure:

A worker who, as part of their work role within CROW FM 90.7, is required to carry out any of the following tasks or any other tasks required by legislation, must undertake and complete appropriate training and / or hold or acquire a current licence or certificate of competency:

- Drive a motor vehicle;
- Drive a truck of any kind;
- Operate a forklift;
- Work at heights (greater than two (2) metres above ground or floor level);
- Work in confined spaces;
- Operate heavy machinery of any kind;
- Work with electricity
- Specified plumbing work and/or
- Administer First Aid (other than basic First Aid).

A worker must be able to produce proof that they have completed training or holds an appropriate licence prior to being allowed to carry out any of the above tasks or any other tasks that may need licensing or qualifications.

A copy of the licence or verification of completion of training must be maintained on file by CROW FM 90.7 and recorded in the '**Worker Training and Qualification Register**'. All training conducted on site must be recorded on the '**Training Attendance Record**' and all attendees must sign.

Other than in training situations, any unqualified worker found to have carried out any task or operated any of the equipment listed above, without direct supervision or instruction from management or an experienced and qualified person shall be subject to disciplinary action that may include termination of employment contract.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that workers required to carry out tasks and operate equipment requiring specified training, ticketing or licencing, hold or are provided with the opportunity to achieve the required qualification.

It is the responsibility of all workers to comply with this policy and procedure.

References:

"Work Health and Safety Act (QLD) 2011"

"Work Health and Safety Regulation (QLD) 2011"

Policy number: WHSP-007
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Authorised by:
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Next Revision Date: December 2025

Policy:

In accordance with the requirements of the “Work Health and Safety Act 2011” and the associated Regulation, it is the policy of CROW FM 90.7 to document Workplace Health and Safety activities and issues and to maintain the documents on file as per legislative requirements.

Procedure:

To ensure compliance with this policy, Workplace Health and Safety information that shall be maintained on file shall include, but not be limited to the following items, reports and documents:

- Minutes of Workplace Health and Safety meetings;
- Completed Incident and Injury Reports;
- Workcover and Rehabilitation Records;
- Copies of submitted Queensland Government “Incident Notifications – Form 3” Reports;
- Completed Risk Assessments;
- Safety Data Sheets (including those for products that are no longer available or in use);
- Hazard Reports;
- First Aid Records;
- Workplace Assessment Reports completed by the Workplace Health and Safety Officer;
- Standard Operating Procedures (including those for equipment no longer in use);
- Workplace Health and Safety Training Records;
- Workplace Health and Safety Induction Records;
- Workplace Health and Safety Policies and Procedures Acceptance and Agreement Declarations - Contractors and Sub-Contractors;
- Policies and Procedures Acceptance and Agreement Declarations - employees and volunteer workers;
- Hazardous Materials Registers;
- Maintenance records and Registers for equipment and plant; and
- Records maintained in accordance with the “Fire Safety Regulation 2008”.

Records may be maintained in either hard or soft copy or both and shall be accessible to management.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that Workplace Health and Safety records are maintained and to allocate the responsibility for the role.

Workers are responsible for ensuring that all Workplace Health and Safety related issues are reported to management by completing and submitting relevant information in required formats.

References:

“Work Health and Safety Act (QLD) 2011”
“Work Health and Safety Regulation (QLD) 2011”
“Fair Work Act 2009”
“Privacy Act 1988”

Policy number: WHSPP-008
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

CROW FM 90.7 believes that general untidiness and poor housekeeping in the workplace contributes to incidents and injuries. Accordingly, workers are required to ensure that items utilized in the workplace are appropriately stored immediately after use and that the workplace is kept tidy and uncluttered at all times.

Procedure:

As a minimum, all workers must comply with the following guidelines:

- When not in use and immediately after being used, all work equipment must be stored in designated storage places. Tools and materials should not be left scattered around the floor or location while the job is in progress. Keep as much order as possible to protect workers and others from injury.
- Never place equipment and tools on stair treads.
- Any items removed from shelves or cupboards must be put back in place as soon as possible after use.
- All rubbish, garbage and paper must be disposed of immediately and be placed in appropriate recycled containers upon completion of each task.
- Any spillages or leaks must be contained immediately and reported to the supervisor.
- Only approved solvents should be used for cleaning purposes.
- Fire extinguishers and first aid equipment are not to be moved from their specified location, except in the case of a fire or emergency or during routine maintenance.
- Access to emergency exits must be kept clear at all times.

Additional housekeeping requirements may apply to specific tasks and projects. Workers will be advised of these by management as they become relevant.

Responsibility:

It is the responsibility of CROW FM 90.7 to monitor housekeeping standards and to instigate appropriate action if standards are not met.

It is the responsibility of all workers to comply with housekeeping standards as required by CROW FM 90.7. Repeated failure to do so will result in disciplinary action that may include termination of employment.

References:

"Work Health and Safety Act (QLD) 2011"

"Work Health and Safety Regulation (QLD) 2011"

Managing the Work Environment and Facilities Code of Practice 2021

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Authorised by:
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Policy:

It is the policy of CROW FM 90.7 that issues throughout the workplace that require maintenance and that present potential Health and Safety hazards and / or risks shall receive the highest priority and required maintenance shall be carried out as quickly as is reasonably practicable.

Procedure:

A number of maintenance issues will arise in the workplace that appear to be minor issues but have the potential to result in serious injury to workers and clients. While there are numerous maintenance issues that fall into this category, some examples include:

- Carpet lifting at the edge or at a join (risk of trips and falls);
- Light globe or fluoro tube removed but not replaced (risk of electrical incident);
- Broken or cracked window (risk of cuts and abrasions);
- Walkways uneven (risk of trips and falls);
- Outer insulation not totally covering inner wiring on cable of electrical item (risk of electrical incident);
- Unstable wheel on a trolley (risk of manual task injury or crushing injury);
- Loose screws in chairs (risk of collapse and fall); or
- Inoperable door lock (risk of unauthorised persons having access to potentially dangerous items).

In any instance where a worker becomes aware of what may appear to be a minor maintenance requirement, that worker should:

- a) Closely inspect the item requiring maintenance;
- b) Assess the level of risk in relation to the worst possible outcome and the likelihood of an incident occurring;
- c) Take any immediate action that may be appropriate to temporarily reduce the risk;
- d) Advise management or a maintenance worker of the issue and the risk;
- e) Follow up at a later time or date to ensure that the maintenance is carried out; and
- f) If the maintenance has not been carried out the worker should again advise management of the issue.

Where a potential risk of injury to a worker or member of the public exists in relation to a maintenance issue, maintenance workers should ensure that a suitable resolution, either permanent or temporary is implemented as quickly as possible but definitely within one (1) working day.

Maintenance requirements that have the potential to constitute hazards or risks to the safety of workers or members of the public must at all times be treated as high priority maintenance tasks.

Responsibility:

It is the responsibility of management to communicate this policy to workers and to ensure that they have a thorough understanding of the policy.

It is the responsibility of maintenance workers to respond as quickly as is reasonably practicable to maintenance requests where a potential risk to the health and safety of workers is identified.

It is the responsibility of all workers to be vigilant and to report maintenance issues to management immediately upon identification.

References:

"Work Health and Safety Act (QLD) 2011"

"Work Health and Safety Regulation (QLD) 2011"

Managing the Work Environment and Facilities Code of Practice 2021

Work Health and Safety Consultation, Cooperation and Coordination Code of Practice 2021

Policy number: WHSP-010
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Authorised by:
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Policy:

CROW FM 90.7 recognises that regular internal and external workplace inspections are an important part of the overall health and safety management system. Therefore, CROW FM 90.7 shall, as a minimum, conduct regular workplace health and safety inspections by a competent internal or external personnel.

Procedure:

Workplace safety inspections are used to identify hazards and risks within the work environment. They are a key element of workplace safety as they enable:

- Proactive maintenance of the physical environment;
- Review of health and safety information, systems and practices; and
- Compliance with legal requirements.

As an essential part of a health and safety management system, permanent workplaces should be inspected as a minimum once a year by either an external consultant or organisation or internally by a trained and competent worker. Temporary worksites should be inspected daily and/or on a regular basis.

Every inspection must examine who, what, where, when and how; with particular attention to items most likely to develop unsafe or unhealthy conditions because of stress, wear, impact, vibration, heat, corrosion, chemical reaction or misuse. Inspecting the entire workplace area (permanent place of work) each time, including areas where no work is done regularly, such as parking lots, rest areas, office storage areas and locker rooms. Temporary worksite inspections shall be carried out where the work is being conducted and in adjacent areas or other areas deemed relevant to the work being carried out.

The designated inspector shall look at all workplace elements - the environment, the equipment and the process. The environment includes such hazards as noise, vibration, lighting, temperature, and ventilation. Equipment includes materials, tools and apparatus for producing a product or a service.

The process involves how the worker interacts with the other elements in a series of tasks or operations.

Types of workplace hazards may include:

- Safety hazards; e.g., unsafe workplace conditions, unsafe work practices.
- Ergonomic hazards caused by anatomical, physiological, and psychological demands on the worker, such as repetitive and forceful movements, vibration, temperature extremes, and awkward postures arising from improper work methods and improperly designed workstations, tools, and equipment.
- Physical hazards caused by noise, vibration, energy, weather, heat, cold, electricity, radiation and pressure.

Once an inspection has been carried out, the designated inspector shall prepare a report of their findings as well as a list of recommendations for corrective action and pass it onto management. Management will then review the report and send a copy to Health and Safety Representatives (if applicable) for their comments.

Corrective action shall be determined by consultation with Management and workers. A plan shall be created with a timeframe of when the corrective actions shall be implemented and how they will be reviewed.

A copy of all inspection reports, corrective action plans and meeting minutes shall be made available to all workers and also kept on file, as per Work Health and Safety Records policy and procedure.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that workers are conversant with the content of this policy.

It is the responsibility of all workers to comply with this policy without exception.

References:

"Work Health and Safety Act 2011(QLD)"

"Work Health and Safety Regulation 2011 (QLD)"

Work Health and Safety Consultation, Cooperation and Coordination Code of Practice 2021

Policy number: WHSP-011
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

CROW FM 90.7 adopts a safe work policy and in accordance with this policy, CROW FM 90.7 encourages workers to be alert in their identification of hazards and risks in the workplace and to report them to management as soon as possible. It is the policy of CROW FM 90.7 that identified hazards and risks in the workplace will be assessed and resolved as soon as is reasonably practicable.

Procedure:

Workers should, at all times, be vigilant in the identification of hazards while carrying out their daily duties.

A “hazard” may be defined as any item, work method, piece of equipment, workplace layout or other situation in the workplace that has the potential to become a risk that could cause a workplace incident or near miss.

A “Risk” may be defined as the likelihood that personal injury or illness, or damage to plant or equipment will result from a hazard.

Management of risks involves the following steps:

STEP 1 – Hazard Identification:

Any worker who identifies a situation that they believe may be a Hazard should fill out the **Hazard Risk Identification and Assessment form** and then report the situation to their manager or supervisor. Management will take steps to ensure that the reported hazard does not develop into a risk and, unless immediate action is required, will discuss the report with workers to determine a long-term solution. If it is determined that immediate action is required, management may take appropriate action to provide a long-term solution without discussion with workers.

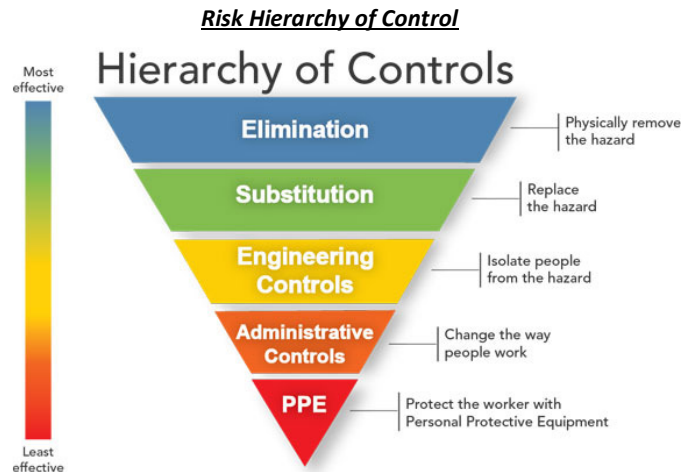
STEP 2 – Risk Assessment:

To determine what controls are needed to eliminate or minimise a risk from an identified Hazard, CROW FM 90.7 will conduct a **Risk Assessment**. The “reasonably practicable” rule will always be applied. Assessing the risk has a four-step process as outlined in the table below:

Step 1—CONSEQUENCES How severely could it hurt someone? <i>How ill could it make someone?</i> <i>How much damage can it cause?</i>		Step 2—LIKELIHOOD <i>How likely is it for an injury or incident to occur?</i>			
		Very likely, could happen frequently	Likely, could happen occasionally	Unlikely, could happen, but rare	Very unlikely, could happen, probably never will
		L1	L2	L3	L4
Kill or cause permanent disability or ill health. Critical damage / financial loss	C1	Very high risk (1)	Very high risk (1)	High Risk (2)	Substantial Risk (3)
Long term illness or serious injury Major damage / financial loss	C2	Very high risk (1)	High Risk (2)	Substantial Risk (3)	Moderate Risk (4)
Medical attention and several days off work Moderate damage / financial loss	C3	High Risk (2)	Substantial Risk (3)	Moderate Risk (4)	Acceptable Risk (5)
First Aid needed Minor damage/ financial loss	C4	Substantial Risk (3)	Moderate Risk (4)	Acceptable Risk (5)	Low Risk (6)
Step 3—RISK PRIORITY SCORE		Step 4—ACTION AND RESPONSE			
1 = Very High Risk		Stop the activity—immediate action is required to ensure safety—safety measures applied must be cleared by the Site Supervisor before any activity recommences.			
2 = High Risk		Proceed with caution—immediate reporting of emerging or ongoing risk exposure at this level to the Supervisor for decision is mandatory			
3 = Substantial Risk		Be aware—action required as soon as possible to prevent injury or illness			
4 = Moderate Risk		Report these risks to the responsible Supervisor during the current shift or before the next shift			
5 = Acceptable Risk		Do something when possible. Manage by routine procedures.			
6 = Low Risk		These risks should be recorded, monitored and controlled by the responsible Supervisor			

STEP 3 – Control Risks:

Once a risk assessment has been conducted management and workers shall discuss the controls identified in the assessment and using the ‘reasonably practicable’ rule, implement the most effective control, using the Hierarchy of Controls as a guide.



STEP 4 – Monitor and Review Control Measures:

Hazards and risks identified are recorded in the **hazard/risk register**. Regular reviews and checks of the controls implemented should be conducted and recorded to ensure the controls are working and no other hazard has been created.

When undertaking the risk assessment, it is important for managers to ensure workers are consulted at each of step of the process. This encourages everyone to work together to identify risk factors and implement effective control measures. Consultation also helps to raise awareness about the risks associated with hazards in the workplace.

Risk management strategies in the workplace may include:

- Regular hazard inspections of the work environment;
- A risk register detailing all Health and Safety risks associated with the operation and activities of the workplace;
- Documented Health and Safety policies and procedures;
- Risk assessments of newly purchased equipment;
- Risk assessments for any change to work processes;
- Hazard, injury, incident reporting procedures; and
- Annual workplace Health and Safety inspections.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that all workers are aware of the procedures for reporting hazards and risks and to ensure that identified hazards and risks are acted upon. It is also the responsibility of CROW FM 90.7 to ensure that annual workplace inspections are carried out.

It is the responsibility of all workers to report hazards and risks to Supervisors and Managers and to follow instructions from CROW FM 90.7 in relation to eliminating hazards and risks.

References:

“Work Health and Safety Act (QLD) 2011”

“Work Health and Safety Regulation (QLD) 2011”

How to Manage Health and Safety Risks Code of Practice 2021

Work Health and Safety Consultation, Cooperation and Coordination Code of Practice 2021

Policy number: WHSPP-012
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Policy:

While CROW FM 90.7 takes all reasonable steps to minimize the occurrence of incidents in the workplace, we recognize and accept that they can happen. CROW FM 90.7 will handle incidents in accordance with legislative requirements using a logical set process.

Procedure:

Incidents include any events in the workplace that result in injury or damage to equipment or property. They also include “near misses”, which are events that, due to luck or specific circumstances, do not result in injury or damage, but under normal circumstances would have.

If an Incident occurs the following steps are to be followed:

- a) The first priority of workers is to ensure their own safety and the safety of others in the workplace;
- b) Uninjured workers should take all steps necessary to assist any injured workers;
- c) The manager must immediately be informed of the incident and of any injured workers;
- d) Appropriate medical assistance (if required) should be organised for injured workers;
- e) Workers must at all times attempt to preserve the incident site until such time as an investigation has been completed or workers have been advised otherwise by Emergency Personnel or authorised Health and Safety Personnel.
- f) An “**Incident Report form**” must be completed to assist CROW FM 90.7 to investigate the event and to take steps to prevent any reoccurrence;

Notifiable Incidents:

Notifiable Incidents **must** be immediately reported to WorkSafe QLD by phoning 1300 362 128.

Written confirmation of the reportable incident must also be provided to WorkSafe QLD within 48hours using the incident notification form.

A **notifiable incident** means:

- a) The death of a person, or
- b) A serious injury or illness of a person, or
- c) A dangerous incident.

A **serious injury or illness of a person** means an injury or illness requiring the person to have:

- a) Immediate treatment as an in-patient in a hospital, or
- b) Immediate treatment for:
 - (i) The amputation of any part of their body, or
 - (ii) A serious head injury, or
 - (iii) A serious eye injury, or
 - (iv) A serious burn, or
 - (v) The separation of their skin from an underlying tissue (such as degloving or scalping), or
 - (vi) A spinal injury, or
 - (vii) The loss of a bodily function, or
 - (viii) Serious lacerations, or
- c) Medical treatment within 48 hours of exposure to a substance,

And includes any other injury or illness prescribed by the regulations but does not include an illness or injury of a prescribed kind.

A **dangerous incident** means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to:

- a) An uncontrolled escape, spillage or leakage of a substance, or
- b) An uncontrolled implosion, explosion or fire, or
- c) An uncontrolled escape of gas or steam, or

- d) An uncontrolled escape of a pressurised substance, or
- e) Electric shock, or
- f) The fall or release from a height of any plant, substance or thing, or
- g) The collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations, or
- h) The collapse or partial collapse of a structure, or
- i) The collapse or failure of an excavation or of any shoring supporting an excavation, or
- j) The inrush of water, mud or gas in workings, in an underground excavation or tunnel, or
- k) The interruption of the main system of ventilation in an underground excavation or tunnel, or
- l) Any other event prescribed by the regulations,

But does not include an incident of a prescribed kind.

As soon as is practicable, Work Cover Forms must be completed for each injured worker and submitted to Work Cover Queensland

Responsibility:

In the case of Incidents in the workplace, all managers, supervisors and workers are responsible for taking steps as outlined in this policy.

References:

"Work Health and Safety Act (QLD) 2011"

"Work Health and Safety Regulation (QLD) 2011"

Work Health and Safety Consultation, Cooperation and Coordination Code of Practice 2021

Policy number: WHSPP-013
 Introduction Date: December 2023
 Version 1

Authorised by:
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Policy:

Except in situations where CROW FM 90.7 provides alcoholic beverages at work-sponsored functions, a zero-tolerance policy on consumption of alcohol prior to commencement of work, in the workplace or during work hours is adopted.

Procedure:

- a) Any worker who arrives at the workplace in a condition that is believed to have resulted from excessive consumption of alcohol will not be allowed to commence or re-commence duties. The worker will be suspended without pay until the commencement of the next working day or shift.
- b) Arriving at work under the influence of alcohol and consumption of alcohol during work time is regarded as unacceptable behaviour and such situations involving alcohol in the workplace shall result in disciplinary action that may include termination of employment.
- c) CROW FM 90.7 reserves the right to refer a worker to professional counsellors if in the opinion of senior management, excessive consumption of alcohol appears to be developing into an on-going problem which is affecting work attendance or performance.
- d) When CROW FM 90.7 organises and sponsors a worker's function, alcoholic beverages may be provided to maximum amounts that would not, under normal circumstances, enable any worker to exceed the legal driving limit.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that workers are aware of the Policy and to ensure that action is taken if a worker is in breach of the Policy.

It is the responsibility of workers to ensure that alcohol is not consumed prior to commencement of work or during the working day.

It is also the responsibility of workers to be responsible for their own actions at work sponsored functions and to avoid over indulgence of alcohol.

References:

"Work Health and Safety Act (QLD) 2011"
"Work Health and Safety Regulation (QLD) 2011"
"Relevant Modern Award"

Policy number: WHSP-014
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

Whilst CROW FM 90.7 respects the rights of workers to participate in any activities of their choice outside of the workplace, the use of, the possession of and being under the influence of any illegal non-prescribed illicit drug in the workplace is strictly prohibited.

Procedure:

- a) For the purposes of this policy, “illegal non-prescribed illicit drugs” shall include but are not limited to the following:
 - Stimulants (e.g. amphetamines, cocaine, ecstasy);
 - Depressants (e.g. marijuana/cannabis, heroin, opium, morphine);
 - Hallucinogens (e.g. L.S.D., magic mushrooms, D.M.T.); or
 - Manufactured Drugs (e.g. ice, imitation cannabis).
- b) The “workplace” shall include the inside of a motor vehicle owned by CROW FM 90.7 and the inside of a worker’s private motor vehicle, briefcase, handbag or any other personal property, whilst that property is parked or situated on premises owned or controlled by CROW FM 90.7.
- c) Any worker who takes medication prescribed by a duly qualified Medical Practitioner that results, or may result, in drowsiness, dizziness or any other side effect that could result in potential safety issues in the workplace must advise their supervisor so, that if necessary, alternative duties can be arranged.
- d) In situations where, after a thorough investigation, a worker is proven to be in possession of, or to have used an illegal non-prescription illicit drug in the workplace, CROW FM 90.7 is obliged to take disciplinary action, which may include termination of employment.
- e) Any situation involving a worker of CROW FM 90.7 and illegal non-prescription illicit drugs may result in the involvement of the police. Police involvement in any such situation shall be at the discretion of CROW FM 90.7.
- f) To ensure a safe workplace, any worker who reports to work apparently under the influence of a drug shall not be allowed to commence their duties. The worker shall be suspended from duty, until the start of the next day when the situation will be thoroughly investigated.
- g) In situations where a worker is proven to have reported to the workplace under the influence of an illegal non-prescription illicit drug, disciplinary action, which may include termination of employment, will result.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that workers are aware of the Policy.

All workers are responsible for adhering to this policy and for reporting situations involving erratic or unsafe behaviour that may be a result of illegal non-prescription illicit drugs to CROW FM 90.7.

References:

“Work Health and Safety Act (QLD) 2011”
“Work Health and Safety Regulation (QLD) 2011”
“Relevant Modern Award”

Policy number: WHSP-015
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Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

It is the policy of CROW FM 90.7, that a zero-tolerance has been adopted to levels of alcohol and illicit drugs being found in bodily fluid samples taken from workers. CROW FM 90.7 reserves the right to have any worker tested for alcohol and drugs at any time within a worker's working hours.

Procedure:

All testing for alcohol and illicit drugs shall be carried out by a qualified person using recognized testing processes.

- a) Testing may, at the discretion of CROW FM 90.7, be of a random nature with no prior warning provided. Any reason for suspicion that a worker is affected by alcohol or illicit drugs while they are at work shall, at the discretion of management, result in that worker being required to undergo testing.
- b) Upon request from management, any nominated worker is expected to undergo the testing procedure at the expense of CROW FM 90.7.
- c) Failure or refusal to undergo the testing process shall result in the suspension of that specific worker from the workplace until they agree to undergo the testing process or in summary dismissal of the worker for failure to comply with a lawful instruction from a supervisor or manager.
- d) Any resultant suspension that extends for a period of one week or longer shall be deemed to be a termination of employment and the worker shall have their employment terminated in accordance with the requirements of the "National Employment Standards". This may include "summary dismissal" with no notice period or payment in lieu provided.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that workers are familiar with this policy.

It is the responsibility of all workers to ensure that they remain free from alcohol and / or illicit drugs while in the CROW FM 90.7 workplace and to undergo relevant testing if and when instructed by CROW FM 90.7.

References:

"Work Health and Safety Act (QLD) 2011"

"Work Health and Safety Regulation (QLD) 2011"

"Relevant Modern Award"

Policy number: WHSP-016
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

CROW FM 90.7 accepts that workers may experience differences of opinion and/or frustrations in the workplace either between each other or between themselves and a member of the public however it is our policy that physical violence of any form in the work environment will not be tolerated under any circumstances.

Procedure:

Occupational Violence may include but is not limited to:

- Aggressive verbal threats;
- Striking, kicking, scratching, biting, spitting or any other type of direct physical contact;
- Throwing objects;
- Attacking with weapons of any kind including knives, guns, clubs or any other object; and/or
- Pushing, shoving, tripping, grabbing.

A “Threat” may be defined as: *“A statement (verbal) or behaviour (physical) that causes a reasonable person to believe they are in danger of being physically attacked.”*

“Physical Attack” may be defined as: *“The direct or indirect application of force by a person to the body, clothing or equipment worn or used by another person where that application creates a risk to health and safety.”*

The following shall apply to situations involving violence between workers:

- a) In all cases where a worker feels or believes that any risk of occupational violence from another worker is present, they should advise management of their concern and take all possible steps to avoid inflaming or promoting the situation and the possibility of violent action occurring.
- b) Violence in the workplace creates an unsafe work environment and is regarded as serious misconduct. Any instances of violence involving one or more workers will be thoroughly investigated by CROW FM 90.7 and if proven will result in severe disciplinary action that may include termination of employment for one or more workers involved.
- c) In particularly severe cases of occupational violence involving workers, at the discretion of senior management, CROW FM 90.7 reserves the right to instigate police involvement.

The following shall apply to situations involving occupational violence between a member of the public and a worker:

- a) Threats and physical attacks should never be regarded as part of a worker’s job.
- b) Prior to meeting with a member of the public, if a worker holds any suspicion that there may be a chance of the situation becoming threatening or violent, if possible, they should:
 - Ensure that as much as possible is known about the person to be dealt with.
 - Check for alternative entrances to the meeting location that could be used in an emergency.
 - Remove any objects that could be used as weapons from the meeting location.
- c) If a worker believes that occupational violence instigated by a member of the public is imminent, they should:
 - Move slowly to place a barrier (desk, counter, chair, motor vehicle, etc.) between themselves and the aggressor (member of the public).
 - Listen to the aggressor (member of the public), acknowledge their issue and allow them to verbally “vent”.
 - Respond calmly and remain respectful.
 - Explain options and encourage the aggressor (member of the public) to remain calm.
- d) If previous action has failed to reduce the likelihood of occupational violence the worker should:
 - Politely ask the aggressor (member of the public) to leave the location.
 - If the aggressor (member of the public) refuses, discontinue discussions with them and explain politely that you are doing so because they have refused to calm down or leave the premises.
 - Advise the aggressor (member of the public) that the police have been or are being contacted.
 - If all else fails, remove themselves from the location to a safe distance.
- e) In violent or potentially violent situations involving a member of the public, workers must always follow these key requirements:

- Do not react to the aggressor's violent behaviour in a similar manner.
- Do not verbally threaten the aggressor.
- Do not move closer to the aggressor or enter their personal space.
- Do not take insults personally or respond.
- Do not make quick movements.

In cases of occupational violence involving a member of the public, unless a specific decision not to involve the Police is made by management, the Police should be notified.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that workers are aware of actions to take in the event of physical violence becoming imminent or actually occurring.

It is the responsibility of workers to take all possible steps to avoid physical violence and to comply with this Policy and Procedure.

Policy number: WHSPP-017
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

CROW FM 90.7 support legislative requirements relating to First Aid by maintaining fully stocked First Aid facilities and ensuring that sufficient workers hold relevant First Aid accreditations.

Procedure:

First Aid is the initial response that should be applied to any health emergency in the workplace. While complications may result from involved first aid treatment being administered by a person who does not hold a recognised First Aid Certificate, there are some basic non-invasive actions that can be taken to assist an injured person until professional assistance arrives and the affected person's condition can be stabilised (see details at the end of this policy).

Information about first aid facilities and services shall be provided to all workers on commencement of employment. Information about specific hazards in the workplace and changes affecting the provision and use of first aid facilities and services shall be made available as required to all workers.

- First aid kits will be located in centrally located workplaces. Smaller kits will be provided in company work vehicles.
 - All first aid personnel names and phone numbers will be displayed near or adjacent to first aid kits in the workplace.
 - Details of emergency services shall also be displayed in prominent locations. Emergency services including: Ambulance, Police, Fire Brigade, SES, nearest Hospital, and poisons information centre.
- a) In any instance where First Aid is administered to a worker, unless the treatment is extremely minor (e.g. application of a band-aid), an **"Incident and Injuries Report"** must be completed and filed by the First Aid Attendant or management.
- b) To ensure that records of administration of First Aid (including minor issues) are maintained, CROW FM 90.7 will provide a **"First Aid Register"** in which entries must be made for each and every time that an item from the First Aid Kit is used and each time that any form of First Aid is administered. As a minimum, the "First Aid Register" must contain:
- The date that the First Aid was administered;
 - A description of the ailment or injury;
 - The cause of the ailment or injury (if known);
 - Whether the ailment or injury resulted from an incident at work or outside of the workplace; and
 - The action taken.

Personal information about the health of a worker or other person is confidential. Disclosure of first aid administered shall be on a need-to-know basis, normally restricted to health professionals, and Management for purposes of incident investigation and statistics.

- c) Any worker requiring self-treatment for minor first aid issues (e.g. A band aid for a minor scratch) should access the first aid kit and apply the relevant treatment. they must then record the activity in the "First Aid Register".
- d) No item in a first aid kit is to be used for any reason other than that for which it is intended.
- e) CROW FM 90.7 should, on a regular basis, audit the First Aid records to ascertain whether any minor injuries result from Health and Safety issues and take corrective action if necessary.

Responsibility:

It is the responsibility of CROW FM 90.7 to monitor the contents of First Aid Kits and to ensure that they are appropriately stocked.

It is also the responsibility of CROW FM 90.7 to ensure that an adequate number of workers are trained to administer first aid at the workplace or that workers have access to an adequate number of other people who have been trained to administer first aid.

It is the responsibility of all workers to ensure that this policy is complied with.

References:

Basic First Aid Action:

- Bleeding:** Bleeding may be reduced by applying direct pressure to the source.
- Shock:** Wrap the person in a blanket to keep him or her warm and try to calm the person.
- Poisoning:** Remove any remaining poison from the immediate area, call for an ambulance and contact the **Poisons Information Centre 131 126**.

N.B. ALL HUMAN BLOOD OR SECRETIONS OF ANY KIND SHOULD BE REGARDED AS INFECTIOUS. LATEX OR RUBBER GLOVES, PLASTIC OR OTHER APPROPRIATE PROTECTION SHOULD BE USED, IF POSSIBLE, WHEN REQUIRED TO TOUCH OR HANDLE THESE SUBSTANCES BECAUSE OF AN ACCIDENT OR INJURY.

Where blood or other human secretions have been deposited in the work place, the area should be isolated and cleaned using antiseptic or bleach.

Policy number: WHSPP-018
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

It is the policy of CROW FM 90.7 to provide a safe environment for workers and members of the public. To minimise any risk to workers, CROW FM 90.7 provides the following procedures to follow in the event of a person coming into unprotected contact with blood or body substances.

Procedure:

Standard Precautions involve the use of safe work practices and protective barriers including:

- Hand hygiene;
- Appropriate use of gloves;
- Use of facial protection;
- Use of masks;
- Use of gowns/aprons;
- Appropriate device handling;
- Appropriate handling of laundry; and/or
- Incorporation of respiratory hygiene/cough etiquette.

The type of Personal Protective Equipment (PPE) used will vary based on the level of precautions required. Although these safety precautions are used there may still be a risk of contact.

Where accidental contact occurs with human blood or other body fluids, immediately:

- Remove contaminated clothing;
- Wash hands, lower arms and any other bodily parts in contact with or splashed by the substance. Thorough washing with soap or water is adequate;
- If the eyes are contaminated, rinse eyes gently but thoroughly for up to five minutes with warm water or normal saline solution while the eyes are open;
- If the material gets in the mouth, spit it out and then rinse the mouth with water several times; or
- If the skin has been scratched or punctured, then squeeze the wound to make it bleed and wash under running water.

DO NOT SUCK THE WOUND

Where an open wound is involved (for example from a needle stick injury or other sharps), immediately:

- Remove contaminated clothing;
- Immediately flush the wound under running water;
- Wash the wound using warm water and liquid soap (except where it involves the eyes, mouth and nose). Alcohol-based hand rinses/foams [60-90% alcohol by weight] should be used when water is not available;
- Rinse the eyes, mouth and nose (if affected) thoroughly with warm water (without soap) or saline;
- Thoroughly pat-dry the area;
- Apply a sterile waterproof dressing (such as an adhesive plaster), as necessary, and applying pressure through the dressing if profuse bleeding is still occurring; and
- Seek medical advice.

If a needle, syringe or other sharp was involved, carefully place it in a rigid-walled container and take it with you to the doctor. Do not attempt to cover the needle or sharp because you run the risk of further injury.

Report the incident immediately to your supervisor. Complete an Incident and Injuries Report form. Include the name of the source individual (if known), the date and time of exposure and how the incident occurred

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that all employees understand this policy, are trained appropriately in these situations and follow the safety procedures.

It is the responsibility of all employees to ensure safety procedures and pre-cautions are maintained and followed correctly.

Policy:

Contact with used syringes or needles may result in ill-health due to infection or illness.

Puncture wounds from 'sharps' may cause wounds and bleeding which can make the employee susceptible to infections and viruses in the workplace.

To comply with Health and Safety legislation (2011) and thereby minimise the risk of injury to workers, CROW FM 90.7 will:

- Provide sharps bins for the safe disposal of needles.
- Operate clear handling procedures for the disposal of sharps waste.
- Ensure that training and information is provided for appropriate workers in relation to the safe disposal of sharps.

It is possible when undertaking your duties that you may come across discarded sharps. In such circumstances, it is important for you to follow the advice detailed in the procedures below to ensure the personal safety of both yourself and others.

Procedures:**Procedure for Safe Handling and Disposal of Sharps:**

1. Needles should NEVER be re-sheathed and must NEVER be placed in a plastic bag. Sharps must not be left lying around.
2. The plastic sharps container must be assembled correctly prior to use and workers should ensure the lid is secure.
3. The person assembling the sharps container must complete the relevant sections on the label before putting it into use.
4. On no account should a sharps container be left in a position that is readily accessible to members of the public.
5. When not in use, the temporary lid closure must be utilised to prevent accidental contact with the contents, e.g. as a result of the container being knocked over.
6. Whenever possible, the discarded needle should be picked up by the syringe body and placed in the sharps container with the needle facing downwards.
7. If the needle is detached from the syringe body, use the pick-up tool around the collar to ensure the sharp point of the needle is facing downwards towards the container.
8. When placing used sharps into the container, ensure that all contents actually pass the plastic flap and enter the container. Items should not be retrieved from sharps bins. Unsheathed sharps should NEVER be passed directly to another worker.
9. Where possible, dispose of the syringe and needle as a complete unit into the sharps container.
10. The sharps container must be discarded when it is two-thirds full. Broken containers should be reported to Management.
11. Sharps boxes should be sealed, using the lid provided **before** it becomes unsafe to put more sharps in. You must not press down sharps in the container to make more room and on no account attempt to remove sharps from the box.
12. Prior to disposal of the sharps container, workers must ensure the lid is locked (using the permanent lid closure) and relevant details completed on the label (eg date locked etc.).
13. A full sharps box should be sealed effectively and labelled and then carefully taken to the Manager's office. Workers carrying waste containers should take suitable precautions.

Remember, TAKE NO RISKS:

1. Always wear gloves, then discard.
2. Use pick up tools provided, then discard.

3. Place sharps downward in the box.
4. Close the lid of the box immediately after use.
5. Store the box safely until it is taken for disposal.

Sharps Spillages:

If used sharps are spilled from a sharps container, the following procedure should be followed:

- Section off the area from others
- Wear protective clothing.
- Gather up spilled sharps using a dustpan and brush and put them into a sharps container.
- Dispose of protective clothing.
- Wash hands.

Needlestick injuries:

If you are injured by a discarded sharp:

- Do encourage the wound to bleed (this helps to cleanse it). Do not suck the wound.
- Do, if possible, wash the area with soap and water.
- Do report to the Accident and Emergency Department at the nearest hospital or your own GP on the same day as the injury occurred.
- Do ensure your Manager is informed of the incident and that it is recorded using the standard accident report form.
- Do note the name of the needle's user if known.

Remember that early treatment can prevent infections. Do not put yourself or others at risk, be needle wise.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure a safe workplace is maintained and training is provided to all employees in relation to this policy.

It is the responsibility of employees to follow and understand this policy and to maintain a safe working environment.

References:

"Work Health and Safety Act (QLD) 2011"

"Work Health and Safety Regulation (QLD) 2011"

First Aid in the Workplace Code of Practice 2021

Policy number: WHSPP-020
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

CROW FM 90.7 recognizes that workers with a life-threatening illness including, but not limited to cancer, heart disease, and HIV related conditions, may wish to continue to engage in as many of their normal pursuits as their condition allows, including their employment. It is also recognized that workers may have certain allergies which generally will have no effect on their work.

It is a requirement of CROW FM 90.7 that, whilst such workers must meet acceptable work performance standards, the performance of normal job functions must not exacerbate their condition or present a health threat to other workers or members of the public.

Procedure:

- a) Whilst CROW FM 90.7 accepts that confidentiality is a priority, any worker with an infectious or life-threatening illness or an allergy of any kind should advise their situation to the CROW FM 90.7 by completing and submitting an **"Employee Medical Condition Advice"** form.
- b) Managers must be sensitive to the worker's condition and ensure that the worker is treated in a manner that is consistent with the treatment of other workers. At the request of the worker, the Manager must take all possible steps to maintain confidentiality with regard to the worker's condition.
- c) CROW FM 90.7 seeks to provide a safe work environment for all workers. Accordingly, precautions should be taken to ensure that a worker's condition does not present a health and/or safety risk to other workers.
- d) When dealing with workers with infectious or life-threatening illnesses or allergies, with the agreement of the worker, CROW FM 90.7 should:
 - i) Remember that a worker's health condition is personal and confidential and take reasonable precautions to protect information regarding a worker's health condition.
 - ii) Take steps to determine any effect that a worker's duties may have on any allergies suffered and make changes as deemed appropriate.
 - iii) Ascertain whether other workers would benefit from specific information about terminal illness, or a specific life-threatening illness and source suitable information as required.
 - iv) If required, obtain further guidance in managing situations that involve a worker with a life-threatening illness.
 - v) At the discretion of CROW FM 90.7, determine whether a statement should be obtained from the worker's attending Medical Practitioner, regarding the worker's continued presence at work and any potential risk to the worker or their co-workers.
 - vi) Make reasonable accommodation for workers with an infectious or life-threatening illness provided that accommodations made do not result in significant difficulty or expense.
 - vii) If the worker requests, due to undue stress or hardship, make a reasonable effort to transfer the worker to a more suitable role or location.
 - viii) Be sensitive and responsive to co-worker's concerns.
 - ix) Not give special consideration beyond normal transfer requests for workers who feel threatened by a co-worker's infectious or life-threatening illness.
 - x) Be sensitive to the fact that continued employment for a worker with an infectious or life-threatening illness may be therapeutically important in the remission or recovery process or may help to prolong that worker's life.
- e) CROW FM 90.7 reserves the right, at any point in time, to request and obtain a confidential medical report, at the employer's expense and from a duly qualified Medical Practitioner of the employer's choice, on the potential impact in the workplace of a worker's infectious or life-threatening illness. The employer also reserves the right to take appropriate action as a result of the confidential medical report.

Responsibility:

It is the responsibility of workers who have contracted an infectious or life-threatening disease to act responsibly in accordance with this policy.

It is the responsibility of CROW FM 90.7 to ensure that this policy is adhered to.

IMPORTANT:

ALL HUMAN BLOOD OR SECRETIONS OF ANY KIND SHOULD BE REGARDED AS INFECTIOUS. LATEX OR RUBBER GLOVES, PLASTIC OR OTHER APPROPRIATE PROTECTION SHOULD BE USED, IF POSSIBLE, WHEN REQUIRED TO TOUCH OR HANDLE THESE SUBSTANCES BECAUSE OF AN ACCIDENT OR INJURY.

References:

"Work Health and Safety Act (QLD) 2011"

"Work Health and Safety Regulation (QLD) 2011"

"Anti-Discrimination Act 1991 (QLD)"

"Disability Discrimination Act 1992"

"Fair Work Act 2009"

"Privacy Act 1988"

Policy number: WHSPP-021
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

CROW FM 90.7 has adopted and fully supports strategies and legislation aimed at ensuring the safety and wellbeing of workers and others in the event of emergency situations. Emergency situations can be situations involving: fire, violence, medical emergency, natural disaster etc.

Procedure:

CROW FM 90.7 emergency plan includes the following:

- Details of responsible employees (e.g. Warden/first aid officer);
- Evacuation methods;
- Notifying emergency services at the earliest opportunity;
- Medical treatment and assistance;
- Effective communication with everyone at the workplace (including neighbouring businesses);
- How often the emergency procedures are to be tested; and
- Instruction and training about implementing the emergency procedures.

All workers are required by Legislation to be trained in evacuation procedures in the event of a fire or other emergency. This training must take place within 30 days of any new worker commencing duty and as a minimum, once every twelve months. CROW FM 90.7 accepts and supports this requirement for the safety and protection of all workers.

Fire and Emergency Evacuation Training will be delivered to workers by CROW FM 90.7 or a nominated person via a training session (e.g. fire and emergency service personnel). The session will include the following topics:

- Worker responsibility on discovering a fire or emergency;
- Fire appliances;
- Fighting a fire; and
- Evacuation procedures.

Any worker upon discovering a fire or emergency situation will raise the alarm by informing the most senior worker on site and evacuating the immediate area.

- a) In the event of a fire or other emergency, workers will be guided by and accept direction from a manager or the most senior worker on site.
- b) The manager or senior worker will check the area for signs of fire or other emergency situations and immediately contact Emergency Services by dialing "000". If the manager is unavailable, the worker is to call '000'.
- c) If deemed safe by the manager or senior worker, an attempt may be made to extinguish a small, localized fire using appropriate fire extinguishers as supplied.
- d) Upon instruction from the manager or senior worker, workers will shut down all equipment in their immediate area.
- e) Workers will not leave the area or building until instructed to evacuate by the manager or senior worker.
- f) If the manager or senior worker gives an instruction to evacuate the area or building, workers will make their way, in an orderly manner, to the nearest and safest designated exit. All evacuees must then assemble at the designated marshalling area.
- g) When evacuation is complete, a manager or senior worker will conduct a headcount to ensure that all persons have been evacuated from the building.
- h) Under no circumstances is the safety of any person to be knowingly placed at risk.
- i) Only when the area is declared safe by emergency personnel, can workers return to the area/building.
- j) As soon as practicable, an incident report should be completed.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that Evacuation Procedures are in place and prominently displayed and to ensure that all workers are trained in the Evacuation Procedures.

It is the responsibility of all workers to immediately advise a manager or senior worker of a fire or other emergency situation and to follow directions, where practicable, given by the most senior worker on site, Officers of Emergency Services, Police and other authorized persons.

References:

"Work Health and Safety Act (QLD) 2011"

"Work Health and Safety Regulation (QLD) 2011"

"Fire and Emergency Services Act 1990 (QLD)"

"Fire and Emergency Services Regulation 2011 (QLD)"

Work Health and Safety Consultation, Cooperation and Coordination Code of Practice 2021

Policy number: WHSPP-022

Introduction Date: December 2023

Version 1

Authorised by:

Last Revision Date: December 2023

Next Revision Date: December 2025

Policy:

It is the policy of CROW FM 90.7 that, in the event of an armed robbery or other situation where workers or members of the public are confronted by an armed threat, personal safety is to be paramount and a standard procedure is to be followed to minimise risk and to assist Police with their investigation.

Procedure:

For the purpose of this Procedure, the following definitions shall apply:

“Armed robbery” shall be defined as a situation where a worker or member of the public is confronted and threatened by a person or persons in possession of a weapon of any kind while demanding cash or other items.

“Armed threat” shall be defined as a situation where a worker or member of the public is confronted and threatened by a person or persons in possession of a weapon of any kind, without necessarily providing a reason for the confrontation.

A “weapon” may be defined as any item that a person threatens to use to cause physical harm to a worker or member of the public, including but not limited to firearms, knives, syringes, metal bars, etc.

- a) Where possible, action should be taken to minimise the likelihood of an armed robbery or similar incident occurring. Following are steps that should be taken:
- Keep minimum amounts of cash on the premises.
 - If CROW FM 90.7 receives payment by cash or cheque, bank the funds on the day that they are received.
 - Carry banking in an inconspicuous bag – **NOT A CLOTH BANK-PROVIDED BAG.**
 - Vary the route taken to the bank on a daily basis.
 - Keep minimum possible amounts of prescription and other medications on the premises.
 - Ensure that areas surrounding CROW FM 90.7 are well lit after dark.
 - Ensure that entrances that do not need to be open are securely locked.
 - Park private motor vehicles in allocated parking areas.
 - Note registration numbers of suspicious motor vehicles parked in the vicinity or regularly driving past CROW FM 90.7.
 - Report any strangers regularly loitering in the vicinity of CROW FM 90.7 to management and/or the Police.
- b) If an armed robbery or similar armed threat occurs, workers should act in accordance with the following:
- Do not resist in any way.
 - Obey the instructions of the offender(s) (remain as calm as possible and co-operate).
 - Do not plead or in any way antagonize the offender(s).
 - If the offender(s) asks for something, give exactly what is asked for, no more and no less.
 - Take no action which may jeopardize the safety of any person in the vicinity.
 - Do not attempt to apprehend the offender(s).
 - Assume that any weapon is loaded, real, dangerous, and the offender knows how to use it.
 - If applicable, after the offender(s) has definitely left the premises, activate an alarm.
 - Be observant and try to memorise as much as possible about the offender(s) e.g.:
 - ✓ Physical descriptions and characteristics (walk, right or left handed, clothing, approximate age, complexion, accent when speaking, facial hair).
 - ✓ Number of offenders.
 - ✓ Type(s) of weapon used or referred to.
 - ✓ Height of the offender(s) in relation to other objects (height strips on doors or other persons present).
 - ✓ Suspected accomplices.
 - ✓ Method of escape (vehicle, on foot, etc.)
 - ✓ Direction of escape route.
 - ✓ Make, model, and colour of any getaway vehicle, registration number and any damage or unusual features.
 - ✓ The time that the offence took place.
 - ✓ If a note is produced, attempt to retain it. Do not handle the note any more than necessary, as it may provide fingerprint evidence.
 - ✓ If you are unable to retain the note, try to remember the contents and any peculiarities (e.g. printed or running writing, slant of writing, spelling errors, typed, handwritten, capital letters, language, pen, ink or marker, etc.).

- Most importantly: **DO NOT, UNDER ANY CIRCUMSTANCES, TRY TO BE A HERO**

- c) As soon as it is safe after an armed robbery or similar armed threat occurs, the following steps should be taken:
- Call “000”, ask for the police, advise them of the incident and provide them with the address of CROW FM 90.7.
 - Stay on the line until advised to hang up.
 - Contact the Supervisor or the most senior manager available and advise them of the incident.
 - Ensure that appropriate First Aid is administered to anyone who has been injured.
 - Protect the crime scene, by ensuring that nobody enters the area or removes any items from the area.
 - Obtain names, addresses and telephone numbers of witnesses and if possible, detain them until Police arrive.
 - Complete an “Armed Robbery Report” from your own memories of the incident. **DO NOT SPEAK TO ANY OTHER WITNESSES ABOUT THE INCIDENT AND DO NOT COMPARE ANSWERS ON THE REPORT.**
 - Do not discuss the robbery with the media under any circumstances. All media should be referred to the Manager.
 - Secure entrances and do not admit anyone into the building.
 - Await the arrival of the police.
 - Safeguard any notes or other evidence left by the Offender(s) without touching them.
 - Maintain a calm environment.
 - Prepare a list of items taken.
- d) When the Police arrive:
- Answer questions as accurately as possible, advising the police of all facts related to the incident.
 - If uncertain of an answer, say so.
 - Provide the Police with your completed “Armed Robbery Report”.
 - If applicable, provide the Police with the list of items taken.
 - Follow any instructions issued by the Police.

After an armed robbery or similar incident, a manager should complete an “Incident Report”.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that workers are aware of this Policy.

It is the responsibility of all workers to refrain from taking risks and to comply with this policy without exception.

References:

“Work Health and Safety Act (QLD) 2011”

“Work Health and Safety Regulation (QLD) 2011”

Policy number: WHSPP-023
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

It is the policy of CROW FM 90.7 that any bomb or similar threat received by the organisation shall be treated seriously and shall be responded to in such a way that ultimate priority is given to the safety and protection of workers and members of the public.

Procedure:

A “bomb threat or similar threat” shall be defined as any threat or information received by CROW FM 90.7 by telephone, in person, via electronic communication, by finding a suspicious object or via traditional mail that claims or indicates that a threat, including but not limited to explosive, biological or personal attack may exist.

A bomb threat or similar threat will usually take one of three forms:

- Written (including e-mail, fax etc.);
- A telephone call; or
- A suspect object.

In situations where a worker has reason to suspect a “bomb threat” or similar threat, they should remain as calm as possible and the following steps should be taken:

- a) In the case of a suspect object, do not touch the object. Vacate the immediate vicinity and immediately notify an Emergency Warden or a senior manager.
- b) If the threat is written, save the letter and envelope. Avoid any unnecessary handling and notify the Emergency Warden or, in the absence of an Emergency Warden, a senior manager.
- c) A Bomb Threat Checklist shall be kept near all regularly used telephones. Details of a telephone bomb threat should be recorded on this form and the Emergency Warden or senior manager notified. Do not hang up the telephone or the call cannot be traced.
- d) The Emergency Warden or senior manager will determine the appropriate response to any such threat and will instigate appropriate action, including notification of Police by dialling “000” on a telephone other than the one on which the threat call was taken.
- e) While not recommended, in situations that provide the certainty of “low-threat” conditions, at the discretion of the Emergency Warden or a senior manager, a search by Wardens and/or volunteer workers may be conducted with or without subsequent building evacuation.
- f) If the decision is made to evacuate all or part of the facility, notice will be conveyed as per the Fire and Emergency Evacuation procedure. In the event of evacuation, occupants shall take readily-portable personal possessions with them to facilitate identification of unusual objects. Time permitting, it is also advisable to leave doors and windows open.
- g) Prior to evacuation, Wardens shall check all planned evacuation routes for unusual objects. This check shall include corridors, stair wells, public areas in and around the building, and the Emergency Assembly Area.
- h) After evacuation is complete and workers and members of the public are in the Assembly Area(s), workers should ensure the comfort and safety of others.
- i) Underground car parks and, if possible, areas of shrubbery close to buildings should be avoided.
- j) Workers and members of the public should not leave the Assembly Area(s) until advised to do so by the Emergency Warden or police.
- k) Under no circumstances during the management of a bomb threat or similar threat should a worker interrupt, distract, question or otherwise interfere with an Emergency Warden, Police Officer or other official person who is carrying out his or her duties in relation to the threat.
- l) No person, including members of the public, should, under any circumstances, re-enter or be allowed to re-enter the premises until approval has been given by police or any other emergency services body that is in control of the situation.

It is important to remember that **ALL BOMB THREATS AND SIMILAR THREATS ARE TO BE TAKEN SERIOUSLY AND APPROPRIATE ACTION TO MAXIMISE THE SAFETY OF WORKERS AND MEMBERS OF THE PUBLIC MUST BE TAKEN IN ALL CASES.**

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that workers are familiar with the content of this policy.

In the event of a bomb threat or a similar threat, it is the responsibility of each worker to comply with this policy to the best of his or her ability, depending upon the circumstances.

References:

"Work Health and Safety Act (QLD) 2011"

"Work Health and Safety Regulation (QLD) 2011"

Policy number: WHSPP-024
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

It is the policy of CROW FM 90.7 that, in the event of civil unrest or natural disaster, all workplaces affected will cease operating and the safety of workers and members of the public will become the highest priority.

Definitions:

“Civil Unrest” shall be defined as any unrest in the physical environment that involves other persons who have no direct relationship with CROW FM 90.7. It shall include but not be limited to riots, political or other marches or rallies, looting, general reactions to natural disasters and other similar activities.

“Natural Disaster” shall be defined as any damaging incident that is caused by nature and /or is outside of the control of any person or persons. Examples of natural disasters include but are not limited to floods, storms, cyclones, earthquakes, etc.

Procedure:

In situations of civil unrest or natural disaster, workers should take the following steps:

- a) Cease working immediately and assess any injury to clients, other workers and other persons in the vicinity.
- b) Take emergency steps to treat any injuries if possible.
- c) Assess any damage to surroundings to establish the safest possible evacuation route.
- d) Avoid touching any electrical equipment, cords or power points and, if possible, switch off the electricity at the power box.
- e) Use a mobile telephone to dial “000” and advise the appropriate authorities.
- f) Remain as calm as possible and encourage others to remain calm.
- g) Follow the instructions of the most senior manager or a senior worker in the immediate vicinity.
- h) If possible and circumstances permit, follow CROW FM 90.7 “Fire and Emergency Evacuation” procedures.
- i) When the appropriate authorities (police, ambulance, fire, military) arrive, follow their instructions without exception.
- j) Assist others where possible, particularly any persons who are injured.
- k) Do not, under any circumstances, place the personal safety of self or others at risk.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that workers are conversant with the content of this policy.

It is the responsibility of all workers to comply with this policy without exception.

References:

“Work Health and Safety Act (QLD) 2011”

“Work Health and Safety Regulation (QLD) 2011”

Policy number: WHSP-025
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

Due to the nature of the business carried out by CROW FM 90.7, security measures have been put in place. Whilst these security measures may vary from time to time, all workers must adhere to basic security requirements.

Procedure:

When working closely with and open to the public, workers and managers may be exposed to incidents such as petty theft, robbery, harassment, industrial vandalism, aggression or assault.

The following control measures can elevate the level of security and reduce the possibility of harm or injury to workers:

- Be alert to any unusual behaviour by persons in the vicinity of CROW FM 90.7.
- Be alert to unknown/suspicious motor vehicles parked in the car park or on the road adjacent to CROW FM 90.7 properties and record the registration numbers.
- Ensure that equipment is safely stored and that ignition keys are not left in vehicles during non-work hours and when left unattended during work hours.
- In the event of a person carrying out an attack on CROW FM 90.7 property, follow the perpetrator's instructions – **DO NOT COMPROMISE YOUR SAFETY OR THE SAFETY OF OTHERS.**
- Be observant so that descriptions of perpetrators may be accurate in the event of an incident.
- Maintain the security of access from rear doors etc.
- Have emergency numbers in an easily accessible position.
- In the event of an aggressive act, if possible, keep a piece of equipment, desk, implement, motor vehicle or some other barrier between you and the aggressor.
- If applicable, ensure that any cash on the premises is secured.
- If possible, bank cheques and other business proceeds on the day that they are received.
- Ensure that security alarms, if installed, are activated at the close of business each day.

All workers are required to adhere to the following:

- a) Workers must at all times comply with Security Policies and Procedures as may be introduced and enacted from time to time.
- b) Breaches of security may result in disciplinary action that, in serious or repeated cases, may include termination of employment.

Responsibility:

It is the responsibility of CROW FM 90.7 to provide workers with documentation relating to security requirements and to ensure that workers are familiar with the documentation.

It is the responsibility of all workers to follow security requirements without exception.

References:

"Work Health and Safety Act (QLD) 2011"

"Work Health and Safety Regulation (QLD) 2011"

Policy number: WHSP-026
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

CROW FM 90.7 recognises that on some occasions, it may be necessary for workers to work on our premises alone or outside of normal business operating hours. It is our policy to ensure that adequate controls are in place during these situations to ensure the safety of workers.

Procedure:

When working alone or late and / or leaving the workplace after hours or outside of normal business hours, the following safety pre-cautions should be taken into account:

WHERE POSSIBLE AND PRACITCABLE, AVOID BEING ON THE PREMISES ALONE.

If being on the premises alone is unavoidable, the following precautions should be taken:

- Always let a colleague, friend, family member or security officer know you are working alone and approximately when you expect to leave.
- Have a check-in procedure in place, e.g. text or call the person at agreed intervals.
- If possible use a "buddy system". Arrange to work late on the same night as a friend or colleague.
- Plan ahead and identify "safe" areas which can be used to escape potential threats and/or to call for help.
- Before darkness falls, ensure that motor vehicles are moved to a well-lit area that is close to the exit from the building or a parking lot attendant.
- If a flashlight is available, workers should use it to walk to their car after dark then return the flashlight to CROW FM 90.7 on the workers next working day.
- Before co-workers leave, check that all the doors and windows are locked and make sure nobody is in the washrooms and storage rooms.
- If entering a room and suspecting that someone might be inside, **do not** shout or call out. Back out quietly and go to a safe area with a lockable door. Call for help.
- If an unknown person is encountered, indicate that other people are in the vicinity by saying "my supervisor will be right here and will be able to help you" or something similar.
- If it is suspected that a person may be lurking outside, call the police or security officers.
- Be aware of the services offered by your local transit company for after-hours commuters (e.g., they may have a "request stop" service that allows commuters to get off anywhere along the route after dark, rather than at a designated stop).

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that all workers understand this policy, are trained appropriately in these situations and follow the safety procedures.

It is the responsibility of all workers to ensure safety procedures and pre-cautions are maintained and followed correctly.

References:

"Work Health and Safety Act (QLD) 2011"

"Work Health and Safety Regulation (QLD) 2011"

Policy number: WHSP-027
Introduction Date: December 2023
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Authorised by:
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Next Revision Date: December 2025

Policy:

CROW FM 90.7 have a responsibility to ensure that their worker's safety is not compromised through negligence while travelling on behalf of the organisation and staying in hotel / motel style accommodation.

Procedure:

While travelling and staying in hotel / motel style accommodation, workers should follow these guidelines to ensure their stay is safe:

- Select a hotel in a safe location and that takes extra measures to ensure security.
- Make sure hotel reservations are guaranteed if arriving late.
- Ensure that the hotel has adequate services (e.g., Internet, external calling from the hotel room, an in-house restaurant, etc.)
- Make arrangements to arrive before dark whenever possible.
- Request a room with a peephole, dead bolt and chain lock
- Keep name and home information private - give the check-in clerk a business card or use first initials.
- Leave instructions with the hotel not to give room numbers or names to anyone.
- Request a room change immediately if the clerk accidentally announces the room number out loud.
- Ask for a room that is close to reception
- Check the room immediately for any damage. Be sure that the locks and telephone work. Report any concerns to reception.
- Close the door securely when entering or exiting the room. Check that any sliding glass doors, windows and connection doors are locked every time the room is entered or exited.
- Immediately request a security check if suspicious changes to the room are noticed after being out of the room.
- Report suspicious activity to hotel management.
- Take safety precautions at hotels and be on the lookout for strangers who may be following late at night.
- Keep the room door locked and chained, and do not allow entry to anybody unless the person is known or known to be a hotel staff member who needs access.
- If staying at a hotel with outdoor room entrances, ask for a room in a well-lit area near the main entrance.
- Carry a whistle to frighten away would-be assailants, and avoid walking alone in unfamiliar areas, especially at night.

Workers should not, under any circumstances:

- Answer the door without verifying who is there. If the person claims to be an employee, call the front desk to confirm their identity.
- Enter the room if it is suspected that someone is inside, if being followed or if someone is lingering near the door.
- Invite strangers or acquaintances into your room or accept invitations to others' rooms. Arrange to meet in a public location such as the hotel lobby or restaurant.
- Draw attention by displaying large amounts of cash, expensive jewellery or electronic equipment.
- Carry large amounts of cash. Use debit cards to get cash as required or credit cards instead.
- Allow travel plans to be communicated or discussed with strangers.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that all employees understand this policy, are trained appropriately in these situations and follow the safety procedures and guidelines.

It is the responsibility of all employees to ensure that safety procedures and precautions are maintained and followed correctly.

References:

"Work Health and Safety Act (QLD) 2011"

"Work Health and Safety Regulation (QLD) 2011"

Policy number: WHSP-028
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

CROW FM 90.7 holds WorkCover insurance so that any worker who is injured in the workplace or contracts a work-related illness may be appropriately compensated in accordance with the requirements of relevant legislation.

Procedure:

- a) Any worker who is injured or contracts a work-related illness must advise their supervisor as soon as possible after the event.
- b) The supervisor will obtain details of the incident, provide the worker with the appropriate forms and advise them of the processes that need to be completed in accordance with legislative requirements.
- c) Immediately after the forms have been issued to the worker, the supervisor will advise CROW FM 90.7 of the incident.
- d) CROW FM 90.7 will ascertain whether the worker's injury is a result of a Workplace Health and Safety issue and will take appropriate steps to rectify the issue if required.
- e) The worker and the worker's medical practitioner should complete the appropriate forms and processes and return the documentation to CROW FM 90.7.
- f) CROW FM 90.7 will ensure that the documentation is lodged with the appropriate Government Department.
- g) When a worker is absent from work due to a work-related injury or illness and is receiving compensation through WorkCover, they should maintain regular contact with CROW FM 90.7 to keep them informed of their progress.
- h) If this contact is not instigated by the worker, CROW FM 90.7 will contact the worker on a regular basis during the period of absence.
- i) Disciplinary action which may include termination of employment will result if any worker is proven to have provided incorrect information to CROW FM 90.7 or to WorkCover Queensland or has dishonestly misused the facilities and benefits that WorkCover provides.

Responsibility:

It is the responsibility of CROW FM 90.7 to manage and co-ordinate the WorkCover process.

It is the responsibility of any worker who is injured at work or contracts a work-related illness to advise CROW FM 90.7 so that the WorkCover process can be commenced.

References:

"Work Health and Safety Act (QLD) 2011"

"Work Health and Safety Regulation (QLD) 2011"

"Workers Compensation and Rehabilitation Act 2003 (QLD)"

"Workers Compensation and Rehabilitation Regulation 2014 (QLD)"

Policy number: WHSP-029
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Authorised by:
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Next Revision Date: December 2025

Policy:

If a worker is injured or falls ill, whether as a result of a workplace accident or from any other cause, CROW FM 90.7 is committed to providing assistance through rehabilitation, to return the worker to the workplace as soon as it is medically safe to do so.

Procedure:

As part of the system of workplace rehabilitation, CROW FM 90.7 is committed to:

- Providing a safe and healthy work environment;
- Encouraging the early reporting of injuries;
- If practicable, identifying, nominating or appointing a Rehabilitation and Return to Work Coordinator (RRTWC);
- If suitable duties exist, making suitable duties available to injured workers as soon as possible after an injury occurs;
- Consulting with injured workers to develop a suitable duties program;
- Respecting the confidentiality of the worker's medical and rehabilitation information; and
- Reviewing the workplace rehabilitation policy and procedures at least every two years.

To ensure this occurs, CROW FM 90.7 and the worker must jointly participate in clear and open communication with all parties involved in the rehabilitation process, including but not limited to medical practitioners and various other health specialists.

If a worker is injured at work, they should take the following steps in conjunction with CROW FM 90.7's Incident Policy and Worker's Compensation Insurance Policy:

- Seek first aid or medical treatment;
- Notify a supervisor of the injury and complete an incident report;
- Advise the medical practitioner that other (suitable) duties may be available at the workplace even if normal duties may not be practicable;
- Ask the medical practitioner for a workers' compensation medical certificate - this is needed to make a compensation claim; and
- Provide a copy of the workers' compensation medical certificate to management and to WorkCover QLD – workers should keep a copy for their own records.

Workers can lodge an application for compensation by:

- Calling WorkCover Qld on 1300 362 128; or
- Faxing a completed application form to 1300 651 387; or
- By applying online at www.workcoverqld.com.au.

Workers have the right to:

- Workers' compensation for work-related injuries accepted by WorkCover Qld;
- Choose their own medical practitioner;
- Authorise management to contact medical practitioners for advice about return to work progress;
- Have personal information remain confidential;
- Be provided with suitable duties, where possible, to assist in the return to work;
- Be involved in developing a suitable duties plan; and
- Union representation (if wanted).

The role of management

When an injury occurs at work, managers and supervisors can:

- Help the Rehabilitation and Return to Work Coordinator to identify suitable duties;
- Adjust rosters and workflows where possible to make sure the worker can participate in suitable duties;
- Monitor the workers' progress while on suitable duties;
- Offer support and encouragement; and
- Explain the purpose of suitable duties to co-workers and discuss how they can support the injured workers' return to work.

The role of the Rehabilitation and Return to Work Coordinator (RRTWC). (if the workplace does not have a designated RRTWC, the following will be completed by the injured workers' manager)

When an injury occurs at work, the RRTWC's role is to:

- Help the injured worker complete an application for workers' compensation (if required);
- Ask the worker to sign an authorisation form that gives CROW FM 90.7 permission to contact the medical practitioner for guidance on the return to work plan;
- Develop a suitable duties plan;
- Remain in regular contact with the worker and WorkCover throughout the rehabilitation process;
- Continue to monitor and upgrade the suitable duties program;
- Keep the worker's supervisor up to date with the progress;
- Keep the details of the worker's rehabilitation file confidential; and
- Ask for the workers feedback on the rehabilitation process once the compensation claim has ended.

A "Suitable Duties Plan" shall take into account the following:

- Nature of injury and current medical certificate/report for the worker's injury/illness;
- Pre-injury duties and substantive classification;
- Approval from the treating medical practitioner;
- Functional capacity and work experience;
- Level of supervision and training required;
- Suitable hours and time frames;
- Reasonable workplace adjustments where required;
- Meaningful duties which are documented and relevant to rehabilitation objectives; and
- Regular reviews upgrading duties consistently with the worker's recovery.

A copy of the plan will be made available to all authorised persons involved in the rehabilitation process.

In the event that the rehabilitation process does not result in the worker's return to normal duties, CROW FM 90.7, and the worker must agree to either accepting a permanent alternative role within the organisation or leaving the organisation.

Grievance procedure

If any worker is unhappy with a decision made at the workplace regarding their rehabilitation, the worker can raise the matter with management. If the worker remains unhappy with the decision following internal review the worker can request that the WorkCover Qld Case Manager becomes involved to assist with resolving the dispute.

If either the worker or employer are unhappy with a decision made by WorkCover, an Application may be lodged with Q-COMP for the case to be reviewed. Strict time frames apply.

Responsibility:

It is the responsibility of CROW FM 90.7 to take all reasonable steps to manage and co-ordinate the return to work process and to also assist the worker and provide support for rehabilitation.

It's the responsibility of workers to:

- Attend medical appointments that are organised by WorkCover;
- Attend medical and other treatment appointments, where possible outside normal work hours;
- Participate in the development of a suitable duties program;
- Provide a copy of the medical certificate/s to CROW FM 90.7; and
- Keep management and supervisors informed of the rehabilitation progress.

References:

"Work Health and Safety Act 2011"

"Workers' Compensation and Rehabilitation Act 2003"

"Workers' Compensation and Rehabilitation Regulation 2014"

Policy number: WHSPP-030
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

CROW FM 90.7 recognises that stress and psychological health issues can be major factors in impacting upon a safe and healthy work environment and accordingly is committed to taking steps to minimise the potential impacts of these factors.

Procedure:

For the purposes of this procedure, “Work-related Stress” shall be defined as:

“a reaction or response that occurs when work demands of various types and combinations exceed a worker’s capacity and capability to cope”.

It must be noted that the “capacity and capability to cope” may vary considerably between workers and work demands that one worker may view as challenging and / or exciting may cause considerable levels of stress to another worker.

When dealing with or to avoid Stress and Psychological Health issues in the workplace, the following procedures should be followed:

- a) To minimise the risk of workplace stress or unsatisfactory psychological health standards, management should conduct a Risk Assessment, taking into account the following factors:
 - Is the Organisational Culture satisfactory?
 - Are there areas of the workplace where bad or inconsistent management practices may exist?
 - Do all workers’ job content and demands of the job match each worker’s skills?
 - Is the physical work environment acceptable?
 - Are relationship conflicts apparent in the workplace?
 - Has there been recent change in the workplace and how was it managed?
 - Do workers receive adequate support at work?
 - Are workers consistently required to work long hours?
 - Do any workers have unreasonably heavy workloads and / or tight deadlines?
 - Have there been recent changes to workers’ responsibilities and if so have workers received appropriate training?
 - Is there any reason why any worker would feel that their job is not secure?
 - Are workers being over-supervised with autonomy limited?
 - Do workers have proper resources and equipment to carry out their roles?
 - Do workers have promotional / career opportunities?
 - Are any workers being bullied, harassed or discriminated against?
 - Do workers usually enjoy good relationships with and support from colleagues?
 - Has there been a recent emergency situation (fire, bomb threat, armed attack, violence, etc.) in the workplace?
- b) Upon completion of the Risk Assessment, management should take appropriate steps to minimise the risk of workplace stress and unsatisfactory psychological health standards. Some actions that may be taken to contribute to a reduction in work-related stress and unsatisfactory psychological health levels in the workplace include:
 - Ensuring a safe work environment.
 - Ensuring that all workers receive adequate and appropriate training to enable them to carry out their work responsibilities.
 - Providing workers with sufficient resources to enable them to carry out their work roles.
 - Taking steps to educate managers, supervisors and all workers in workplace stress so that it is universally accepted as a potential Work Health and Safety issue.
 - Dealing with and discussing worker grievances in a consistent and organised fashion in accordance with a formal Policy and Procedure.
 - Encouraging worker input into their work responsibilities and work processes.
 - Providing training to managers and supervisors to enhance their skills in interaction with workers.
 - Reallocating work responsibilities to spread and share workloads
 - Applying “family friendly” work policies.
 - Enhancing internal communication processes.
 - Managing change as openly and honestly as possible.
 - Managing individual worker performance in an honest and positive (if possible) manner.
 - Ensuring that workers are treated equally and fairly.

- c) Be alert to physical symptoms that may provide an indication that unsatisfactory levels of stress exist or that psychological health of a worker is at risk. These symptoms may include:
- Fatigue;
 - Muscular tension;
 - Headaches;
 - Heart palpitations;
 - Sleeping difficulties;
 - Gastrointestinal upsets; and/or
 - Dermatological disorders.
- d) Be alert to psychological symptoms that may provide an indication that unsatisfactory levels of stress exist or that psychological health of a worker is at risk. These symptoms may include:
- Depression;
 - Anxiety;
 - Discouragement;
 - Irritability;
 - Pessimism;
 - Feelings of inadequacy or being overwhelmed; and/or
 - Difficulty in being able to concentrate or make decisions.
- e) Be alert to behavioural symptoms that may provide an indication that unsatisfactory levels of stress exist or that psychological health of a worker is at risk. These symptoms may include:
- An increase in sick days or absenteeism;
 - Aggression;
 - Diminished initiative;
 - Reduced work performance;
 - Difficulties with interpersonal relationships;
 - Irritability and mood swings;
 - Low tolerance levels, frustration and impatience;
 - Disinterest; and/or
 - Isolation.
- f) In the event that a worker is diagnosed by a duly qualified medical practitioner as suffering from work-related stress or a work-related psychological health issue, the recommendations of the medical practitioner should be followed at all times within the workplace.

Variations may be made to the above procedures at the discretion of Management.

Responsibility:

CROW FM 90.7 is responsible for identifying and implementing strategies to minimise workplace stress and maintain acceptable levels of psychological health within the workplace.

Management are responsible for implementation and coordination of stress management and psychological health strategies within the workplace.

Workers are responsible for participating in activities that are implemented to manage stress and maintain high levels of psychological health within the workplace.

References:

“Work Health and Safety Act (QLD) 2011”
“Work Health and Safety Regulation (QLD) 2011”
“Workers Compensation and Rehabilitation Act 2003 (QLD)”
“Workers Compensation and Rehabilitation Regulation 2014 (QLD)”
Managing the risk of psychosocial hazards at work Code of Practice 2022

Policy number: WHSPP-031
 Introduction Date: December 2023
 Version 1

Authorised by:
 Last Revision Date: December 2023
 Next Revision Date: December 2025

Policy:

CROW FM 90.7 recognises that workers produce their best results when their work and personal lives achieve a suitable balance and it is our policy to support the achievement of this balance for all workers by providing support and advice in relation to workers managing their lifestyles to achieve this balance.

Procedure:

The mix of work and personal life activities that provides a satisfactory balance varies significantly between workers. Numerous factors may influence an individual's requirements including but not limited to:

- Age;
- Relationship and family status;
- Social activities;
- Hobbies and interests;
- Personal commitments;
- Health;
- Job satisfaction;
- Financial situation; and/or
- Needs and demands of others.

While in some cases it may be accepted that the Industry in general will not be able to provide employment that will be able to provide a satisfactory Work and Personal Life Balance for all workers, the best possible outcomes may be achieved through management adopting some or all of the following practices:

- a) Consulting with workers in relation to shift work, overtime and other issues relating to work commencement and finishing times.
- b) Providing as much certainty as possible in regard to days off and work hours so that workers can plan their time outside of the workplace.
- c) Posting rosters as much in advance as is reasonably possible.
- d) If practicable, providing workers with a level of flexibility in their work starting and finishing times.
- e) Providing an avenue for workers to discuss Work and Personal Life Balance issues and difficulties with counsellors.
- f) Allocating shifts and overtime fairly and equitably and where possible, in accordance with individual worker preference.
- g) Providing as much variation as possible within each job role.
- h) Making resources and / or training on Work and Personal Life Balance available to workers.
- i) Within the boundaries of relevant Privacy Legislation, to the maximum extent practicable, maintaining an awareness of each worker's interests, activities and personal situations outside of the workplace.
- j) Providing personal support to workers when personal issues arise.
- k) To the extent that neither the business nor other workers are placed at risk, displaying a general level of management cooperation and flexibility.
- l) Treating all workers fairly and equally at all times.

A worker's Work and Personal Life Balance should never be allowed to deteriorate to a level where their resultant actions or behaviour present a risk to themselves or to others in the workplace. In the event of such a potential situation being identified, management must intervene and resolve the issue through either:

- a) Temporary removal of the worker from the work environment;
- b) Implementation of the Grievance and Dispute Resolution Process;

- c) Referral to an Employee Assistance Program; or
- d) A combination of (a) (b) and (c).

All management and workers should be encouraged and assisted in attaining a Work and Personal Life Balance that enables them to achieve and maintain a general level of satisfaction that reflects in their day to day work activities.

Responsibility:

CROW FM 90.7 is responsible for providing resources and support to assist workers to achieve a suitable Work and Personal Life Balance.

Management are responsible for ensuring that workers are not required to work unreasonably long hours except in emergency situations and for ensuring that shifts and rostered days off are allocated fairly and equitably so that all workers are able to maximise the value of their “family” and / or “social” time outside of the workplace. Managers are also responsible, within the confines of the requirements of the business, for compliance with the worker flexibility requirements of the “Fair Work Act 2009”.

Workers are responsible for advising management of Work / Personal Life Balance issues that they may experience, for working with management to resolve the issues and for complying with final management decisions that are made.

References:

“Work Health and Safety Act (QLD) 2011”
“Work Health and Safety Regulation (QLD) 2011”
“Fair Work Act 2009”

Policy number: WHSPP-032
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Version 1

Authorised by:
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Next Revision Date: December 2025

Policy:

The health of workers is a high priority and CROW FM 90.7 is committed to working closely with workers to ensure that their health is monitored in accordance with the “National Guidelines for Health Surveillance”.

Procedure:

Typical Hazards that may result in a requirement for Health Surveillance include but are not limited to:

- Exposure to radiation;
- Exposure to uncontrolled asbestos
- Exposure to biological hazards;
- Exposure to high levels of noise (in accordance with Code of Practice); and
- Exposure to hazardous substances as identified in the Code of Practice and the “National Guidelines for Health Surveillance”.

When such a hazard is identified, a Risk Assessment shall be conducted in accordance with the requirements of the CROW FM 90.7 Risk Management Policy and Procedure and the following action taken:

- a) If the Risk Assessment results in the risk being assessed as “low” or “unlikely” no immediate action shall be taken, and the hazard shall be monitored and re-assessed if changes become evident.
- b) If the Risk Assessment results in the risk being assessed as “possible”, action shall be taken to remove the hazard, or the hazard shall be monitored and re-assessed on a regular basis and shall be reviewed at regular WH&S meetings.

Monitoring of hazards that may lead to a requirement for Health Monitoring shall be conducted:

- (i) By an external organisation utilizing correctly calibrated testing equipment; or
 - (ii) By CROW FM 90.7 using the organisation’s testing equipment; and
 - (iii) Evidence of calibration within the preceding twelve (12) months must be provided or obtained for all testing equipment used prior to its use.
- c) If the Risk Assessment results in the risk being assessed as “likely” or “almost certain” immediate action shall be taken to remove or reduce the risk and workers shall have their health monitored as follows:
- (i) Where appropriate as determined by the nature of their duties, relevant workers shall have access to periodic medical check-ups
 - (ii) Results of medical tests shall be made freely available to workers undertaking medical check-ups but shall remain confidential between the worker and CROW FM 90.7
 - (iii) Workers exposed to specific hazards shall be monitored regularly, in accordance with recommendations from a duly qualified medical professional, and results shall be maintained on a confidential file.

Health Surveillance/Monitoring shall continue until such time as it is deemed by a duly qualified health professional to no longer be necessary.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that workers are conversant with the content of this policy and to take appropriate action in the event that Health Surveillance/Monitoring becomes necessary.

It is the responsibility of all workers to comply with this policy without exception to report hazards and to comply with management instructions.

References:

“Work Health and Safety Act 2011(QLD)”
“Work Health and Safety Regulation 2011 (QLD)”

Policy number: WHSP-033
Introduction Date: December 2023
Version 1

Authorised by:
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Next Revision Date: December 2025

Policy:

CROW FM 90.7 will not under any circumstances encourage or allow a worker to place their safety or the safety of others at risk as a result of fatigue or fatigue-related symptoms.

Procedure:

CROW FM 90.7 and all workers have an obligation to ensure fatigue does not create a risk to the health or safety of any person.

For the purpose of this policy and procedure, “fatigue” is defined as:

“a feeling of weariness that can adversely impact performance and can affect the eyes, muscles, mental functions and motor functions”

Fatigue is not only caused by work-related activities, it is affected by all activities carried out when a person is awake.

Fatigue is caused by a number of inter-related factors which can be cumulative. The major factors contributing to and increasing the risk of fatigue involve:

- Work schedules – shift work, night work, hours of work, breaks.
- Job demands.
- Sleep – length of sleep time, quality of sleep and time since sleep.
- Environmental conditions – heat, humidity, noise levels.
- Non-work related factors – social life, relationships, consumption of alcohol.

Symptoms of fatigue include, but are not limited to:

- Excessive yawning or falling asleep at work;
- Heaviness of eyes;
- Dimmed or blurred vision;
- Thirst and hunger;
- Pressure in the head and temple area;
- Painful bottom, stiffness, cramps etc.;
- Twitching hands;
- Irritability, impatience;
- Day dreaming, wandering thoughts;
- Short term memory problems and an inability to concentrate;
- Noticeably reduced capacity to engage in effective interpersonal communication;
- Impaired decision-making and judgment;
- Reduced hand-eye coordination or slow reflexes;
- Changes in behaviour, e.g. Repeatedly arriving late for work; and/or
- Increased rates of unplanned absence.

CROW FM 90.7 shall ensure, so far as is reasonably practicable, the health and safety of workers while they are at work. If fatigue is identified as causing a risk to work health and safety, suitable control measures shall be implemented in consultation with workers to eliminate or minimise the risks.

Due to the diversity of potential causes and symptoms of fatigue, control measures will vary, and each case will be evaluated on conditions that exist at the time.

When control measures are implemented, they will be monitored and reviewed to ensure they continue to effectively manage fatigue.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that workers are aware of and understand this policy.

It is the responsibility of all workers to comply with this policy and to alert management if fatigue is suspected.

References:

Policy number: WHSPP-034
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
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Policy:

It is the policy of CROW FM 90.7 to take reasonably practicable steps to provide a work environment that is physically comfortable and to ensure that heat and noise do not pose Workplace Health and Safety risks to any worker.

Procedure:**Working in a Hot Environment:**

While there are no set measurable temperature limitations legislated for workplaces in Queensland, the risk of heat-related medical conditions may be reduced or prevented by the following:

- Ensuring that hot or potentially hot workplaces have access to airflow and are not in enclosed areas.
- Placing industrial fans in front of sources of airflow to assist with faster disbursement of cooler air.
- Taking regular breaks away from the workplace, preferably in an air-conditioned or shaded environment.
- Wearing cool clothing made from natural fibres and avoiding the wearing of synthetic garments.
- Drinking greater than normal amounts of water and avoiding beverages that have a dehydrating effect (e.g. alcoholic beverages and coffee).
- Taking steps to avoid Ultraviolet Rays from the sun (see the “Protection from the Sun” Policy).

Any worker who becomes inflicted by heat stress or any similar heat related condition should be attended to as quickly as possible by a First Aid Attendant.

First Aid Treatment for Illnesses Associated with Heat Stress:

Prickly heat

Prickly heat results in an itchy painful rash:

- a) Keep the rash cool and dry; and
- b) Ensure the person stops hot work until the rash has settled down.

Fainting, cramps, exhaustion

- a) Lie the person in the shade;
- b) Provide cool water; and
- c) Fan the person manually to cool the core body temperature.

Heat stroke

With untreated heat stroke, there is risk of fatality:

- a) Immediately start first aid by removing clothing, wetting the skin, and manually fanning the person to increase evaporation;
- b) Seek medical assistance; and
- c) Inform your Worker in Charge.

Working in a Noisy Environment:

The “National Standard for Occupational Noise – NOHSC: 1007(2000)” places the following maximum limitations on noise in the workplace:

Continuous noise:	maximum of 85 decibels Sound Pressure Level for an eight (8) hour period
Single Loud Noise:	maximum of 140 decibels Sound Pressure Level - instantaneous

Any sound level greater than these limitations may cause permanent hearing damage.

To ensure that the hearing of workers is protected, CROW FM 90.7 provides Personal Protective Equipment in the form of ear protection for workers who are required to undertake tasks that may be regarded as noisy.

Responsibility:

It is the responsibility of CROW FM 90.7 to take reasonably practicable steps to ensure that the health and safety of workers is not compromised by hot, cold or noisy work environments.

It is the responsibility of workers to utilise the Personal Protective Equipment that is provided and to take realistic steps to prevent heat stress and other temperature related health problems.

References:

"Work Health and Safety Act (QLD) 2011"

"Work Health and Safety Regulation (QLD) 2011"

"National Standard for Occupational Noise – NOHSC: 1007(2000)"

Managing Noise and Preventing Hearing Loss at Work Code of Practice 2021

Managing the Work Environment and Facilities Code of Practice 2021

Policy number: WHSPP-035
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Policy:

As part of our commitment to providing a safe, accident free workplace, CROW FM 90.7 provides workers with appropriate Personal Protective Equipment (PPE) and workers are legally obliged to utilize the PPE where provided and for the tasks allocated.

Procedure:

Personal Protective Equipment (PPE) must be worn or used in the following circumstances:

- Where hazards, exposure or contact may occur with a dangerous substance or from a dangerous process
- Where legislation or an Australian Standard has incorporated the use of PPE in a process or industry code
- Where a Risk Assessment has determined that a risk exists, and CROW FM 90.7 has provided Personal Protection Equipment (PPE)

Requirements relating to wearing or using Personal Protective Equipment (PPE) within CROW FM 90.7:

- a) The compulsory wearing of PPE applies to all workers.
- b) PPE must be used when using chemicals/chemical formulations
- c) In areas where work occurs around products and materials that have the potential to cause dust, noise and other associated dangers and hazards, appropriate PPE must be worn.
- d) To qualify as PPE, prescription glasses must comply with AS1337 and have side shields. If in doubt, over glasses should be worn (e.g. safety glasses that comply with AS1337 over the prescription glasses).
- e) PPE must be worn in any place within the workplace where signage determines that it must be worn

CROW FM 90.7 will conduct, review, and update the hazard assessments for PPE whenever:

- A job changes;
- New equipment or process is installed;
- There has been an accident;
- Whenever a supervisor or worker requests it; or
- At least every year.

1. Issuing PPE

When issuing PPE, the following should be considered:

- PPE shall be issued to the person, who will be required to sign for items;
- After the initial issue, PPE will be issued on a one-for-one basis.

2. Training in PPE

Any worker required to wear PPE will receive training in the proper use and care of PPE before being allowed to perform work requiring the use of PPE. Periodic retraining will be offered to PPE users as needed. The training will include, but not necessarily be limited to, the following subjects:

- When PPE is necessary to be worn?
- What PPE is necessary?
- How to properly put on, remove, adjust, and wear PPE?
- The limitations of the PPE
- The proper care, maintenance, useful life, and disposal of the PPE

After the training, the workers will demonstrate that they understand how to use PPE properly. Workers who do not understand will be retrained as required.

3. Storage of PPE

It is extremely important that workers store PPE correctly using the following guides:

- Check instructions on PPE for storage information;
- Store PPE in a clean and fully operational condition;

- PPE is to be securely stored when not in use; and
- Storage should ensure that the PPE is safe from damage however easily accessible (e.g. Respirator masks in plastic bags or sealed container).

4. Cleaning & Maintenance of PPE

It is important that all PPE be kept clean and properly maintained. Cleaning is particularly important for eye and face protection where dirty or fogged lenses could impair vision. Workers must inspect, clean, and maintain their PPE according to the manufacturers' instructions before and after each use.

PPE will be replaced on a fair wear and tear basis or as otherwise required.

Workers must ensure that PPE has appropriate maintenance, consider the following:

- All maintenance and repair of PPE is to be documented;
- All equipment is to be maintained to manufacturers requirement; and
- Repair or discard damaged or defective PPE.

5. Unserviceable PPE

If PPE is unserviceable, worn out, damaged, lost or stolen refer to the following:

- PPE that is worn out shall be returned.
- PPE that is not serviceable or lost is to be reported as soon as practicable (the equipment will be replaced immediately if required).

Responsibility:

It is the responsibility of CROW FM 90.7 to provide Personal Protective Equipment in accordance with legislation.

It is the responsibility of all workers to wear Personal Protective Equipment as instructed and / or provided by CROW FM 90.7.

Failure to wear appropriate PPE where provided or instructed by the employer will result in disciplinary action which may include termination of employment.

References:

"Work Health and Safety Act (QLD) 2011"

"Work Health and Safety Regulation (QLD) 2011"

Managing the Work Environment and Facilities Code of Practice 2021

WH&S Consultation, Cooperation and Coordination Code of Practice 2021

How to Manage WH&S Risks in the Workplace Code of Practice 2021

Managing Noise and Preventing Hearing Loss at work Code of Practice 2021

Managing Risks of Plant in the Workplace Code of Practice 2021

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Policy:

To minimize injuries resulting from manual tasking, CROW FM 90.7 will implement and enforce safe techniques in manual tasking into all activities in the workplace.

Procedures:

CROW FM 90.7 urges workers to be aware of the risk factors and implement control measures wherever possible to avoid injury.

Common disorders that can occur are:

- Lower back, neck, and shoulder pain;
- Tendonitis of the shoulder or wrist;
- Leg discomfort;
- Inflammation and tissue damage; and/or
- Wear and tear to joints and discs.

Risk factors that may contribute to these disorders are:

- Awkward postures – working in awkward postures for prolonged periods (bending, sitting, twisting and reaching up overhead) puts unnecessary strain on the body and especially the back.
- Manual handling – using excessive force, lifting from below knee level or above shoulder level, twisting while lifting, lifting with extended reach and lifting awkwardly shaped/ unstable objects.
- Repetitive work – continual repetitive use of any part of the body can cause fatigue and pain. Repetitive twisting, bending or lifting can reduce the back's ability to cope with a load, and make it more susceptible to injury.
- Vibration exposure – can cause reduced circulation and make muscles fatigue more easily and so can make the back more susceptible to injury.
- Over-exertion – making one's back, do more work than it is capable of. Lifting when the back is fatigued or damaged.

The following control measures should be implemented to minimise the risk of injury:

- Organisation of work area (e.g. ensuring adequate lighting, ensuring adequate work space, ensuring comfortable seat adjustments.
- Work methods (e.g.: varying tasks; taking short breaks when possible to rest wrists, shoulders and back; alternating between sitting and standing when not driving; being vigilant in using the best posture for each task).
- Individual factors (e.g.: using Personal Protective Equipment (where appropriate), wearing appropriate clothing so as not to restrict movement (uniforms), choosing and wearing footwear with low heels and shock absorbing soles.

Responsibility:

CROW FM 90.7 recognises the importance of developing and implementing control measures to minimise the risk of injury in the workplace and to this end welcomes constructive input from managers and workers.

It is the workers' duty to follow the control measures implemented and to report any operation or equipment that may have the potential to contribute to accident or injury.

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Next Revision Date: December 2025

Policy:

To minimize workplace injuries resulting from manual handling, CROW FM 90.7 will implement and enforce safe techniques in manual handling into all activities in the workplace.

Procedure:

- a) Injuries that commonly result from manual handling include:
 - Strains and sprains;
 - Neck and back injury;
 - Slips, falls and crush incidents;
 - Cuts, bruises and broken bones;
 - Hernia;
 - Strained heart muscles; and
 - Occupational overuse syndrome (OOS), once known as RSI.
- b) If manual handling cannot be avoided and it is not practicable to use mechanical aids to lift and/or carry a load, a worker must carry out the following actions prior to commencing manual handling:
 - Consider whether “Team Lifting” (lifting and carrying by two or more workers) is an option. Before undertaking a team lift it is important to establish emergency commands should one of the lifters experience difficulty during the exercise. When lifting a load with a team member(s) it is vital to keep communicating with that person(s) and telling them of any actions about to be taken such as lowering or adjusting the load.
 - Plan the Lift.
 - Try to break down the load into smaller parts.
 - Check the pathway for any obstacles and clear these.
 - Check if any doors need to be opened.
 - Test the weight of the load by lifting one corner. If it is too heavy or awkward, stop and request help.
- c) When lifting and carrying a load, all workers must use the following technique:
 - Stand with feet shoulder width apart and in a staggered stance;
 - Move in close to the load;
 - Bend the knees, keep the head upright and maintain the spine’s natural curves;
 - Secure the grip;
 - Use a smooth controlled motion to lift the load; and
 - Avoid twisting or turning the body when lifting and be sure to use the feet when changing direction.
- d) When setting the load down, all workers must:
 - Stand with feet apart and in a staggered stance;
 - Get as close as possible to the area where the load is to be placed;
 - Bend the knees, keep the head upright and maintain the spine’s natural curves;
 - Keep the load close; and
 - Once the load is where it is to be placed, release the grip. Always ensure that the load is secured before the grip is released.
- e) Remember to **‘Keep the Load Close’** and **‘Keep the Natural Curves of your Spine’** to help prevent injury

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that all workers are aware of and trained in safe Manual Handling practices.

It is the responsibility of all workers to ensure that they attend training when scheduled and to carry out safe Manual Handling practices at all times. Repeated failure by any worker to follow safe Manual Handling techniques will result in disciplinary action that may include termination of employment.

References:

Policy number: WHSPP-038
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

For reasons of Workplace Health and Safety, in accordance with relevant legislation and to avoid discomfort to non-smoking workers, CROW FM 90.7 elects to maintain a smoke-free work environment.

Procedure:

- a) For the purposes of this Policy, “work environment” shall include all premises belonging to or leased by CROW FM 90.7, including company owned motor vehicles.
- b) Workers of CROW FM 90.7 shall not be allowed to smoke anywhere within the “work environment” described in (a) above unless a designated smoking area has been created.
- c) Workers of CROW FM 90.7 shall not be allowed “smoke” breaks other than morning and afternoon tea and lunch breaks.
- d) Any worker wishing to smoke during their designated break will be required leave the “work environment” and move to the designated smoking area.
- e) Any visitor or other non-worker who smokes in the CROW FM 90.7 work environment should be asked politely to refrain from doing so. If the individual refuses to refrain from smoking, no further discussion is to be entered into by the worker and the Manager of the area should be advised.
- f) Any worker proven to be smoking in the CROW FM 90.7 work environment in circumstances outside of those outlined in these procedures will be subject to disciplinary action.

Responsibility:

It is the responsibility of managers to ensure that workers are aware of the Policy and to take action if a worker is in breach of the policy.

It is the responsibility of all workers to ensure that they comply with the policy.

References:

“Work Health and Safety Act (QLD) 2011”

“Work Health and Safety Regulation (QLD) 2011”

“Tobacco and Other Smoking Products Act 1998 (QLD)”

Policy number: WHSP-039
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

CROW FM 90.7 recognizes the potentially harmful effects of the sun and UV rays and workers are required to take appropriate precautions to minimize potential damage.

Procedure:

When working in the sun for period longer than fifteen (15) minutes, to minimize potential harmful effects from the sun and UV rays, workers are required to take some or all of the following precautions:

- a) Wear a hat with a broad brim (10-12 cm) or a flap at the back to shade both the back and sides of the neck.
- b) Wear a hardhat with a brim added and a flap to protect the sides and back of your neck.
- c) Wear a shirt made from close-woven fabric that is comfortably fitting and long-sleeved with a collar.
- d) Avoid wearing white garments which reflect UV rays back onto the skin.
- e) Avoid wearing open weave fabrics which allow UV rays to pass through.
- f) Wear comfortably fitting long trousers made from woven fabric.
- g) Apply sun block with UV protection factor of 30plus.
- h) Wear sunglasses with side protection that comply with the **Australian Standard AS 1067-2003**. Where the Sunglasses are also a safety glass they must comply with the **Australian Standards AS 1337 and AS 1338**.
- i) Drink plenty of water to avoid dehydration.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that workers are aware of the Policy and to take action if a worker is in breach of the Policy.

It is the responsibility of all workers to ensure that they comply with this policy to protect themselves from the effects of UV rays.

References:

"Work Health and Safety Act (QLD) 2011"

"Work Health and Safety Regulation (QLD) 2011"

Managing the Work Environment and Facilities Code of Practice 2021

Policy number: WHSP-040
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

CROW FM 90.7 is committed to providing and maintaining sustainable development. Projects are conducted in a manner that suitably protects and preserves the environment and cultural heritage. CROW FM 90.7 will ensure that any potential adverse effects on the environment or cultural heritage sites are either avoided or minimised by thorough investigation and planning.

Procedure:

CROW FM 90.7 is committed to achieving the highest standard of environmental care throughout its business operations. It therefore seeks to ensure that in all areas of its activities, CROW FM 90.7 workers give proper consideration to the care of flora, fauna, air, land and water which may be affected by the organisation's activities.

To fulfil this commitment, CROW FM 90.7, will:

- Observe all environmental and cultural heritage laws and stay consistent with the principals of sustainable development;
- Ensure that its workers and suppliers of goods and services are informed about this policy and are aware of their environmental and cultural responsibilities in relation to CROW FM 90.7's business activities;
- Integrate environmental and cultural considerations into the companies planning and operational decisions;
- Comply with internal environmental and cultural heritage policies of our clients, and other regulators with whom our operations come into contact;
- Ensure work practices are undertaken with due consideration to the environment;
- Continually improve our environmental performance, including reducing the effect of emissions, developing opportunities for re-cycling, and more efficiently using energy, water and other resources;
- Assess the potential environmental effects of our activities by regularly auditing our environmental performance and continually implement change to achieve the highest possible environmental standards throughout our operations.

Environmental Responsibilities

CROW FM 90.7 acknowledges that all workers engaged by the company have a role to play to ensure that the requirements of the Environmental Management Policy are met.

CROW FM 90.7's main responsibilities will be to:

- Identify company activities which may result in an impact or potential risk to the environment;
- Instigate effective environmental management controls to counter any recognized risks;
- Provide information/training to workers regarding environmental obligations;
- Liaise with clients as required on matters relating to environmental management;
- Ensure regular inspections of key areas are undertaken; and
- Ensure all Environmental incidents are reported.

Regulatory Requirements

Environmental responsibilities of our projects will be in accordance with:

- The relevant Environmental Protection Act and related Regulations;
- Local, State and Government requirements; and
- Contractual Obligations between clients and CROW FM 90.7.

CROW FM 90.7 is committed to ensuring that all site personnel whether direct employees or contractors by the company, are aware of their responsibilities and become involved with environmental management as part of their daily tasks.

Responsibility:

It is the responsibility of CROW FM 90.7 and all workers to contribute to our Environmental and Cultural Heritage Management Policy.

References:

"Environmental Protection Act 1994 (QLD)"
"Environmental Protection Regulation 2008 (QLD)"

Policy number: WHSPP-041
 Introduction Date: December 2023
 Version 1

Authorised by:
 Last Revision Date: December 2023
 Next Revision Date: December 2025

Policy:

Due to the nature of the business carried out by CROW FM 90.7, all areas of our operations must take strict measures to ensure that we remain free from the spread of pests, diseases, weeds and other bio-security hazards while accessing farms, properties and broadcasting outside.

Procedure:

To ensure that this policy is complied with, the following control measures have been implemented and must be complied with:

- All persons accessing a farm or property must ensure that their vehicles, equipment, boots, clothing and any other item being brought on-site are clean and free from pests, weed seeds and plant material, manure and mud.
- Workers must not, under any circumstances, enter any area categorized as on-site by any means other than approved gates / entry points and designated roads.
- Under no circumstances are friends or family members, who are not workers or authorised contractors, to be brought on-site without the prior approval of management.
- All workers must be competently trained in Bio-security procedures before any work is commenced on-site.
- All site personnel must know what weeds are common to the property and region. Any suspicious weeds must be reported to management as soon as reasonably practicable.
- At all times, workers should be vigilant in reporting breaches of these procedures to management.

Any worker who is uncertain of the Bio-security requirements must report to CROW FM 90.7 Main Office or ask a supervisor for clarification.

UNDER NO CIRCUMSTANCES ARE BIO-SECURITY RISKS TO BE TAKEN.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure workers, who perform work 'on-site', are provided with instructions and information relating to Bio-security requirements and to ensure that workers are familiar with the documentation.

It is the responsibility of all workers working 'on-site' to follow bio-security requirements without exception.

Failure to comply with CROW FM 90.7 bio-security requirements will result in severe disciplinary action that is likely to include termination of employment or review of contractual arrangements.

References:

"Work Health and Safety Act 2011"

"Work Health and Safety Regulation (QLD) 2011"

"Bio-Security Act 2014"

Policy number: WHSP-042
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

To minimise the possibility of incidents involving electrical current, it is the policy of CROW FM 90.7 to ensure that Residual Current Devices (safety switches) are installed on all buildings owned or controlled by the organisation.

To further increase the level of electrical safety, CROW FM 90.7 also requires strict standards to be maintained in relation to working with electrical equipment. Testing of equipment and safety switches shall be in accordance with legislation and regulations.

Procedure:

All workers should remember that **ELECTRICITY IS DANGEROUS**.

The following procedures must be followed by workers, without exception, when using electrically operated equipment in the workplace:

- a) In all cases, installation of electrical equipment must be carried out by a licensed Electrical Contractor.
- b) Double Adaptors and piggy-back plugs must not be used under any circumstances. Power boards with “cut-out” switches are acceptable, but individually switched outlets are recommended.
- c) Care should be taken to avoid having electrical cords in traffic areas where there could be a risk or potential for injury or damage.
- d) Cords across floor space, must be covered by a mat or specifically designed electrical cable cover to minimise the possibility of incidents or accidents resulting from tripping.
- e) Workers must not use any electrical device or equipment unless trained and authorised to do so and should only use this equipment in conjunction with the manufacturer’s recommendations.
- f) At the completion of the use, during any adjustment, servicing, or the repair of any electrical equipment the power should be turned off and the appliance disconnected from the outlet. Disconnection should be performed by pulling the plug and not the cord.
- g) Workers should be mindful of the capacity of each power outlet and overloading is strictly forbidden. Workers should also be aware of the safe use of electrical devices and equipment around water or operating with wet hands.
- h) Under no circumstances should any electrical item be operated if damage to the item or the 240 volt cable is visible.
- i) Any equipment that appears to be damaged or faulty, e.g. frayed cords, equipment that cuts the power supply, etc. must be immediately removed or isolated from use and a warning sign (“Do not Use” or “Out of Order”) attached.
- j) Workers who identify damaged or faulty electrical equipment must immediately verbally advise their manager or supervisor and complete a Hazard Report.
- k) Repairs to damaged or faulty electrical equipment must be carried out by a licensed Electrician.
- l) UNDER NO CIRCUMSTANCES ARE WORKERS TO ATTEMPT TO REPAIR DAMAGED OR FAULTY ELECTRICAL EQUIPMENT.**

In the event of a power failure that appears to have resulted from the tripping of a Residual Current Device, the following steps should be followed:

- a) The Supervisor or Manager must be advised immediately.
- b) An Incident Report should be completed as soon as possible.
- c) An “Authorised Person” should access the relevant Power Box and check the switches and re-set the electrical board if required.

- d) If the Power failure is not a result of a tripped switch in the Power Box, an authorised person or a licensed Electrician should check for the cause.

In cases where the power failure does not appear to be a result of a tripped Residual Current Device switch or a “blackout” resulting from a fault with the organisation’s electricity supplier, at the discretion of the Manager, a licensed Electrical Contractor is to be contacted.

OTHER THAN IN SITUATIONS WHERE AN AUTHORISED PERSON RE-SETS A TRIPPED SWITCH, UNDER NO CIRCUMSTANCES SHOULD WORKERS ATTEMPT TO RESTORE SUPPLY OF ELECTRICITY DURING AN ELECTRICITY FAILURE.

Testing and tagging of electrical equipment and safety switches must be carried out by a Competent Person (must also hold Electrical Contractors Licence) and in accordance with the following table:

Class of work	Portable/specified electrical equipment	Type 1 or 2 safety switch (fixed)		Type 1 or 2 safety switch (portable)	
		Push-button user Test	Operating time / current test	Push-button user Test	Operating time / current test
Service work	<ul style="list-style-type: none"> At least 12 monthly Or connected to a safety switch 	<ul style="list-style-type: none"> Commercial Cleaning Equipment - N/A Other equipment - 6 months 	<ul style="list-style-type: none"> Commercial Cleaning Equipment - N/A Other equipment - 2 years 	<ul style="list-style-type: none"> Commercial Cleaning Equipment - Daily, or before each use, whichever is the longer Other equipment - 6 months 	<ul style="list-style-type: none"> Commercial Cleaning Equipment - 6 months Other equipment – 2 years
	Longer test intervals may apply. Consult the Electrical Safety Regulations and AS/NZS 3760 In-service safety inspection and testing of electrical equipment				
Office work	<ul style="list-style-type: none"> At least 5 yearly intervals Or connected to a safety switch 	6 months	2 years	3 months	2 years
	Longer test intervals may apply. Consult the Electrical Safety Regulations and AS/NZS 3760 In-service safety inspection and testing of electrical equipment				

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that all workers are fully conversant with this Policy and related Procedures.

It is the responsibility of all workers to operate electrical equipment strictly in accordance with training received and/or the manufacturer’s instructions, to report any damaged or defective equipment and to comply with this Policy.

Disciplinary action or review of work arrangements may result in the event of any worker failing to comply with this Policy.

References:

“Work Health and Safety Act (QLD) 2011”

“Work Health and Safety Regulation (QLD) 2011”

“Electrical Safety Act 2002 (QLD)”

“Electrical Safety Regulation 2013 (QLD)”

Managing Electrical Risks in the Workplace Code of Practice 2021

Policy number: WHSPP-043
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

While CROW FM 90.7 takes all reasonable steps to minimize the occurrence of spills in the workplace, we recognize and accept that they can happen. CROW FM 90.7 will treat spills as a hazard in the workplace and the procedure below should be followed.

Procedure:

In the event of a substance spill, workers involved in the management of spills or an available worker must immediately (if substance is hazardous, workers must follow procedures outlined in the appropriate SDS):

- Minimise traffic around the spill area;
- If available place a “caution” sign adjacent to the spill;
- Use personal protective equipment (if the substance is hazardous);
- If applicable, use appropriate equipment to remove broken glass/sharps to prevent injury;
- Confine and contain the spill by using paper towels, disposable absorbent material or a mop and bucket to absorb the bulk of the substance;
- Place items soaked with substances in a leak proof bag;
- If substance is hazardous - treat contaminated disposable items as hazardous waste;
- Clean the spill site with a neutral detergent and water using standard cleaning equipment as soon as possible after the spill occurs; and
- Fill out an incident report.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that workers are familiar with this policy and to apply the procedures within the workplace.

It is the responsibility of all workers to ensure that they comply with the Policy and follow Procedures.

References:

“Work Health and Safety Act 2011 (QLD)”

“Work Health and Safety Regulation 2011 (QLD)”

Policy number: WHSP-044
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

It is the policy of CROW FM 90.7 to comply with accepted community Environmental and Safety standards when disposing of waste resulting from the work being carried out.

Procedure:

Unless local government requirements dictate otherwise, CROW FM 90.7 shall dispose of waste in accordance with the following:

- a) **Recyclables (where applicable):** Recyclable waste may include, paper, some plastics, specifically marked equipment parts, cardboard and other items bearing the recyclable logo. These items shall be placed in a bin or location specifically allocated for recyclable items.
- b) **General Waste:** General waste includes any waste not included in (a) above. It may include food waste, broken office items, tissues resulting from personal use, etc. General waste must be immediately placed in waste bins immediately after use and must not be left on desks, floors or in any other area.

Any worker who is uncertain of the classification of a waste item should refer to management for advice.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that workers are familiar with this policy and to apply the procedures within the workplace.

It is the responsibility of all workers to ensure that they comply with the Policy and follow Procedures.

References:

"Work Health and Safety Act 2011 (QLD)"

"Work Health and Safety Regulation 2011 (QLD)"

Policy number: WHSP-045
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

To maximise the safety of workers, it is the policy of CROW FM 90.7 that workers shall not operate equipment unless fully trained and qualified to operate the specific piece of equipment.

It is the policy of CROW FM 90.7 that regular servicing and maintenance, in accordance with manufacturers' recommendations, is carried out on all equipment and that rigid safety procedures are followed during servicing and maintenance of equipment.

Procedure:

Any worker who operates any piece of equipment that has reasonable potential to cause injury or damage, must complete all training requirements and / or be fully accredited prior to operating the equipment. An unqualified or unaccredited worker may, however, operate equipment if the operation is part of the training process and a qualified person directly supervises the activity.

When carrying out maintenance or servicing, the following procedures must be followed:

- a) Accurately identify the item of plant or equipment requiring maintenance or service.
- b) Ascertain the most appropriate person or persons to carry out the maintenance or service of the specific plant or equipment in accordance with trade qualifications, skill level and training received.
- c) Ensure that appropriate tools are on hand to carry out the maintenance or service and transport the tools to the location where the maintenance or service is to be carried out.
- d) The location must be cordoned off using posts and tape, or another appropriate method, so that other workers do not enter the area.
- e) The plant or equipment to be maintained or serviced must be isolated in accordance with the following steps:
 - i) If the plant or equipment is "Electrically Operated" from a switchboard, the worker must switch off the equipment at the main switch on the switchboard and lock it out using the following process:
 - Using a padlock, clip or other blocking system as may be approved by management, align the holes of the appropriate switch and the keeper and pass the padlock, clip, etc. through the aligned holes.
 - Attach a tag to the switch, padlock or clip instructing all other persons that maintenance is being carried out and the switch is not to be engaged under any circumstances.
 - ii) If the plant or equipment is "Key Operated", the worker must remove the key from the ignition of the plant or equipment and keep it on their person at all times during the maintenance or service. They must then attach a tag to the most obvious section of the controls of the plant or equipment instructing all other persons that maintenance is being carried out and the plant or equipment must not be operated under any circumstances.
- f) After the plant or equipment has been appropriately isolated, maintenance or servicing may be carried out.

UNDER NO CIRCUMSTANCES SHOULD ANY PERSON EXCEPT THE APPROPRIATE MAINTENANCE WORKER MOVE TO WITHIN TWO (2) METRES OF THE PLANT OR EQUIPMENT UNTIL THE MAINTENANCE WORKER NOTIFIES IT IS SAFE TO DO SO.

- g) Upon completion of the maintenance or servicing, the plant or equipment may be tested.
- h) If the test concludes that the plant or equipment is not operating appropriately, Steps (e), (f), and (g) above must be repeated until appropriate operation is achieved.
- i) When the worker is satisfied that the plant or equipment is operating appropriately, they must close down the plant or equipment and collect their tools, etc. and leave the area.
- j) All locks, clips and tags must be removed from the plant or equipment prior to the worker leaving the location.

Responsibility:

It is the responsibility of management to ensure that all workers are fully conversant with the requirements of this Policy and Procedure and to monitor its application within the workplace.

It is the responsibility of the worker to follow the compulsory steps as outlined in the procedures.

It is the responsibility of all workers to ensure that they strictly comply with the policy.

Failure to comply with this policy and procedure, by any worker, will result in disciplinary action which may include termination of employment.

References:

"Work Health and Safety Act 2011(QLD)"

"Work Health and Safety Regulation 2011 (QLD)"

WH&S Consultation, Cooperation and Coordination Code of Practice 2021

Managing Risks of Plant in the Workplace Code of Practice 2021

Policy number: WHSPP-046
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

It is the policy of CROW FM 90.7 that the well-being of workers is paramount and that steps are taken to avoid or minimize the occurrence and effects of road rage and other such incidents that have the potential to occur while workers are driving in work-related situations.

Procedure:

CROW FM 90.7 is a professional organisation and under no circumstances should CROW FM 90.7 workers act in any way that would have the potential to provoke any other driver or make inappropriate gestures or comments to any other driver while driving in a work-related situation.

Road rage generally occurs when a driver feels that another driver has acted in a way that angers or offends them. It can take many forms including, but not limited to the following:

- Verbal abuse delivered by a person without leaving their vehicle;
- “Tail-gating” or, if in front, slowing down to unrealistic speeds as if attempting to cause the following driver to stop;
- A person leaving their vehicle at traffic lights or other similar locations and moving to confront the driver of another vehicle;
- A person following another vehicle regardless of the journey taken, usually very close and with a view to confronting the other driver when they eventually stop their vehicle;
- A person opening the door of another person’s vehicle and physically attacking either the driver or the contents of the vehicle; and/or
- Any other display of aggression from one driver towards another.

To minimise the likelihood of any serious outcomes from road rage or any similar action instigated by a third party towards a CROW FM 90.7 worker, at all times when driving for work-related reasons, whether driving a CROW FM 90.7 vehicle or a private motor vehicle, the following steps must be complied with:

1. After entering a motor vehicle and prior to commencing to drive, workers should ensure that:
 - a) All doors and windows of the motor vehicle are fully closed and locked.
 - b) Their mobile telephone is placed in an easily accessible location within easy reach.
2. When driving, workers must comply strictly with road rules.
3. In the event of a road rage or similar incident being instigated by another party the worker should take the following steps:
 - a) Except in situations required by law (e.g. red traffic lights, stop signs, etc.) avoid stopping the motor vehicle.
 - b) If required to stop, at all costs, avoid unlocking or opening doors or windows of the vehicle.
 - c) Do not, in any way, respond to any abuse delivered by the other driver.
 - d) Memorize the registration plate number of the vehicle and if possible, the appearance of the driver or primary features of the appearance of the driver (e.g. bearded, spectacled, bald, etc.)
 - e) Use the mobile telephone to dial “000” and report the situation to the police.
 - f) If required to stop the vehicle, remain stopped for the shortest time possible.
 - g) Try to keep driving on a street or road that is busy with other vehicles with drivers who may witness the situation.
 - h) Avoid turning into isolated streets or roads.
4. After reporting the incident to the police, attempt to continue driving while keeping as far away from the aggressive driver as possible.
5. As soon as practicable after any road rage incident, the worker should report the incident to their manager or supervisor.

6. It is recommended that any worker who experiences an incident of road rage should attend counselling as soon as possible after the incident.

IN CASES OF ROAD RAGE OR SIMILAR INCIDENTS, PERSONAL SAFETY MUST BE OF THE HIGHEST PRIORITY.

AN ATTEMPT SHOULD BE MADE TO AVOID VIOLENCE IF POSSIBLE, BUT ESCAPE FROM ANY VIOLENCE IS CRITICALLY IMPORTANT.

RETALIATION MUST NEVER BE AN OPTION UNLESS IT IS SELF-DEFENCE IN A CRITICAL SITUATION.

Responsibility:

Managers are responsible for implementation and for ensuring that workers are aware of this policy and related procedures.

All workers are responsible for compliance with this policy and related procedures.

Failure to comply with this policy and associated procedures may result in disciplinary action.

References:

"Work Health and Safety Act 2011 (QLD)"

"Work Health and Safety Regulation 2011 (QLD)"

Policy number: WHSPP-047
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

Due to the nature of the business conducted by CROW FM 90.7, workers are required to travel to alternative locations for business reasons. It is the organisation's policy to ensure the safety of their workers while travelling.

Procedure:

To help ensure safety while travelling workers will at all times demonstrate competency in driving skills, knowledge of motor vehicle maintenance and knowledge and competency of road rules and legislation.

The following principles of safe travel must be acknowledged and adhered to:

- High speed will increase risks of accident and injury;
- Adjust road speed to prevailing conditions;
- Stress, tiredness and irritation reduce your ability to concentrate;
- In wet conditions do not stop on low ground or creek crossings;
- In dusty conditions which limit visibility, pull over until you can be seen and see where you are going;
- Slow down when a vehicle comes from behind to pass you;
- Carry more water than you think you will need; and
- Carry food. You may have to wait a long time for assistance or need to help another person.

Workers' who operate a 4wd and/ or tow a trailer, also have increased risks including but not limited to:

- Heavier steering control while towing
- More prone to a roll over than other vehicles due to a higher clearance off the ground
- 4WD have less resistance to side impact and may not have collapsible steering columns
- Towing may also limit visibility of other vehicles travelling behind.

When working in rural locations or travelling long distances to site locations, workers are required to keep a schedule of their travel which includes arrival times and locations, departure times and locations, any stops made, or problems encountered. Workers are also required to report their arrival at their destination.

Responsibility:

Penalties can apply and could result in disciplinary action that may include termination of employment to any worker who does not follow best practices.

References:

"Work Health and Safety Act 2011(QLD)"

"Work Health and Safety Regulation 2011 (QLD)"

Policy number: WHSPP-048
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

CROW FM 90.7 adopts a safe work policy for the loading and transport of equipment. Therefore, it is the policy of CROW FM 90.7 to follow the guidelines and requirements reflected in the publication Load Restraint Guide (LRG) every time equipment is loaded, unloaded and transported from one site to another.

Procedure:

Injury and death can result from unrestrained or poorly restrained loads. The causes of this situation include, but are not limited to:

- Heavy objects falling from the carrying vehicle;
- Drivers swerving to avoid falling or fallen objects or spillage or hitting same;
- Loads crashing into vehicle cabins as a result of heavy or emergency braking of the carrying unit; and/or
- Carrying units overturning as a result of a load shifting.

The Heavy Vehicle (Mass, Dimension and Loading) National Regulation (QLD) requires that:

- A load on a vehicle must not be placed in a way that makes the vehicle unstable or unsafe.
- A load on a vehicle must be secured so that it is unlikely to fall or be dislodged from the vehicle.
- An appropriate method must be used to restrain the load on a vehicle.

Workers are required to follow the steps below as a minimum operational procedure in respect to load restraint:

- All securing equipment must be checked to ensure that it is in good working condition, this applies to, but is not limited to container twist locks, gates, tarpaulins, curtains and straps.
- The carrying vehicle must be appropriate for the type of load to be carried, taking into consideration the dimensions and mass of the load.
- The load must be positioned correctly.
- Correct and suitable restraining equipment for the type of load to be carried must be used.
- Upon completion of loading, the Driver and others involved in loading the vehicle have a duty to be confident that the load is secured in a manner that will not endanger the lives of other road users or persons (minimum standard is the load restraint guide).
- **The load must be checked immediately before leaving for movement, settling and security. It must be checked a second time a short time into the journey and again at regular intervals during the journey.**
- On reaching the destination and positioning the vehicle at the unloading point, a risk assessment of the load is to be carried out to check for movement in transit and to ensure safe unloading. This assessment must be carried out before any load restraint is removed. When unloading containers or Pantech vans, caution must be used when unlatching and opening doors.

Failure to restrain a load correctly on a vehicle may result in legal action being taken against any or all persons involved.

Responsibility:

It is the responsibility of CROW FM 90.7 to ensure that all workers are aware of The Load Restraint Guide and this Policy.

It is the responsibility of all workers to enforce this policy and to report any concerns or breaches to the supervisor or manager and to follow instructions from CROW FM 90.7 in relation to the policy.

Penalties can apply and could result in disciplinary action that may include termination of employment to any worker who does not follow best practices.

References:

"Work Health and Safety Act 2011(QLD)"
"Work Health and Safety Regulation 2011 (QLD)"
"Heavy Vehicle (Mass, Dimension and Loading) National Regulation (QLD)"
National Transport Commission "Load Restraint Guide 2018"

Policy number: WHSP-053
Introduction Date: December 2023
Version 1

Authorised by:
Last Revision Date: December 2023
Next Revision Date: December 2025

Policy:

It is the policy of CROW FM 90.7 to provide and maintain a work environment that is safe and without risks to the health of workers and others, to the extent that it is reasonably practicable to do so. This policy is susceptible to changes with the introduction of additional governmental guidelines. If so, CROW FM 90.7 will update and communicate changes as soon as practicable face-to-face, by email and/or by telephone.

Procedure:

In situations where a “pandemic” is formally declared, CROW FM 90.7 will actively implement measures to mitigate the spread in accordance with recommendations issued by federal, state or local government bodies and/or health authorities. In deciding measures that may be reasonably practicable for the organisation, consideration shall be given to the following:

- a) Reducing transmission among workers;
- b) Protecting people who are at higher risk for adverse health complications;
- c) Minimising risk to the general public;
- d) Maintaining business operations; and
- e) Minimizing adverse effects on others in the workplace.

Control measures CROW FM 90.7 may implement, with guidance from Government departments and health authorities, may include but will not be limited to the following:

- Educating and updating workers on new information relating to the impact of the pandemic on their workplace and business operations. CROW FM 90.7 will balance the sharing of information to prevent information sharing overload.
- Providing adequate facilities and products to allow workers to maintain good hygiene practices (for example, providing hand sanitiser and disinfectant wipes if available) and ensuring the workplace is being adequately disinfected and cleaned regularly.
- If recommended by health professionals, ensuring the workplace is implementing social distancing measures (e.g. 1 person per 4 square metres and being no closer than 1.5 metres apart), including during breaks and before and after work.
- Allowing workers to work from home if practicable.
- Directing workers to self-isolate at home if feeling unwell, if they have been in any country or region listed by the Department of Health, or if they have been in contact with confirmed cases of the pandemic.
- Communicating with workers in relation to support available (e.g. Medical facilities on-site, Employee Assistance Programs, personal and carer’s leave entitlements, income protection insurance, etc.)

During a pandemic, any worker who is ill should stay home and away from the workplace. Respiratory etiquette and hand hygiene should be encouraged, and routine cleaning of commonly touched surfaces should be performed regularly.

CROW FM 90.7 provides hand sanitisers and disinfectants in the workplace (when supplies can be sourced) to promote a healthy workplace and encourage visitors to adhere to heightened hygiene practices.

Hygiene practices will include, as a minimum:

- Washing hands after using the toilet, before eating, and after coughing/sneezing into hands (unless advised otherwise, the 20-second hand-washing rule must be applied). Workers may also use sanitizers if available.
- Coughing/sneezing into sleeve, preferably into the elbow. If a tissue is used, it must be discarded appropriately, and hands cleaned/sanitized immediately.
- Ensuring sufficient ventilation by opening windows regularly.
- Avoiding touching of the face, particularly eyes, nose, and mouth with hands to reduce likelihood of infection.

Any worker who finds themselves coughing/sneezing on a regular basis, must avoid close physical contact with other persons and should take extra precautionary measures (such as requesting sick leave).

In the event that CROW FM 90.7 becomes aware of any worker, client, contractor, supplier or member of the public, who is suspected or known to be suffering from the pandemic having been in physical contact with CROW FM 90.7, or having visited any CROW FM 90.7 site (up to 14 days prior to symptoms or testing) the organisation will, as soon as is reasonably

practicable, take steps to ensure the health of persons who may have been in contact with the person. CROW FM 90.7 will always treat the private health and personal data of workers with a high level of confidentiality and sensitivity.

In situations where self-isolation is recommended by government and/or health professionals, workers are expected to comply with recommendations.

Working from Home or a Remote Location:

In high-risk pandemic situations, either CROW FM 90.7 or an individual worker may instigate a process where working from home or an alternative remote location may be an option.

In the event of CROW FM 90.7 requesting that a worker work from home, the following shall apply:

- The worker shall be advised in writing of the requirement, reasons for the requirement and the date of commencement.
- The worker shall be provided with equipment that enables them to fulfil requirements of the role from a remote location or an alternative agreement shall be reached between the worker and management in relation to such equipment.
- The worker shall be required to complete and submit accurate time sheets.
- The worker shall nominate a designated work area within the remote location in which all work is to be carried out.
- A “WH&S Home Office Assessment” of the designated work area shall be completed and the area must meet Workplace Health and Safety Standards.
- The arrangement shall be reviewed on an agreed basis.
- Unless agreed otherwise between CROW FM 90.7 and an individual worker, any “work from home” arrangement shall be temporary, and the worker shall be required to return to their usual work location as soon as is practicable after the pandemic has passed or otherwise expired.

In the event of a worker requesting to work from home, CROW FM 90.7 shall consider each request and if the request is approved, the following shall apply:

- Requests must be in writing detailing reasons for the request;
- Tasks, accountabilities and responsibilities must not be in any way impeded by the worker being in a remote location;
- The worker must complete and submit accurate time sheets.
- Re-location of the worker’s role must be cost-neutral for CROW FM 90.7.
- CROW FM 90.7 business data must remain confidential and must not be copied, transferred, emailed or otherwise accessed on privately owned equipment (computers, tablets, etc.).
- The worker shall nominate a designated work area within the remote location in which all work is to be carried out.
- A “WH&S Home Office Assessment” of the designated work area shall be completed and the area must meet Workplace Health and Safety Standards.
- The “work from home” arrangement shall be reviewed on an agreed basis.
- Should the arrangement be found by CROW FM 90.7 to have a negative impact on the business, service to clients and/or business efficiency, at the discretion of the organisation, the arrangement may be terminated, and the worker must return to work at their usual location within one (1) week.
- Unless agreed otherwise between CROW FM 90.7 and an individual worker, any “work from home” arrangement shall be temporary, and the worker shall be required to return to their usual work location as soon as is practicable after the pandemic has passed or otherwise expired.

Under no circumstances may approval of “work from home” arrangements for one worker be regarded as approval for multiple workers to enter into “work from home” arrangements.

Any worker who is uncertain of the requirements of CROW FM 90.7 or who would like additional information on current or future pandemics should speak to management or contact the relevant formal Information Line (National Coronavirus Information Line; 1800 020 080).

Responsibility:

It is the responsibility of CROW FM 90.7 to establish guidelines and rules and to ensure all persons in the workplace follow the guidelines and rules, set out by the organisation.

CROW FM 90.7 will take realistically practicable action to ensure hygiene and cleaning practices are strictly followed at all times.

It is the responsibility of workers to comply with this policy, comply with guidelines and rules set by CROW FM 90.7 and to follow instructions from management and government authorities. Workers have the responsibility to ensure they take appropriate action if they become ill or have come into contact with another person who is ill.

References:

“Work Health and Safety Act 2011 (QLD)”

“Work Health and Safety Regulations 2011 (QLD)”

Australian Government Department of Health

Managing the Work Environment Code of Practice

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