

Staff Handbook

Eighteen East Pty Ltd - T/as Riverlakes Golf (*Employer*)

POLICIES

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ANTI-DISCRIMINATION POLICY

[Eighteen East Pty Ltd - T/as Riverlakes Golf](#) (“Employer”) is committed to ensuring a workplace free from unlawful discrimination. Discrimination that is prohibited under the relevant discrimination and industrial relations legislation is unacceptable and will not be tolerated under any circumstances.

Discrimination is the less favourable treatment, of a person because of an attribute, or perceived attribute, compared to someone who does not have that attribute.

The *Anti-Discrimination Act 1991* (Qld), as amended, provides that it is unlawful to discriminate against people on the basis of a defined attribute in an Area of Activity, such as in the area of employment either before or after they are employed, or in the provision of goods and services.

The *Fair Work Act 2009* (Cth) and other specific discrimination legislation also exist as anti-discrimination legislation.

ON WHAT ATTRIBUTES CAN DISCRIMINATION OCCUR?

Discrimination can occur on the basis of a person’s:

- Sex (whether they are male or female);
- Relationship status (whether they are married, single, widowed, divorced, separated or de facto);
- Pregnancy;
- Parental status (whether they have children or not);
- Breastfeeding;
- Age (whether they are young or old);
- Race;
- Impairment (whether they have or have had a physical, intellectual, psychiatric or mental disability, injury or illness, including whether they are HIV+, or use a guide dog, wheel chair or some other remedial device);
- Religious belief or activity (whether they have particular religious or spiritual beliefs);
- Political belief or activity;
- Trade union activity;
- Lawful sexual activity (whether they are gay, lesbian, heterosexual or bisexual);
- Gender identity;
- Family responsibilities; or
- Association with, or relation to, a person identified on the basis of any of the above attributes.

WHERE DOES DISCRIMINATION OCCUR?

Discrimination can occur between an employer and a potential or current employee, between employees themselves or between employees and guests or patrons. The *Anti-Discrimination Act 1991* (Qld) prohibits discrimination on the basis of any of the above attributes in an area of activity.

An area of activity can include but is not limited to work and work related areas, goods and services, education, superannuation and insurance, disposal of land and accommodation.

WHAT SHOULD I DO ABOUT DISCRIMINATION?

If you believe you have been discriminated against, you have the right to lodge a complaint with the venue's Manager. Complaints should be lodged immediately so that an investigation can be undertaken.

All complaints of discrimination will be treated seriously, confidentially and impartially. Where discrimination has been identified, action will be taken to ensure that any discrimination stops immediately.

In the event the complaint is about the Manager, the complaint should be lodged with the Owners/Owners' representative.

INVESTIGATION PROCESS

An employee who believes they have been discriminated against should follow the following process to have their complaint resolved:

Step 1: The employee is to contact the manager, or Owners/Owners' representative to advise them of the alleged discrimination. At this step the employee may be asked to document their complaint and provide details of when the alleged discrimination occurred, what happened, who engaged in the alleged discrimination, whether there were witnesses present as well as other relevant details.

Step 2: The manager, or Owners/Owners' representative shall upon receipt of the details of the complaint, commence an investigation into the complaint. This may involve interviewing witnesses, the complainant, the alleged discriminator, and seeking other information to allow them to determine whether discrimination has occurred. At this step the Manager in consultation with the owner may also seek for an external party, to undertake the investigation.

Step 3: The investigator shall make such a determination on the balance of probabilities having regard to the information gathered and the likelihood the discrimination occurred. The finding shall be reflected as either the complaint is substantiated, or the complaint is not substantiated.

Step 4: The investigator shall advise the employee making the complaint and the person alleged to have discriminated (separately) of their findings and shall advise each party of the implications of the findings.

Where the investigator is a person external to the workplace, the investigation report will be provided to the Manager *or an alternative person appointed in the event the complaint involves the Manager* who will then determine the appropriate outcome of the report findings.

The investigation process shall take no longer than two weeks, except where the gathering of relevant information necessitates a longer process. In such an instance the investigator shall keep the complainant aware of the timeframes.

At any stage of the investigation process, the complainant may seek to have a support person present.

RESPONSIBILITIES OF THE EMPLOYER, EMPLOYEES AND MANAGERS

Individuals can be held personally liable for their actions. Therefore, all employees, which may include supervisors and managers, are required to comply with this Anti-Discrimination policy and should not engage in unlawful discrimination.

Further an employer, regardless of their size, may be legally responsible for unlawful discrimination that occurs in the workplace or in connection with a person's employment unless it can be shown that 'all reasonable steps' have been taken to reduce or prevent the discrimination from occurring.

This means that anyone who suspects that unlawful discrimination is occurring, or sees an instance of unlawful discrimination, must report the incident/s to the Manager or Owners/Owners' representative. A failure to do so may be viewed as the person causing or aiding the unlawful discrimination to occur.

Manager responsibilities include:

- Monitoring the work environment for unacceptable behaviour;
- Modelling acceptable behaviour;
- Promoting the Anti-Discrimination policy and training staff to identify and prevent discrimination;
- Treating all complaints seriously, and confidentially, and referring the complaint immediately to the Owners/Owners' representative.

IMPLICATIONS OF DISCRIMINATORY BEHAVIOUR

Unlawful discrimination is strictly prohibited under the relevant legislation and will not be tolerated under any circumstances.

Where the employer is satisfied that unlawful discrimination has occurred, employees found to have engaged in discriminatory behaviour may face disciplinary action including termination of employment. Equally, an employee who has fabricated the alleged discrimination may face disciplinary action including termination of employment.

The details of any disciplinary action taken against a party to the complaint will be kept confidential by the Employer and will not be disclosed to any other party.

Any action taken shall be in line with the *Discipline and Termination Policy*.

The Below Listed Policies / Documents Interact with this Policy:

- *Code of Conduct*
- *General Conduct Policies*
- *Out of Hours Conduct Policy*
- *Computer, Email and Internet Policy*
- *Social Media Policy*
- *Discipline and Termination Policy*
- *Mental Health and Wellbeing Policy*

APPLYING FOR LEAVE POLICY

Both casual and permanent employees have certain leave entitlements, with some paid, and some unpaid.

It is important for your wellbeing and mental health to take leave when due.

We encourage leave to be planned and taken on a regular basis for your wellbeing. Avoid building up entitlements.

The below table depicts the leave available to employees in accordance with the National Employment Standards (“NES”) and as reflected in other relevant legislation:

TYPE OF LEAVE	Permanent Employee	Casual Employee
Annual Leave	Paid as per the NES	No entitlement to this leave
Personal Leave	Paid as per the NES	No entitlement to this leave
Carer’s Leave	Paid as per the NES / Unpaid where paid entitlement exhausted	Unpaid as per the NES
Compassionate Leave	Paid	Unpaid as per the NES
Long Service Leave	Paid as per the NES and the <i>Industrial Relations Act 1999</i> (QLD)	Paid as per the NES and the <i>Industrial Relations Act 1999</i> (QLD)
Community Service Leave (including Jury Service Leave)	Unpaid generally, however Jury Service Leave element is paid to a limit of 10 days per occasion, as per the NES	Unpaid as per the NES
(NES Unpaid) Parental Leave	Unpaid as per the NES	Unpaid as per the NES
(Government Paid) Parental Leave	Paid subject to Government approval	Paid subject to Government approval

Paid and unpaid leave entitlements are provided by [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) (“Employer”) in accordance with the *Fair Work Act 2009*. Long Service Leave is provided for in the *Industrial Relations Act 1999*.

APPLYING FOR LEAVE

Employees are required to apply for Leave via the Time Target Kiosk then discuss with their manager no later than the below table. The exception to this is where personal/carer’s leave or compassionate leave is sought. Managers are to plan and schedule their own leave well in advance. Managers are to ensure they advise the Owner and load in Time Target.

Leave can be taken at mutually agreed times with the following notice: -

1 Weeks Leave	2 Weeks’ notice
2 Weeks Leave	1 Months’ notice
Greater than 2 weeks leave	3 Months’ notice

Once the employer has approved the leave sought, the employee will be notified of this via a Time Target message.

Where leave is sought, and it is not approved by the employer, the employer accepts no responsibility for monies lost as a result of any payments or deposits made by the employee to external persons in advance of the leave being approved.

NOTICE OF PERSONAL/CARER'S LEAVE

Employees unable to attend work due to sickness are required to notify your manager as soon as practicable. Ideally this is prior to the shift commencing so that alternative rostering arrangements can be made.

The employer may request that an employee provide reasonable evidence of the need to take the leave sought, whether it is paid or not.

EVIDENCE REQUIREMENTS

Where an employee seeks to take personal/carer's or compassionate leave, the employer may request that an employee provide reasonable evidence of the need to take the leave sought, whether it is paid or not.

An employee shall not receive payment for personal/carer's or compassionate leave until they provide the satisfactory evidence as requested, and the absence from work until such evidence is provided shall be noted as an unauthorised absence. Where satisfactory evidence is provided, the absence for the period covered by the evidence will be noted as an authorised absence.

NOTICE TO TAKE LEAVE

ANNUAL LEAVE

[Eighteen East Pty Ltd - T/as Riverlakes Golf](#) may require ProShop staff and or OnCourse Staff employed under the Amusements, Events and Recreation Award and or "Agreement Free Employees" to take annual leave

- As part of a close-down of its operations.
- If an employee has an excessive leave accrual, the employer will confer and genuinely try to reach agreement on how to reduce or eliminate the excessive leave accrual.
- If an employer has genuinely tried to reach agreement with an employee but agreement is not reached, the employer will direct the employee in writing to take one or more periods of paid annual leave.

TIME OFF IN LIEU POLICY (TOIL) – Full Time Employees

If you work on a public holiday and it's a day you usually work, you'll get a paid day off you can take later. This is usually called a day in lieu. "In lieu" is a French expression meaning "instead of". It refers to the paid time-off work employees receive "instead of" getting paid for additional hours worked above their normal contracted working week. TOIL cannot be "banked". Your DOIL is a single day to be taken up to the end of the month directly after it was accumulated.

LONG SERVICE LEAVE

[Eighteen East Pty Ltd - T/as Riverlakes Golf](#) may require the employee to take long service leave by the giving of at least three months written notice of the date on which the employee must take at least 4 weeks long service leave where the employer and employee cannot agree on the time when long service leave is to be taken.

ARMED ROBBERY AND HOLD UP POLICY

An armed robbery or hold-up is a dangerous and stressful event. This policy will complement existing safety and security measures in place, however, as [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) (“Employer”) cannot guarantee an armed robbery or other theft will not occur, it is vital that employees are aware of how to behave before, during and after an armed robbery or hold-up.

POLICY STATEMENT

Employees are entitled to work in safe environment and are obliged to work in a safe manner to ensure, to the best of their ability, that customers and other team members can enjoy a safe environment. In the event an employee is on duty during an armed robbery or other theft, remember that the **safety of employees and customers is the top priority** – stock, equipment and cash are insured and can be replaced.

ARMED ROBBERY AND HOLD-UP POLICY

To minimise the risk to employees and to others during an armed robbery or theft of any kind employees are required to familiarise themselves with all of the information below and to act in a manner which does not jeopardise the safety or security of themselves, [Eighteen East Pty Ltd - T/as Riverlakes Golf](#), other employees or customers.

To assist in the prevention of an armed robbery or hold-up, management encourage employees to be wary of, and note suspicious behaviour (by recording car registration numbers or descriptions of suspicious people). Employees witnessing suspicious behaviour should report this to their supervisor/manager immediately, who will then contact the authorities where required.

Employees should also:

Ensure conditions are normal before entering or leaving the workplace;
Follow cash clearance procedures to keep cash levels to a minimum;
Keep safes, strongrooms or store rooms locked at all times; and
Ensure rear entrances and windows are secured when not in use.

Where on duty and involved in an armed robbery or hold-up take the following steps:

During the event

- Never attempt to stop the offender or in any way intervene while the crime is being committed;
- Stay calm and quiet – mentally say to yourself “Be calm”;
- Comply with the demands of the offender – no more and no less;
- Avoid sudden movements;
- Make your actions deliberate and open – keep hands visible;
- Tell the offender what you are doing e.g. “I’m opening the till drawer”;
- Avoid eye contact;
- Where possible try and stand side on to the offender; and
- Make mental notes of the offender’s physical features including colour of hair, eyes and skin tone, height, distinguishing marks (scars, tattoos, facial features), their clothes including colour and type, any accessories such as rings, earrings or watches, the offender’s speech or accent, names or nicknames if more than one offender and any weapons used (type, colour, size).

After the event

- Take note of the direction of travel and mode (car, foot etc.);
- Secure premises so the offender cannot return;
- Immediately activate the silent alarm;
- Call police and keep the line open;
- Advise supervisor/manager;
- Cordon off the area where the offender has been and stop anyone entering or disturbing the area;
- Preserve all the evidence – avoid contamination by touching or disturbing the area;
- Separate any witnesses and ask them to remain until police have arrived and to write down details of the incident and a description of the offender;
- Complete identification chart / form or write down details of the event and description of the offender;
- Do not speak to any media or people not involved in the event; and
- Management will provide you with reasonable post-event service or assistance.

CONTACTS

In the event of an armed robbery or hold-up, contact the following people:

Police – Dial 000 (keep line open) – also use if an Ambulance is required.

Then contact your Manager and the Owner or Owner’s representative or Head Office.

Name of Nickname Used:	Sex: Male Female
Approx Age:	Nationality:
Complexion: Fair Dark Pale Fresh Pimpley Ruddy Suntanned	Accent: Weight:
Stature: Erect Stooped	Build: Thin Stout Medium Husky
Walk: Quick Slow Limp Springy Pigeon Toed	Voice: Clear Loud Thick Slang
Hair: Colour Straight Crew-cut Bald Wavy Long Curly	Facial Hair: Type Colour
Eyes: Colour Size Squint Starey	Disguise:
Ears: Size Shape	Hands:
Nose: Size Shape	Gloves:
Mouth: Size Shape	Jewellery:
Teeth: Even Bad Spaced Uneven Protruding Missing	Scars or Marks:
Comments: (Distinguishing characteristics, method and direction of escape, type of vehicle used, what did the intruder say, touch)	Weapon:
	Clothing:

CODE OF CONDUCT POLICY

EMPLOYEE OBLIGATIONS TO THE EMPLOYER

The obligations of an employee to an employer under Common Law may be summarised as follows:

1. Obey all lawful and reasonable commands;
2. Exercise care and skill in the performance of work;
3. Exercise Good faith; dealing with each other honestly, openly, and without misleading each other
4. Account for monies received;
5. Keep Confidential Information confidential; and
6. Recognise that ownership of inventions and research in the course of employment remains with [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) ("Employer").

OBEY ALL LAWFUL AND REASONABLE COMMANDS

Employees have a duty to carry out all lawful and reasonable commands of the employer. These include all commands reasonably associated with the employee's duties having regard to the employee's skills, expertise, licences, qualifications and position. Licences must be current as a condition of employment at employee's own expense. Licences may include, RMLV, Driver's licence, Chemical, radio etc

EXERCISE CARE AND SKILL IN THE PERFORMANCE OF WORK

Employees owe a duty of care to carry out their work in a skilful and competent manner and to exercise reasonable care.

There is a duty placed upon employees to act in the employer's interests so that they do not knowingly cause harm to the employer either by some adverse form of conduct or the omission of some conduct. Employees must not carry on their own business in "**direct competition**" with the employer, fail to promote the employer's business when required, or encourage customers to utilise the services of the employer's competitors. An example of "Direct Competition" may be: an employee setting up their own Hire business to hire out to our customers; Golf Clubs, Buggies and the like.

Employees must not fail to disclose information concerning the operation of the employer's business or improper conduct of a fellow employee.

Employees must openly disclose to the owners any Gifts, Special arrangements/deals, Contra deals, Sponsorships, or the like that personally benefits themselves or staff under their control. Such may come from a customer, member, vendor, supplier, potential employee, or potential vendor or supplier or member. An example of would be receiving Footy tickets, or receiving product/money from a supplier.

Employees must disclose full details to the owners any "Contra" or "Special" Golf membership arrangements or the like, that have been granted to new or existing members. eg Contra deals such as give 5 Day Golf Membership in exchange for sponsorship of our ProAm.

GOOD FAITH - dealing with each other honestly, openly, and without misleading each other including transparency of all transactions, both financial and/or in kind.

The Below Listed Policies / Documents Interact with this Policy:

- *General Conduct Policies*
- *Discipline and Termination Policy*

COMPUTER, EMAIL AND INTERNET POLICY

This policy sets out guidelines for computer, email and internet use by **authorised** employees of [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) ("Employer"). The primary purpose for which access to the internet is provided by [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) to its employees is to assist them in understanding and carrying out the duties of their employment.

In addition to use for work purposes, **authorised** employees may use computers, email and internet access provided by [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) for reasonable private purposes provided it is consistent with the 'Acceptable Use' guidelines below.

[Eighteen East Pty Ltd - T/as Riverlakes Golf](#) owns the information technology system used in the workplace and employees should have no expectation of privacy when using work provided facilities for private use as [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) may monitor all Internet/social media usage including, but not limited to, sites that are visited, chat groups and news groups that are accessed and any material downloaded. Further, all email communications are the property of the company and may be viewed by the Company at any time. Even if an email is deleted, it is still backed up on the server and is recoverable for the company to view.

All of the information collected or stored by the company is subject to the following:

- Users may request to see information about them collected by the company by contacting their manager who in turn would liaise with the Staff Investigator.
- Information that is collected may be disclosed to the police or other relevant law enforcement bodies if the circumstances require; and
- The information can be accessed by the Staff Investigator and IT Administrators.

Users must not make excessive private use of email or Internet/social media on the company system that is not directly related to the nature of their duties.

Certain office staff employees that have been granted access to a computer are issued with a user name and password to access the computer. Such employees are responsible for their own user name and password and are the only person permitted to use that user name and password.

By using the computer, each employee accepts responsibility for his or her actions on the networks and systems accessed. The rules, regulations and acceptable usage policies that are in force for each system accessed must be complied with.

If an employee acts recklessly or irresponsibly or damages the network or systems of The Company or the Internet Service Provider access may be suspended or terminated without notice. Further disciplinary action may also be taken as deemed appropriate.

ACCEPTABLE USE

Acceptable Use is deemed as that use by employees of [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) computer for personal email and internet usage, provided that **in each case the personal use has been authorised**.

Such use:

- To be moderate in time,
- Not to incur unnecessary or significant cost for [Eighteen East Pty Ltd - T/as Riverlakes Golf](#),
- Not to be used to endanger, offend, discriminate, harass or sexually harass another person, or contravene other laws, and
- Not interfere with the employment duties of the employee or his or her colleagues.

The following are examples of where employees may use the internet access provided by [Eighteen East Pty Ltd - T/as Riverlakes Golf](#):

- Is related to and necessary for the completion of work;
- Complies with the law;
- Complies with the Guiding Principles, the Code of Ethics and applicable Company policies
- Sending and receiving personal emails, provided that if emails are sent with a [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) email address they must contain the standard [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) disclaimer within the email to the effect that the views of the sender may not represent those of [Eighteen East Pty Ltd - T/as Riverlakes Golf](#);
- Reading and posting personal messages, provided that if emails are sent with a [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) email address they must contain a disclaimer within the email to the effect that the views of the sender may not represent those of the business;
- Accessing the internet for personal purposes; and
- Utilising any other internet service or protocol for personal purposes after obtaining permission to do so from management.

If there is any doubt as to whether certain Internet/social media usage or email communication is acceptable, please discuss it with your manager.

WHAT IS NOT ACCEPTABLE USE

Except in the course of an employee's duties, or with the express permission of [Eighteen East Pty Ltd - T/as Riverlakes Golf](#), the internet access provided by [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) may not be used for:

- Contravene any related company policies;
- Involve solicitation in any form;
- Personal commercial purposes;
- Suggest or imply in any way that such use, or any content, is authorised by the company;
- Use the internet/social media and email services in any way to embarrass the Company; or
- Be in conflict with the company's Code of Ethics or Guiding Principles.
- Accessing pornographic, illicit or inappropriate material;
- Sending unsolicited bulk email;
- Disseminating confidential information of the venue or broader business;
- Any illegal purpose;
- Causing interference with or disruption to any network, information service, equipment or any user;
- Disseminating personal contact information of officers or employees of the business without their consent;
- Causing any other person to view content which is pornographic, illicit or inappropriate; and
- Downloading or requesting software or media files or data streams that the employee has reason to believe will use a greater amount of network bandwidth than is appropriate – this includes music internet radio or games and the like;
- Use of social networking sites, except in accordance with the 'Private Use' guidelines below.
- Sending emails to customer, suppliers and or contractors using your own private email account such as from Gmail.
- Accessing or attempting to access the Dark Web.
- Accessing or attempting to access other employee's work email and information on other employee's work phones.

USE OF SOCIAL NETWORKING SITES – PRIVATE USE

Social networking refers to platforms where people can interact with others, usually via the internet.

Work related comments posted on online networking sites are considered by management to be behaviour which constitutes off duty conduct and as such disciplinary action may be taken for activity engaged in on social networks such as Instagram, Snapchat, Facebook, Twitter, TikTok etc. that may have a negative impact on either the business, other staff, or stakeholders such as suppliers.

Any negative reference relating to the workplace made on a public domain can affect the reputation of the business and therefore the author could also be subject to a defamation claim.

[Eighteen East Pty Ltd - T/as Riverlakes Golf](#) recommends that individual social networking profiles not include reference to the employee's place of employment. Facebook and LinkedIn have an option to state where you work. Even where the profile has privacy settings in place, 'friends' or 'contacts' who read posts may share those posts to external parties, including [Eighteen East Pty Ltd - T/as Riverlakes Golf](#), meaning the posts can be very public.

Employees may be asked to provide explanation for information contained within online public domains where it relates to the profitability, reputation or viability of the employer.

UNACCEPTABLE USE IS PROHIBITED BY THE EMPLOYER

Where the employer is satisfied that unacceptable use of [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) provided computer, email or internet has occurred, employees may face disciplinary action including termination of employment or contract in accordance with the [Eighteen East Pty Ltd - T/as Riverlakes Golf Discipline and Termination Policy](#).

Users must not use the company's Internet/social media access and email communication resources in the following manner:

Defamatory Material

The company does not permit or condone the publication of defamatory material. If an employee publishes, transmits or passes on any statement, comment or innuendo about another individual or organisation which cannot be justified at law they may be liable to an action for defamation and will be required to indemnify the Company against all actions, proceedings, claims and costs resulting from these actions.

Intellectual Property

Most graphics, text, computer software and other material available on the Internet is protected by intellectual property laws. Additionally, much of the company's internal material is similarly protected.

Users must take care not to breach intellectual property law by copying; distributing or otherwise using protected material. It is an offence under Commonwealth law to copy software or other materials from the Internet without authority. It is immaterial whether you are copying for personal convenience or for monetary gain. All users should read and comply with any copyright notices when accessing individual sites and prior to printing. Further care should be taken not to infringe copyright by transmitting copyright material to other parties.

If protected material is copied, both the employee and the company could be exposed to serious penalties. In some countries, infringement of a person's intellectual property rights can attract criminal penalties.

Possible Breach of Policy

The Company is committed to a workplace free from harassment and discrimination.

The company will not tolerate employee's using the Internet/social media or email to publish, send, store or on-forward any material that breaches the harassment and discrimination policies.

The intention of the act is irrelevant. If the message offends, humiliates or intimidates another person it may breach this policy and the relevant legislation. The company or individual user may be held liable for the content of messages that are offensive. If there is a possibility that the content could offend any person, then it must be treated accordingly.

The test for material should be: Can the material be placed in an area where customers have access? If the answer is no or you are unsure then treat the material as offensive and follow the procedure outlined.

A user must not store files, send messages access sites or print material which:

- Discuss or comment on the physical appearance of customers or users, whether they are a recipient of the message or not;
- Include comments of a sexual, sexist or racist nature or make inferences or comments about a person's sexual preferences;
- Include degrading comments, whether based on race, disability, sex etc;
- Use abusive or offensive language.

This list is not exhaustive but provides examples of inappropriate types of conduct.

Objectionable Material

Users must not store files, send messages, access sites or print materials that are:

- Offensive, indecent, obscene, menacing, violent or abusive;
- Intended to incite criminal activities or instruct others in how to commit criminal activities;
- Pornographic, obscene or contain suggestive material; or
- Could otherwise be considered objectionable.

Objectionable material may include:

- Sexually explicit messages, images, cartoons or jokes;
- Unwelcome propositions, requests for dates or love letters;
- Profanity, obscenity, slander or libel;
- Ethnic, religious or racial slurs;
- Political beliefs or commentary including Pandemic beliefs, Jab Policies and the like;
- Comments on the physical appearance of other members of staff, whether they are a recipient of the message or not;
- Comments of a sexual, sexist or racist nature, or make inferences or comments about a person's sexual preferences; or
- Degrading comments, whether based on race, disability, sex etc.

Privacy & Confidentiality

The company's normal rules regarding privacy and confidentiality, including the Privacy Policy, apply to Internet/social media and email usage and to the collection and storage of information obtained as part of the company's regular monitoring of Internet/social media and email use. Users must be careful not to solicit nor divulge personal information that may breach the privacy or confidentiality of others. Be mindful when sending emails to "groups" such as Golf Members, Suppliers, Sponsors and Contractors. Ensure that email address information is in the BCC field.

News Groups, Discussion Forums & Chat Sessions

Users must not post any messages to Internet/social media bulletin boards, discussion lists, news groups, chat groups or other Internet/social media discussion forums that are accessible by the public unless specifically authorised to do so.

File Transfers & Downloads

No software is to be loaded onto a company computer without the prior written consent of the owner or the owner's representative. All software, including commercial products, freeware and Shareware, is protected by copyright law and is licensed for legitimate use. Freeware software that is authorised without a license fee being payable may only be used where the licensing requirements have been met.

The company does not tolerate the use of unauthorised / unlicensed software and may require evidence that software was obtained with authorisation and is being used lawfully.

Shopping

Personal shopping via the company Internet access is limited to users who have formally obtained approval from the owner or the owner's representative. Purchases on the company's behalf must be made in accordance with normal purchasing policy and procedures.

Other Unacceptable Usage

Users must not use the Internet/social media or email:

- For personal gain including solicitation of non-company business;
- To express individual views as if they were the company's;
- To waste resources (people, network or computing);
- To use access as a conduit for unauthorised attempts to access other computer systems;
- To snoop or probe into other people's internet usage unless you are authorised to do so under the company's monitoring procedures;
- To use the internet/social media to obtain or play games;
- To access any gambling sites or gamble across the internet;
- To use the company's system to access personal internet/social media or email services, such as their Hotmail or google account and the like.

Email Usage

All users should exercise the same care in drafting emails as they would for any other written communication on the company's letterhead and must observe authorisation policies for written communications when sending electronic mail. Attachments may only be sent to client or business contacts where necessary for business purposes.

Receipt of Messages

The potential exists for inappropriate messages to be received by an employee (both internally and externally). The receipt of these messages, and the attachments that may accompany them, may be beyond the control of the individual. However, a user must not store these materials (messages & / or attachments), nor further distribute such material internally or externally, nor print the material. The material must be deleted immediately. The mere forwarding of an inappropriate message or material, not necessarily created by the sender, may be sufficient to breach this policy and / or relevant legislation. Should a user receive such a message, they should **delete it immediately**, tell the sender not to send any further messages and that the practice contravenes this policy, and **report** the incident to the user's manager. Should the sender continue to send messages, the user should report it to their immediate manager and IT Security.

Client Consent

Users must not transmit customer information via the Internet unless the customer has specifically agreed to this in writing. Users should warn customers that the Internet is not a secure means of transmitting confidential information.

Payment instructions may be accepted from customers provided the mechanism of payment is in a secure environment that involves the use of strong encryption, as approved by the owner or the owner's representative. When the information is particularly sensitive, controversial or confidential, it should not be sent via the Internet. If confidential information of any form is to be sent or received via the internet, this information must be encrypted. No encryption may be used within the Company without the express permission and participation of owner or the owner's representative. The Company requires that our IT support be able to decrypt any and all encrypted content housed within Company systems.

Confirming Receipt of Messages

When sending electronic mail that is business-related, users must take appropriate effort to confirm receipt of the message by the intended recipient.

Users should archive all business email via an appropriate means to ensure a complete and accurate record is kept of our business transactions.

Signature File

All email sent from the company to the Internet includes the following signature file:

Warm Regards

<Sender's Name – name linked to email in SBS>

<Position as listed in SBS>

Riverlakes Golf

34 Gleneagles Ave, Cornubia Qld 4130

Ph 3287 6288

M: <As per the Mobile listed in SBS>

www.riverlakes.com.au

<Email address listed in SBS eg Proshop@riverlakes.com.au>

Follow us on Instagram and Facebook.



Instagram: @riverlakesgolftavern



Facebook: @riverlakes



Unencrypted electronic mail is not secure and may not be authentic. If you have any doubts as to the contents please telephone to confirm.

This electronic transmission is intended only for those to whom it is addressed.

It may contain information that is confidential, privileged or exempt from disclosure by law. Any claim to privilege is not waived or lost by reason of mistaken transmission of this information.

If you are not the intended recipient you must not distribute or copy this transmission and should please immediately notify the sender. Your costs for doing this will be reimbursed by the sender.

The views and opinions included in this email belong to their author and do not necessarily mirror the views and opinions of the company. Our employees are obliged not to make any defamatory clauses, infringe, or authorize infringement of any legal right. Therefore, the company will not take any liability for such statements included in emails. In case of any damages or other liabilities arising, employees are fully responsible for the content of their emails.

Users should not attempt to prevent this signature from appearing on their email nor should they discount its meaning through comments contained in the email. Users may compose and include their own signature file so long as the content of that signature file complies with this policy.

Email Etiquette

The Company expects that all users apply the following email etiquette including that you are not expected to reply to emails when on leave or on days off or out of hours:

Users should:

- Reply to emails when on duty in a timely manner and “action” requests from such emails.
- Ensure the subject line is an accurate and meaningful description of the email.
- Keep messages short and to the point.
- Include supporting information after the crux of the message has been established in the first few lines.
- Send email to interested parties only; avoid mailing to broadly based mailing lists.
- Make sure what is being said is cleared and is authorised.
- Keep personal opinions out of business emails. Users should remember that they are representing and speaking on behalf of the Company.
- Use separate email for each topic to assist the recipient to deal with unrelated topics and to make records management easier.
- When on Leave, set up “Out of Office” reply with details of your return date and in the event that matter is urgent, a name/email/Ph number for contact.

Users must not:

- Send any form of chain letter.
- Send mail so that it appears to have come from someone else.
- Automatically forward your mail to an Internet site.
- Use email to send unsolicited email (or 'spamming') to others.
- Misrepresent or lie.

Policy Breaches & Discipline

Any use of the Internet/social media or email, which is not strictly in accordance with this policy, will be considered a breach of this policy. A breach of this policy will result in disciplinary action that may include counselling, restriction or removal of access, warnings, demotion or termination of employment.

If a user believes that this policy is being breached, or has any concerns with respect to email or Internet use, they should report their concerns to their **immediate manager**. Any concerns or complaints will be treated confidentially. All alleged breaches of the policy will be investigated. Following investigation, disciplinary action may follow.

Waiver of Policy

The Company has the right, but not the duty, to monitor any and all aspects of its computer system, including but not limited to, monitoring sites users visit on the internet, monitoring access to chat and news groups, reviewing material downloaded or uploaded and email received and sent by users.

The Company may be required by contracts, or by discovery in litigation, or by lawful demands from enforcement or regulatory authorities, to search and turn over records including email sent or received by its users.

The Company reserves the right to open, access, store, review and disclose email prepared, sent and received by any of its users. Users waive any right to privacy in anything they create, store, send or receive on the computer or the Internet through the Company system.

Monitoring procedures shall be reviewed from time to time by the Management, to ensure employee privacy is not infringed without good cause.

The Below Listed Policies / Documents Interact with this Policy:

- *Social Media Policy*
- *Out of Hours Conduct Policy*
- *Discipline and Termination Policy*

DISCIPLINE AND TERMINATION POLICY

This policy aims to ensure that proper procedures are followed when action is taken regarding an employee who has not been performing their job to the standard required, or is the subject of allegations in respect to misconduct.

While every disciplinary matter should be addressed on a case-by-case basis, taking into account the severity of the issue, the following presents a guide to ensuring procedural fairness is afforded when taking disciplinary action.

Action may be taken to assist an employee to change unacceptable behaviour or performance and ensure that all employees are treated fairly. It will also address the option of terminating an employee for unacceptable behaviour or performance (as a last resort), or for serious misconduct.

* Please note that the process outlined below may be amended, shortened or lengthened by [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) ("Employer") depending on the individual circumstances.

DISCIPLINARY PROCEDURES FOR INADEQUATE PERFORMANCE

Where it becomes necessary for a manager/supervisor to address inadequate performance with an employee the following procedures* are to be followed:

Warning/Counselling

In the **first instance** managers/supervisors must meet with the employee as soon as practicable to discuss the matter. **The manager/supervisor is to keep the Owners/Owners' representative fully informed of the matter.**

The meeting should proceed in the following manner:

- The manager/supervisor explains the reason for the meeting, the performance that is inadequate and the way in which the standard of performance required of the employee is not being met;
- The manager/supervisor requests a response from the employee that explains why the performance is not to standard;
- A discussion of the employee's explanation. This may involve discussion on the standard required and suggestions as to what can be done to meet the standard required;
- The manager/supervisor clearly advises the employee that future instances of not meeting the required standard will lead to further disciplinary action and ultimately dismissal; and
- Confirmation by the manager/supervisor of the review period in which the employee should demonstrate improvement. In most instances this period should be no longer than three months.

Documentation of the meeting will be kept on the employee's file as a record of its occurrence. The employee should be provided with a letter confirming what was addressed at the meeting and any action required to be taken as a result. The letter should also confirm the implications for not improving to meet the required standard.

First written warning

Following the review period, should an employee's performance still not meet the required standard, a further meeting will be arranged between the employee, the relevant manager/supervisor and Owner/Owner's representative. Prior to the meeting, and with as much notice as possible, the employee should be informed of the reason for meeting and be given an opportunity to have a support person (of their choice) present.

At the meeting the following should be raised:

- The required standard of performance;
- The way in which the employee is still not meeting the required standard;
- A summary of the last meeting and any assistance provided to assist the employee to meet the required standard.

The employee will be given the opportunity to address the allegations of poor performance, and matters raised by the employee will be considered before further discussion.

In the event the employee's response is not satisfactory, the manager/supervisor may determine it appropriate to issue a first warning. In such a circumstance, the following will occur:

- Clear advice that a written warning is being issued, and why it is being issued;
- The required improvement, along with the period in which the employee should demonstrate the improvement;
- Clear advice that future instances will lead to further disciplinary action and ultimately dismissal; and
- Offers of assistance to improve.

Immediately following such a meeting, a letter will be provided to the employee stating that it is a first written warning. The letter will set out the concerns raised at the meeting and the employee's response to those concerns. A copy of this letter will be kept in the employee's personnel file.

Such a meeting and written warning may occur prior to the expiry of the agreed review period where the employee's performance has declined since the verbal warning.

Second written warning

If performance has not improved by the expiry of the review period set in the first written warning, or performance has declined further since the first written warning, a second meeting will be set, and that could result with a second written warning.

The steps outlined for the first written warning will be followed, with the employee again given an opportunity to address the issues raised (with a support person present if desired).

As stated above for the first written warning, the letter that constitutes the second written warning will set out the concerns raised at the meeting and the employee's response to those concerns. A copy of this letter will be kept in the employee's personnel file.

The letter should also refer to the first written warning and any other verbal warnings provided as well as the implications of failure to improve.

Final written warning

If performance has not improved by the expiry of the review period set in the second written warning, or performance has declined further since then, a further meeting and a final written warning will occur.

The steps outlined for the first written warning will be followed, with the employee again given an opportunity to address the issues raised (with a support person present if desired).

The letter that constitutes the final written warning will state that it is a final warning and that a failure to improve will lead to termination of employment or contract. The letter should also refer to the written warnings previously given and any other verbal warnings provided.

Termination

Should there be no improvement in the employee's performance during the final review period, it may be necessary to terminate employment in accordance with the '*Termination of Employment*' section below.

DISCIPLINARY PROCEDURES FOR ALLEGED MISCONDUCT

Investigation procedure

Where an employee has been involved in alleged misconduct the Owners/Owners' representative will immediately instigate a proper investigation of the alleged offence. The investigation may be carried out internally, or an external party may be engaged to undertake the investigation.

An employee alleged to have engaged in misconduct may be suspended on full pay during the investigation process. Note that a casual employee may not be required to work any shifts during the period of the investigation.

An action to suspend an employee does not reflect a belief of guilt – the allegations are only allegations at this point in time.

The activities of the investigator will be to collect relevant data relating to the alleged misconduct and interviewing any witnesses. The investigation will also involve meeting with the employee concerned and any support person the employee wishes to have present.

The employee will be advised as to the details of the alleged misconduct prior to the meeting, and will be given the opportunity to provide an explanation or mount a defence at the meeting.

Where the misconduct is found to constitute conduct that falls within the definition of serious misconduct, action taken shall be in accordance with the '*Serious Misconduct*' section below.

Where the misconduct is not deemed to be serious and it is agreed that disciplinary action is warranted, the warning and counselling procedure as outlined at the '*Disciplinary Procedures for Inadequate Performance*' will be followed.

In certain instances, it may be appropriate to proceed directly to the final warning stage.

TERMINATION OF EMPLOYMENT

Prior to implementing any component of this section of the Policy, supervisors/managers must have exhausted all procedures detailed above in the disciplinary sections.

The only exception to this will be where an employee is found, as a result of a full investigation, to have engaged in serious misconduct.

Valid reasons for termination

An employee will only be terminated if there is a valid reason for that termination connected with:

- The employee's performance or capacity;
- The employee's conduct, eg have committed any act of wilful or serious misconduct; or
- The operational requirements of the workplace.

Matters that do not constitute a valid reason for termination and are deemed unlawful termination are those related to:

- A temporary absence due to illness or injury;
- Union membership or participation in union activities;
- Non-union membership;
- Seeking office, acting or having acted as an employee representative;
- Participating in proceedings against the employer involving alleged violation of the law;
- Race, colour, sex, sexual preference, age, physical or mental disability, marital status, family responsibilities, pregnancy, religion, political opinion, national extraction or social origin;
- Absence from work during maternity or other parental leave;
- Exercising a Workplace Right, or any other right provided for in the *Fair Work Act 2009*; and;
- Failing to negotiate, sign, extend or vary a workplace agreement.

Serious misconduct

Serious misconduct is defined by the federal *Fair Work Regulations 2009* as any action which involves:

- (a) *“Wilful, or deliberate, behaviour by an employee that is inconsistent with the continuation of the contract of employment; and*
- (b) *conduct that causes imminent, and serious, risk to:*
 - (i) *the health, or safety, of a person; or*
 - (ii) *the reputation, viability or profitability of the employer’s business.*

Conduct that is serious misconduct includes:

- (a) *The employee, in the course of the employee’s employment, engaging in:*
 - (i) *theft; or*
 - (ii) *fraud; or*
 - (iii) *assault; or*
- (b) *the employee being intoxicated at work; (an employee is taken to be intoxicated if the employee's faculties are, by reason of the employee being under the influence of intoxicating liquor or a drug (except a drug administered by, or taken in accordance with the directions of, a person lawfully authorised to administer the drug), so impaired that the employee is unfit to be entrusted with the employee's duties or with any duty that the employee may be called upon to perform. or*
- (c) *the employee refusing to carry out a lawful and reasonable instruction that is consistent with the employee’s contract of employment.”*

If an employee is alleged to have been involved in serious misconduct the supervisor/manager must immediately conduct a proper investigation of the alleged offence in accordance with the investigation procedure set out in the *‘Disciplinary Procedures for Alleged Misconduct’* section.

Depending on the nature of the alleged misconduct, the employee may be stood down with pay whilst the incident is being investigated.

Following the investigation and the meeting with the employee the manager/supervisor will make a determination as to whether termination is appropriate. If termination is not appropriate, the manager/supervisor may wish to proceed with disciplinary action.

Notice of termination is not payable to an employee terminated for serious misconduct.

Termination procedures

Where it is decided to terminate the services of an employee, the following procedures must be followed:

- The Payroll Office must be informed of the termination;
- Except in cases of serious misconduct, the Owners/Owners' representative should determine whether the employee is to work out the period of notice or be paid in lieu of notice – where there is an entitlement to notice, notice is to be in accordance with the relevant award, agreement or contractual provision or the *Fair Work Act 2009*;
- The Owners/Owners' representative will inform the employee of the decision to terminate;
- The employee will be provided with a written statement confirming that their employment has been terminated and of the date the termination takes effect (which cannot be a date before the written statement is given);
- The written statement will also contain a summary of the reason for termination, and a copy of this statement will be kept in the employee's personal file; and
- The manager/supervisor or the Owners/Owners' representative should collect from the employee any company property which has been in the employee's possession.

DRESS AND HYGIENE POLICY

All employees are required to present themselves for work in a clean, professional, well-groomed and hygienic fashion. [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) (“Employer”) requires all employees to maintain the following standards of good grooming and hygiene while at work:

Hair	<ul style="list-style-type: none"> • Clean, well-groomed style kept off the face; • Long hair must be tied back from the face or worn up; (<i>Food Prep</i>) • Unnatural hair colouring is not encouraged (e.g. bright colours).
Face	<ul style="list-style-type: none"> • Men should be cleanly shaven, and moustaches and beards must be neatly trimmed at the commencement of their shift; • Women may wear subtle make-up only (e.g. blusher, lipstick and light eye make-up).
Nails	<ul style="list-style-type: none"> • Nails must be clean and neatly manicured. Where nail polish is worn it must be a subtle colour and not be chipped; • Employees required to handle food are <u>prohibited</u> from wearing nail polish for Work Health and Safety reasons.
Jewellery	<ul style="list-style-type: none"> • Subtle jewellery may be worn but is limited to one small earring per ear, 2 rings per hand, a necklace and a wrist watch; • Employees required to handle food are <u>prohibited</u> from wearing rings or watch for Food hygiene purposes; • No further jewellery may be worn unless written authorisation is given by the employer.
Hygiene	<ul style="list-style-type: none"> • Bathe or shower daily and use an effective deodorant; • Wear only light aftershave or perfume; • Brush teeth daily and be conscious of your breath; • Wash hands regularly and always after visiting the bathroom; • Any visible cuts or abrasions must be completely covered with a band-aid or other adequate cover. This is for Work Health and Safety reasons.
Dress & Uniform Deposit	<ul style="list-style-type: none"> • If a Uniform/shirt has been supplied, please wear when on duty, • Dress should be of neat appearance and clothes appropriately ironed; • Bar Staff: Name Badges form part of your uniform • Bar and Shop Staff: Upon commencement of employment, a fully *refundable deposit for uniforms that includes (where applicable), clothing, electronic wristbands, aprons, bar blades, caps etc will be deduced from the wages. (<i>*Deposit is refundable once items are returned to the company.</i>) • Appropriate footwear must be worn depending on the nature of your work. • Oncourse Staff to wear safety boots.

DRUGS, ALCOHOL AND SMOKING POLICY

The consumption of drugs or alcohol while on duty poses an unacceptable risk to the health and safety of the affected employee, co-workers, patrons and the public. Breaches of this policy will not be tolerated and failure to comply with this policy may result in an employee facing disciplinary action including termination of employment or contract.

THE CONSUMPTION OF DRUGS

The consumption of non-prescription drugs, including illegal drugs or the consumption of prescription drugs in a manner not in accordance with medical advice, immediately before or during working hours or on [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) (“Employer”) premises is strictly prohibited.

Such activities may result in the immediate termination of the employee’s employment due to serious misconduct. Management may also refer the matter to the police.

An employee is taken to have consumed drugs if the employee’s faculties are, by reason of the employee being under the influence of a drug (except a drug administered by, or taken in accordance with the directions of, a person lawfully authorised to administer the drug), so impaired that the employee is unfit to be entrusted with the employee’s duty or with any duty that the employee may be called upon to perform.

Where the employer reasonably suspects the employee of being under the influence of drugs, the employer may direct them to a medical practitioner for further tests and assessment.

If the test returns a positive result, then this may be considered a breach of this policy and may result in disciplinary action, up to and including termination of employment.

[Eighteen East Pty Ltd - T/as Riverlakes Golf](#) recognises that each situation is unique and therefore a case-by-case assessment will be made in each individual circumstance as to the appropriate disciplinary action, if any.

THE SELLING OR SUPPLYING OF DRUGS

Employees found to be selling or supplying drugs on [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) premises to any person, or to be in the possession of such substances will be immediately terminated for serious misconduct, and the matter will be referred to the police.

If the employer has a reasonable suspicion that an employee is engaging in unlawful behaviour by selling or supplying drugs at any time and to any person, including outside of work hours or premises, and, if following an appropriate investigation, the suspicion is proven, on the basis of the evidence the employee may be terminated for serious misconduct and the matter will be referred to the police.

THE CONSUMPTION OF ALCOHOL

The consumption of alcohol or the intoxication of an employee immediately before or during working hours is strictly prohibited and constitutes serious misconduct. Such activities may result in the immediate termination of employment or contract.

An employee is taken to be intoxicated if the employee’s faculties are, by reason of the employee being under the influence of alcohol, so impaired that the employee is unfit to be entrusted with the employee’s duty or with any duty that the employee may be called upon to perform.

Where the employer reasonably suspects the employee of being intoxicated and under the influence of alcohol, the employer may direct them to a medical practitioner for further tests and assessment.

If the test returns a positive result, then this may be considered a breach of this policy and may result in disciplinary action, up to and including termination of employment.

[Eighteen East Pty Ltd - T/as Riverlakes Golf](#) recognises that each situation is unique and therefore a case-by-case assessment will be made in each individual circumstance as to the appropriate disciplinary action, if any.

Staff consuming alcohol on premises in a licensed area when not rostered for duty must refrain from excessive alcohol consumption and maintain the venue's reputation by behaving responsibly and appropriately.

Any behaviour considered to be irresponsible or inappropriate will result in the employee involved being refused service, possible eviction from the premises and may result in disciplinary action including termination of employment or contract.

THE PURCHASE OF ALCOHOL

Employees may only purchase alcohol outside of work hours.

Employees are not entitled to free alcohol, and any alcohol taken without prior payment will be considered theft and may result in termination of employment on the grounds of serious misconduct.

SMOKING & VAPING

[Eighteen East Pty Ltd - T/as Riverlakes Golf](#) operates in a non-smoking environment, in accordance with the relevant legislation, however it recognizes some staff are smokers and use E Cigarettes, and has established the below guidelines to accommodate the needs of smokers.

Employees must not smoke while on duty. Employees may only smoke during designated breaks and before or after work. An employee who smokes while on duty, or outside of designated breaks will be subject to disciplinary action.

Smoking and Vaping is prohibited in the work area especially in view of customers. Designated smoking areas for employee use are listed below.

- Proshop Staff: On Grass area on the other side of the cart return area at least 20m from Proshop ramp entry.

Please dispose of your cigarette butt responsibly. Littering of cigarette butts is prohibited and any staff member found to be littering may be subject to disciplinary action.

In the event of a smoker seeking to quit smoking, [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) will provide the employee with information on quit programs and provide the necessary and reasonable support to the employee.

The Below Listed Policies / Documents Interact with this Policy:

- *Discipline and Termination Policy*

EMERGENCY EVACUATION & FIRE POLICY

Purpose and Objectives of this Policy

Potential emergencies such as, fire, explosion, air conditioning contamination, and other type of emergencies that require the occupants to evacuate the building.

EMERGENCY PROCEDURES

Types of Emergencies (AS 3745:2002)

The type of emergency that may affect your building may arise from an internal or external source. An emergency may require a partial or full evacuation.

Example of emergencies and hazards that could occur are:

- Bomb threat; Building Invasion/Armed Intrusion; Bushfire
- Chemical, Biological, and Radiological; Civil Disorder; Cyclones including Storm Surge
- Earthquake
- Fire; Flood
- Hazardous Substances Incidents
- Industrial Accident
- Letter Bomb
- Medical Emergency
- Severe Weather/Storm Damage; Structural Instability
- Terrorism; Transport Accident; Toxic Emission

FIRE PROTECTION SYSTEMS AND EQUIPMENT

FIRE PROTECTION SYSTEMS

The following systems are installed in you building:

Fire protection and Safety Systems

There are emergency lights installed at strategic locations throughout the venue.

There are no fire alarms or other type systems installed in the venue.

All calls for the emergency services must be made by dialling '000'.

The following items of first aid firefighting equipment may be installed in your building:

Fire Fighting Equipment

- (a) Fire Hose Reels
- (b) Dry Chemical Powder Extinguisher (DCP)
- (c) Carbon Dioxide Extinguisher (CO2)
- (d) Wet Chemical Extinguisher

FIRE EXTINGUISHERS AND HOSE REELS

Portable Fire Extinguisher

All staff and occupants should be aware of the location of this equipment in the vicinity of their own work area and common area.

Most fires if detected early, are capable of being extinguished by the use of the appropriate fire extinguisher. However, their efficiency depends to a great extent on the person using the equipment.

Fire Classifications and Fire Extinguishers

There is a range of fire extinguishers in common use, to be used on certain classifications of fire as follows:

Classifications of Fire

Class A	Fires that involve ordinary solid combustibles such as: paper, rubber, straw, wood, cardboard's, textiles
Class B	Fires involving flammable liquids, such as: petrol, spirits, oils, lacquers, paint, and other liquid chemicals
Class C	Fires involving gases
Class D	Fires involving metals, which might include aluminium, magnesium, potassium, and sodium. These substances will require the application of special selected extinguishers containing selected powders.
Class E	Fires originating in electrical appliances requiring the use of fire extinguishers that are non-conductors of electricity
Class F	Fires involving cooking oils and fats (this should not be confused with flammable liquids)

Fire extinguishers

<u>Type</u>	<u>Colour</u>	<u>Classification Use</u>
Dry Chemical Power	Red with white band	A, B, C, E and F
Carbon Dioxide	Red with black band	A, B, E and F
Foam	Red with blue band	A, B
Vaporising Liquid	Red with yellow band	A, B and E
Wet Chemical	Red with oatmeal band	F
Water	Red	S

1. It should be noted that AB(E) dry chemical powder extinguishers cannot be used on cooking oil and fat fire fires
2. Do not use water, foam or wet chemical extinguishers on electrical fire

Only staff who have been trained and are confident in the use of fire extinguishers should attempt to fight fires and, only if it is safe to do so.

On the discovery of fire, make sure you:

- (a) Ensure that the alarm has been raised

- (b) Ensure evacuation of the immediate area
- (c) Delegate someone to contact the fire brigade
- (d) Select the correct fire extinguisher
- (e) Always ensure that you have a line of retreat
- (f) Have a person available to back you up with another extinguisher
- (g) Keep low if necessary to avoid heat and smoke

To operate fire extinguisher remember the aide to memory

PASS

Pull the pin

Aim the nozzle at the base of the fire

Squeeze the lever

Sweep the fire from side to side

The initial fire attack should be no closer than two metres from the fire.

Hose Reels

All Staff should be aware of the location of this equipment in the vicinity of their own work area and common area

Hose Reels and their Operation:

- (a) Remember to turn the water supply on to the hose reel before feeding out the hose (the valve is normally located just below the reel)
- (b) Unreel the hose and if possible, get someone to assist to ensure the hose runs freely and is able to negotiate being moved around corners, furniture, and other obstacles.
- (c) Turn on the water supply at the nozzle (this may be a twist grip or lever type)
- (d) Direct water at the base of the fire (Hose reels normally give a throw of about six metres)

Do not use hose reels on electrical fires

Evacuation

Evacuation of the site will initially be conducted for the affected building only. CALL 000.

Response to Fire or Emergency

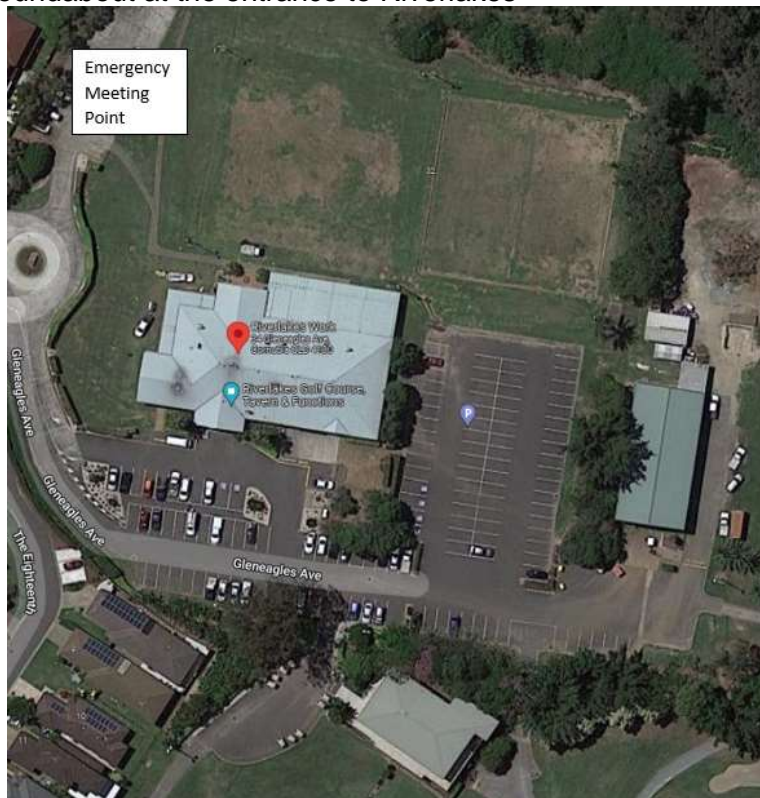
On becoming aware of a fire or emergency in their area Staff are to:

- (a) Ensure the alarm has been raised and the senior staff member notified.
- (b) Ensure immediate evacuation of the danger area
- (c) Make attempt to extinguish fire (but only if it is safe to do so)
- (d) Close doors to contain and slow down the progress of the fire if the fire cannot be controlled
- (e) Order the immediate evacuation of the site if necessary

Staff conducting the evacuation are to:

- (a) Commence evacuation of the occupants via the nearest fire escape routes
- (b) On completion of the initial evacuation conduct a final check of the floor/area, which is to include, toilets, storerooms, tearooms, and other obscure areas, to ensure all occupants have been evacuated

- (c) On completion of the evacuation and final check, exit the area and report to the most Senior staff member at Emergency Assembly Meeting point.
- PROSHOP EMERGENCY MEETING POINT = Small Car park north of the roundabout at the entrance to Riverlakes
 - ONCOURSE EMERGENCY MEETING POINT = Small Car park north of the roundabout at the entrance to Riverlakes



Persons Unable to Negotiate Stairs or Escape Routes

Staff should be vigilant with regards to persons suffering impairment, to the extent, that they cannot escape using the normal escape routes such as fire stairs.

People visiting the building with impairment should be noted so that they can be attended to should an evacuation be required.

Where it is known that impaired people exist within the workplace, an appropriate list should be compiled and made available to the most senior Staff member at the control point.

Staff after completing their final check should assist any impaired person away from the building and to the assembly area.

Persons Refusing To Evacuate

Persons who refuse to evacuate should be given very firm instruction that for their own safety they should immediately evacuate the building. Failure to evacuate would require Staff to report the matter to the fire brigade on their attendance.

Accounting for People

It is of a high priority that after evacuation, the most senior staff member conduct a thorough final check of the affected area. This function is of greater importance than a later physical count of occupants at the assemble area (AS 3745)

All Clear Decision

Advice from the appropriate emergency service will be given when it is safe for the occupants to re-enter.

The most senior staff member shall then make arrangements for the building occupants to be advised that the all clear has been given.

Vehicle Movement during an Emergency

During the course of an evacuation the movement of vehicles from the car park should be prevented.

Vehicles may be removed from the car park, but only after the occupants have been evacuated and permission has been given by the senior officer from the attending emergency services.

FIRE AWARENESS AND RESPONSE TO FIRE SITUATIONS

AWARENESS

Fire Prevention

The attention of members of all staff including management is required in helping to reduce the incidence of fire.

Staff should take note so that poor safety practices can be reported to the appropriate people i.e. management.

Practices that may be considered negligent:

- (a) Accumulation of rubbish such as paper, cardboard etc.
- (b) Materials being stored in and around fire exit doors
- (c) Lack of maintenance of hose reels and fire extinguishers
- (d) Materials being stored in fire stairs
- (e) Overloading of power points with electrical appliances.
- (f) Chocking open of fire doors
- (g) Escape routes and travel to fire exits, impeded or blocked by materials

Food Preparation Areas

Kitchen areas in offices usually contain equipment such as stoves, toasters, and microwave ovens. Apart from where stoves are used for cooking purposes such as the use of cooking oils and fats, minimal risk is involved. However, care should be taken on all occasions where these electrical appliances are in use.

The use of cooking oils and fats involves spattered grease and clean up procedures should be put into place in order to minimise the dangers of fires in range hoods.

RESPONSE TO FIRE SITUATIONS

Action On the Discovery of Fire

It is of the utmost importance that all staff occupants of the building understand the actions they should take when fire is discovered or reported to them.

The following are priority actions that should be taken:

- (a) Safety of people and their evacuation
- (b) Raising the alarm, by ringing '000'
- (c) Consideration of fighting the fire, but only if it is safe to do so
- (d) Delegation of duties if other staff are available

Members of staff who may be on their own in an afterhours situation, and on the discovery of a fire should immediately evacuate and ensure that the alarm has been raised. Fighting the fire when there is no assistance may place a person in jeopardy. The decision to fight a fire always rests with the individual; there are no requirements for people to fight fires.

BOMB THREATS

A bomb threat can disrupt the business of any organisation, which in turn may seriously affect any normal business operation. These procedures are outlined to assist people to help themselves in responding to and dealing with a bomb threat so that they may decide on a course of action.

Because each situation is different, it is not possible to have hard and fast procedures for an event that may or may not happen. Procedures have been designed using the Australian Federal Police Guidelines and recommendations from Australian Standard 3745, 2002.

Threats

A. The Telephone Threat

It is extremely important that a bomb threat is not ignored, and as much information be extracted from the caller as possible.

This information will be subject to investigation to enable an appropriate action to be taken

The person receiving the threat by telephone should:

- (a) Remain calm and if possible, endeavour to attract the attention of a fellow worker.
- (b) Try to keep the caller engaged in conversation as long as it is possible. **DO NOT HANG UP THE TELEPHONE.**
- (c) Record information on the telephone bomb threat check list
- (d) Be guided by the information required on the check list
- (e) Immediately contact the most senior staff member and ensure that the police have also been notified
- (f) Complete the bomb threat checklist and hand over to the most senior staff member or the police when they arrive.

B. The Written Threat

In the event of a bomb threat being received in writing it should be kept, including any envelope or container. Every endeavour should be made to preserve evidence such as fingerprints, handwriting, typewriting, paper, and postmarks. Unnecessary handling should be avoided. Evidence should be protected by placing it in plastic bags or containers.

C. Suspect Object

If a suspicious object is found on the premises or in the building, it must be reported immediately to management to determine if it belongs to anyone on site. If it is found that, the object does not belong to anyone Police must be notified so that the appropriate action can be taken.

Evaluation

Having received the information, the Owners/Owners' representative, Manager and the Police should categorise the threat, which may be assessed as follows:

A. Non-Specific Threat

Normally the caller has given very little information other than a device has been placed on the premises. The conversation would have been terminated quickly before additional information could be had.

B. Specific Threat

Much more detailed information would be given by the caller such as a description of the device, why it has been placed, its location, the time of detonation and other details

The non-specific threat is much more common as opposed to the specific threat; however, neither threat can be disregarded until they have been investigated, in other words all calls should be treated as genuine and dealt with accordingly. The decision to evacuate, will normally be made by, the Manager, or owners/owners' representative. The Police will normally provide advice and guidelines.

Assessment

Assessment involves one of the four alternatives that may be considered:

(a) Take No Further Action

Some calls may indicate that it is a child or an intoxicated person, and one may find it easy to take this course of action. The manager must be totally satisfied that it is a hoax call, as if there is the slightest doubt the manager must adopt one of the other options.

(b) Search Without Evacuation

Evacuation will only proceed if a suspicious object is found. If nothing is found and there are no other indications that there would be an object on site, the owners/owners' representative may consider this option if it is assessed as a low level of threat.

(c) Evacuate And Search

If the owners/owners' representative considers the threat level to be moderate, he/she may consider partial or full evacuation but retaining essential staff to conduct a visual search.

(d) Evacuate Without Search

If the owners/owners' representative considers the threat to be of high risk an evacuation should be made as quickly as possible without conducting a search, particularly where there is a possibility of an explosion.

If a time has been disclosed for detonation the owners/owners' representative must make sure search procedures are terminated before the deadline, even if the device has not been located.

Searches in progress must be terminated twenty minutes before the deadline time.

Reoccupation of the building should not take place for at least twenty minutes at the very minimum after the nominated time of explosion. The building should be searched prior to people being allowed back in the centre.

Search

Those best qualified to conduct a thorough search on their floor or areas are those people that work in these areas. They have a better understanding of knowing what belongs and what doesn't, sooner than members of the police, who would be less likely to identify what is suspicious and what is not.

It should not be assumed that the Police would conduct bomb searches.

The intention of the search is to identify items that:

- (a) Should not be there
- (b) That cannot be accounted for
- (c) That is out of place

If a suspicious object is found it is imperative that:

No-one Touches It

No-one Moves it

Tenants may be requested by the Police to conduct a quick visual search.

If it is decided that a detailed search is to be conducted it may be that the occupants will be out of the building for some time, therefore management should give consideration to the welfare of these people.

If a search is decided, the manager/supervisor or most senior person on duty at that time should be contacted via the building's communications, to conduct a search and report anything suspicious that has been located.

Detailed Room Searches

Commence by dividing the area into sections and allocate members of the search team to individual sections.

When conducting the search, teams should:

- (a) Conduct a visual search and listen for unusual sounds
- (b) Ensure that the search is coordinated by teams working anticlockwise and clockwise around the floor or area
- (c) Check areas as follows:
 - Waist level to head level
 - Floor to waist level
 - And head level to ceiling
- (d) Mark areas as clear using label or chalk
- (e) Ensure that the search is co-ordinated, with management reporting back to the owners/owners' representative or co-ordinator.

Searches should also include outside, evacuation assembly areas, the centre's main entrances, exits and escape routes.

It could be that after a suspicious object has been located that it may not be the only one, therefore the remainder of the building should still be searched before considering re-occupation of the building.

IMPORTANT: Mobile phones and hand held radios must not be used during any bomb threat emergency. It has been known that under certain conditions, transmissions from this type of equipment could detonate an explosive device.

Evacuation procedure

When the decision has been made to evacuate the building, procedures for evacuation will remain basically the same as that for fire evacuation.

Prior to evacuation, the owners/owners' representative must ensure that fire exit stairs, escape routes, and assembly areas have been checked for suspicious objects.

On the order to evacuate, the manager or most senior staff member on duty should:

- (a) Guide the staff and members of the public (taking personal items with them) to the fire exits; if possible, the manager should then lead them through escape routes. Management should request staff to conduct a quick visual check of their area as they proceed to the fire exit doors.

- (b) Conduct a thorough check of all areas throughout the floor/area, and ensure that all persons have been moved to the fire exit doors for evacuation, after evacuation has taken place, ensure that a final check of the floor/area has been conducted.
- (c) Advise Management that the check has been completed and the floor has been evacuated.
- (d) Ensure internal doors have been left open (not fire doors).
- (e) Do not re-enter the building and remain in control of the occupants until such time as an all clear has been given.

Movement of Vehicles

Procedures for vehicle movement remains the same as for any emergency that may arise, in other words vehicle movement for bomb threats is simply too dangerous and should not be allowed.

Bomb Threats Received After Hours

Bomb threats received after hours, (outside of normal working hours) the person receiving the call should immediately notify the Police, advise tenants on the floor, and evacuate the building through the fire exit doors/fire stairs. The premises should not be re-entered until advice from the Police is received saying it is safe to do so.

Re-occupation of the Premises

Having completed a successful evacuation of the management group will make the decision to re-occupy.

However, if a suspicious object has been found, the Police will take control and determine whether or not the building is safe for re-occupation. The management group will act upon the instructions of the Police.

Acknowledgement to the Australian Bomb Data Centre, Australian Federal Police

PHONE THREAT CHECK LIST

KEEP CALM

Name (print):	Signature:
Telephone Number:	

GENERAL QUESTIONS TO ASK

CALLERS VOICE

1. What is it?
2. When is the bomb going to explode?
OR
When will the substance be released?
3. Where did you put it?
4. What does it look like?
5. When did you put it there?
6. How will the bomb explode?
OR
How will the substance be released?
7. Did you put it there?
8. Why did you put it there?

- Accent (specify)
- Any impediment (specify)
- Voice (loud, soft, etc.)
- Speech (fast, slow, etc.)
- Diction (clear, muffled)
- Manner (clam, emotional, etc.)
- Did you recognise the caller?
- If so whom do you think it is?
- Was caller familiar with area?

THREAT LANGUAGES

- Well spoken:
- Incoherent:
- Irrational:
- Taped:
- Message read by caller:
- Abusive:
- Other:

CHEMICAL/BIOLOGICAL QUESTIONS

1. What kind of substance is in it?
2. How much of the substance is there?
3. How will the substance be released?
4. Is the substance a liquid, powder, or gas?

BACKGROUND NOISES

- Street Noises:
- House Noises:
- Aircraft:
- Voices:
- Music:
- Machinery:
- Other:
- Local call:
- STD call:

BOMB THREAT QUESTIONS

NOTES

OTHER

Sex of caller:	Estimated age:
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EXACT WORDING OF THREAT

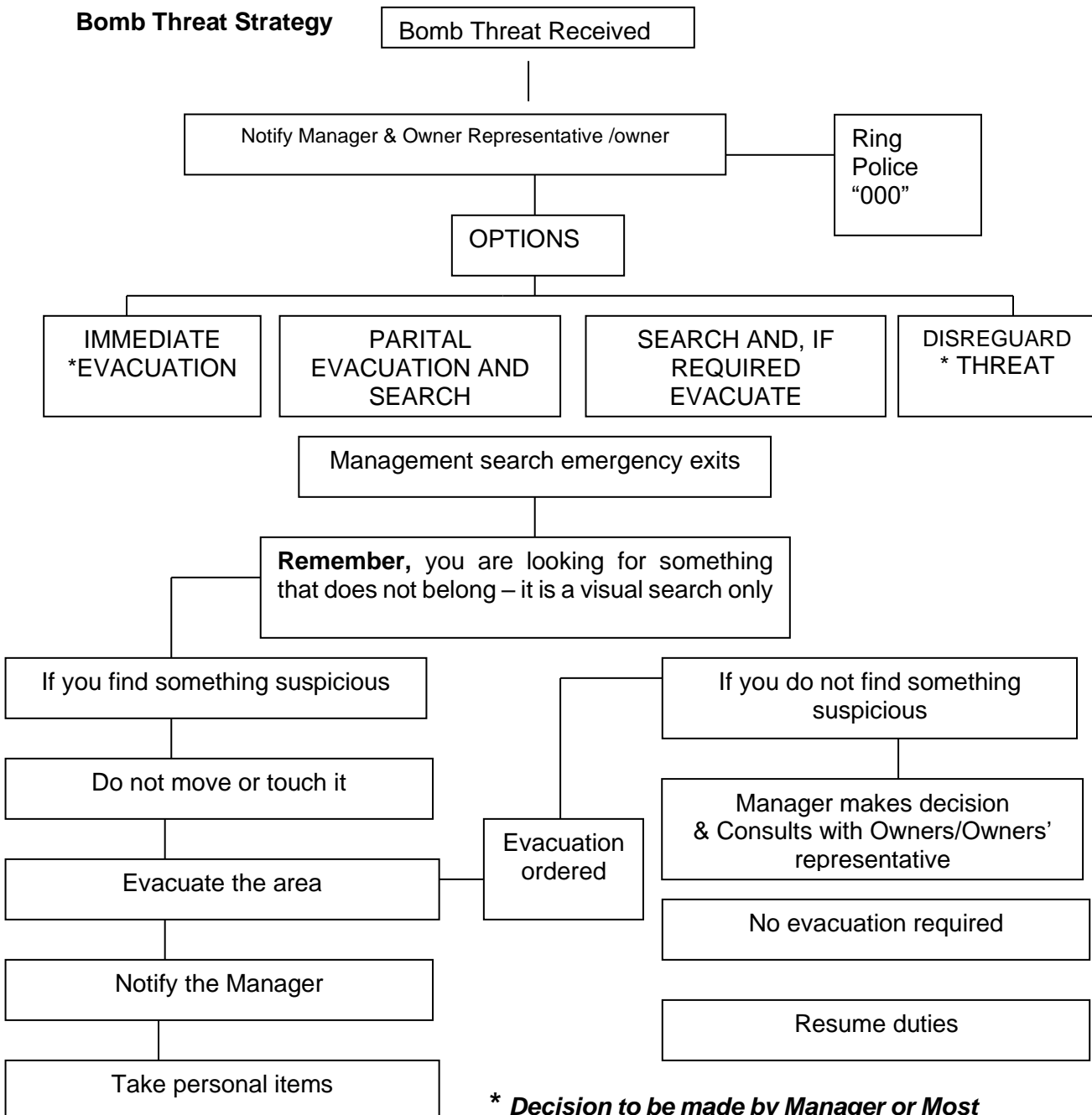
1. What type of bomb is it?
2. What is in the bomb?
3. What will make the bomb explode?

CALL TAKEN

Date:	Number called:
Duration of call:	Time:

ACTION

Bomb Threat Strategy



*** Decision to be made by Manager or Most senior staff member. Must consult with Owners or Owners' representative**

SECURITY

There are some very simple measures to prevent security issues from surfacing in the workplace. It is these security measures that may require addressing or review to ensure that everybody from management down remains vigilant to keep the protection of personnel, assets, and information that is critical to your work environment safe.

Strong interaction between managers, supervisors, and employees with regard to security matters is very important.

Everybody has the right to a safe working environment.

Consider if it were your own car or home, and bring this thought process into the workplace.

Crime trends shows that businesses are at greater risk of victimizations at time of opening and closing.

Below are some key areas of security in the venue.

- ✓ Be Aware
- ✓ Keep your passwords to yourself. (Only provide to others with the permission of Owner or Owners representative.)
- ✓ Do not lend your keys to others unless authority has been given by the Owner or the Owner's representative.
- ✓ Keep office door or Cash Counting room door locked.
- ✓ Always remove till drawer keys from cash drawers after immediate use. (All POS terminals cash drawers should be opened via the software and not the key unless in extraordinary circumstances exist.)
- ✓ Collect excess cash from tills, process, and place in Drop Safe as soon as possible.
- ✓ Keeps safes locked when not in use.
- ✓ Check whole premises after trade for any suspicious activity and before you settle cash in the office. Ensure that all rear doors, windows, and access points are locked securely. (Check to include toilets, storerooms, cold rooms, walk in freezers and other areas where someone could hide.)
- ✓ Count takings in the approved locked room, or out of sight of the public where a locked cash room is not available.
- ✓ Secure expensive equipment laptops, portable devices etc;
- ✓ Be aware of emergency and evacuation procedures, i.e. bomb threat, fire, etc;
- ✓ Certain personal items not needed for work should not be brought to the workplace unless there is a secure place to place such items?
- ✓ Are you aware of nearest security personnel in your workplace area?
- ✓ Lock drawers, file cabinets and office before leaving.
- ✓ Lock up at the end of the Trade or leaving the premise. (Includes exterior doors, vehicles, equipment, gates, external cold rooms, dry stores, work sheds, etc
- ✓ Check gaming machines are secure before leaving.
- ✓ Tidy up and secure sensitive material before leaving;
- ✓ When leaving, try to stay in populated areas of good lighting or ask for an escort;

There are many facets to security within a company, but awareness is about behaviour.

Every day, we lock the doors of our cars and homes and leave a light on when we go out. We are careful about protecting what we want to keep safe. With regard to company personnel, physical assets and information, managers, supervisors and employees need to behave the same way they do when they don't want someone trudging straight through their house or someone to see them enter their ATM passwords or stealing an item from their front yard.

Consider your workspace, your own space that requires an amount of protection and apply that to your colleagues' area, stay vigilant, be watchful, and be security conscious, everyone will benefit.

Security starts with you, take responsibility and an interest in security of your work environment, if something does not seem right have it checked, ask a co-worker, contact security or the police if necessary.

Security saves assets, resources, and lives.

Some Key Phone Numbers

- ✓ **Emergency Switch for fire, Police, Ambulance – 000;**
- ✓ **Mobile Phone with pad locked – Emergency switch 112;**
- ✓ **State Emergency service – 000 or 07 3247 8454'**
- ✓ **Poison Information Centre – 131126;**
- ✓ **Logan City Council - (07) 3412 3412**
- ✓ **Bureau of Meteorology – 1900 926 114;**

DAMAGE TO BUILDING

Buildings in Australia are generally designed to withstand a certain amount of damage and although remote, building damage or failure can come from such events such as aircraft impact, explosion, and impacts from other sources, subsidence, internal failure and earthquakes.

Earthquakes

Despite Australia's, seemingly low risk earthquake situation we have been subject to many earthquakes larger than that of the Newcastle earthquake, December 1989.

Personal Safety

If an earthquake happens and if you are:

Indoors

- (a) Stay there. You could be hit by falling debris
- (b) Take cover under an internal doorframe, table, bench, or bed.
- (c) Keep away from window, chimneys, and overhead fittings.
- (d) If in a high-rise building, stay away from windows and outer walls. Do not use lifts or escalators.
- (e) Get under desks near pillars or internal walls
- (f) If in a crowded public place or department store, do not rush for the doors.
- (g) Move away from overhead fittings or shelves containing heavy objects. Do not use escalators.
- (h) Do not run from the building

Outdoors

- (a) Keep well clear of buildings, walls, power lines, trees etc.
- (b) If you are in a city street, seek refuge under archways or doorways of buildings to avoid falling debris. Don't stand under awning or parapets in the event that they may collapse.
- (c) Do not go sightseeing.
- (d) Do not use vehicles unless there are exceptional circumstances that make it absolutely necessary.

Duties Of the Emergency Control Organisation

In any situations whereby the building's structure is affected, the main duties of the ECO are:

- (a) To ensure the emergency services are notified.
- (b) To conduct check and report back.
- (c) Assess damage on their floor or area.
- (d) Attend to the injured (first aid).
- (e) To conduct a thorough search of floor/area if it is safe to do so.
- (f) To report back to the Chief Warden.
- (g) To commence evacuation of floor/area when and if it is safe to do so.

CIVIL AND ILLEGAL OCCUPANCY PROCEDURES

There are many reasons that civil disorder may occur, of which the outcomes could lead to public demonstrations that may eventually threaten the security of a building. Demonstrations would place the building being exposed to physical damage, occupants of the building being endangered, and illegal occupancy.

Response

Management should coordinate their efforts in response to an incident before the arrival of the Police.

Immediately upon hearing, that an incident is occurring either in or in the vicinity of the venue the most senior staff member should take the following actions:

Alert:

- (a) Police and request assistance
- (b) owners/owners' representative

Initiate action to:

- (a) Restrict entry to the venue
- (b) Restrict and confine presence
- (c) Restrict contact between occupants of the hotel and the demonstrators
- (d) Notify all managers

Occupants of the venue should be discouraged from standing at windows or in a visible location in the event that this further agitates the demonstrators. Curtains and blinds should be closed; all files and valuables should be secured and closed.

Management should remain calm.

TERRORISM

The Threat

The terrorist threat to Australia is changing. During the 1970's and 80's the world prepared for bombings and hi jacking. Today, Australia has been at a heightened level of alert since 11 September 2001. Policymakers are preparing to defend against attacks on the population and critical infrastructure. The worst of these confronting the world today is the terrorist use of weapons of mass destruction (WMD). Especially chemical and biological weapons.

However, the actual probability of chemical or biological attacks remains low compared to other less risky terrorist tactics such as car bombs.

The growing awareness of the possibility that a terrorist organisation might use a biologic agent in an attack on a civilian target in Australia raises important questions about the capability of the nation to respond effectively to the threat.

The commonwealth government has made a commitment to continuous upgrading of Australia's counter-terrorism capacity and to keep all Australians informed of new counter – terrorist measures that have been put in place, and how member of the public can play a part by being alert and wares of suspicious or unusual activities.

Any member of the public observing something that may appear to be suspicious are advised to phone in on the **24 – Hour National Security Hotline on 1800 123 400.**

Vigilance

Simply by being alert and using common sense and good judgement possible signs of terrorism may include:

- Unusual videotaping photography of government buildings, official building, or other critical infrastructure.
- Suspicious vehicles in or around buildings or busy public places such as shopping centres.
- People who are suspicious by way of loitering around government buildings, official buildings, or other critical infrastructure.
- Suspicious accommodation needs
- Unusual purchases of large quantities of fertilisers, chemicals or explosives
- False or multiple identities
- Life style that seems inappropriate.

It is not possible to give a detailed list of all activities that may be suspicious or unusual, however these events may very often depend on the circumstances in which they take place.

Although the chance of a terrorist attack occurring in the building is remote, it cannot simply be ruled out, and will require the vigilance of all staff working in the premises to be aware of, or take notice of unusual or suspicious activities in and around the workplace. An activity that may appear to be suspicious should in the first instance be reported to property management or security, as there may be a reasonable explanation as to why the activity is taking place.

Unless you are in immediate danger in which case, (you would take the appropriate action), management or security should guide staff. Any information that you have passed on needs to be kept low key until such time as an action plan has been established.

Remember your management is aware of the terrorist threat and is constantly reviewing the venue's emergency procedures.

FIRE SAFETY EDUCATION FOR EMPLOYEES

All employees are instructed in certain fire safety matters.

The following instruction are given:

- 1 Identification of the nearest fire exits**
- 2 The method of raising the alarm**
- 3 How to respond to alarms and guide to procedures**
- 4 Location and use of First Aid Fire Fighting Equipment**
- 5 How to conduct the evacuation of persons (members of the public) to the escape routes and escort them to a safe place of assembly.**

All new employees will be given Fire Safety Education at induction or within one month of employment.

All existing employees should receive the same instruction at least once in every twelve-month period.

A record of those attending this instruction will be completed and filed in a place of safety.

It is strongly recommended that employers consider fire safety instruction as part of the organisation's induction programme. When fire instruction is being given, ensure that the employee signs an attendance register and that the documentation of attendance is carefully filed and kept.

FIRST AID POLICY

First aid is available to all employees and customers in the event of illness or injury on [Eighteen East Pty Ltd - T/as Riverlakes Golf's](#) premises.

All staff should be aware of the location of the First Aid Kit.

LOCATIONS:

The **First Aid Kit** is located:

PROSHOP: At the Main Counter

ONCOURSE: Green Shed in the Office Donga.

Automated External Defibrillator is located: -

ProShop Main Counter

FITNESS FOR DUTY POLICY

[Eighteen East Pty Ltd - T/as Riverlakes Golf](#) is committed to ensuring the workplace health and safety of all persons in the workplace. For employers this is ensuring they take the necessary steps to address workplace health and safety concerns as they arise and on an ongoing and regular basis. For employees, this obligation extends to complying with an employer's workplace health and safety direction.

FITNESS FOR DUTY

Employees are required to present for work in a fit state and to not work while in a state that may cause undue health and safety risks to themselves or others in the workplace. In the event an employee attends for work in an unfit* state, or becomes unfit* whilst at work, the following procedure is to apply:

- Where an employee believes a colleague is unfit for duty, they should report this, and the reason for believing the employee is unfit, to their manager or owners/owners' representative. This is to be done without delay.
- Should the employee be determined to be unfit for work after a thorough assessment of the circumstances, the Manager, may make the decision to request that person to not continue work.
- The decision in determining fitness for work will be final.
- Where an employee is determined to be unfit for work, the employee must comply with any direction to leave the workplace. The employee will not be allowed to drive if, in the opinion of the Manager or the most senior person in charge, owners/owners' representative, driving represents a danger to that employee or to others.
- The employee may be required to provide satisfactory evidence of fitness for work before they are able to return to work.
- Where an employee is requested to leave the workplace, the employee will be deemed sick with the time deducted from the employee's personal leave accruals. In the event the employee does not have sick leave accruals, the time off shall be noted as an authorised and unpaid absence.

**A person is deemed unfit if the employer reasonably believes they are unable to carry on their work in a safe manner, or in a manner that impacts or threatens to impact on their or another's health and safety.*

GENERAL CONDUCT POLICY

The following requirements apply to employees of [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) ("Employer"):

BAGGAGE INSPECTION

[Eighteen East Pty Ltd - T/as Riverlakes Golf](#) reserves the right to inspect any bags brought into or taken out of the premises by employees. Please make them available to your manager upon request. No bags or parcels are to be kept in the work area while on duty.

BAR / RESTAURANT

Please do not stand behind the bar for idle, non-work related chat as this is a service area only. If you require any items or equipment from the bar or restaurant area, please ask permission from the Bar or Restaurant Manager.

Kitchen staff are not permitted behind bars.

Bar Staff are not permitted in kitchen cold rooms, freezers, Dry store, or general Kitchen area unless directed by their manager or at the invitation of the head Chef.

CONSUMPTION OF FOOD AND DRINK

The consumption of food or drink is not permitted while on duty, excluding water. Employees may consume meals and non-alcoholic drinks while on approved breaks and only out of the view of customers.

CONTINUITY OF WORK

Employees must remain on duty during the entire course of their shift. Employees are not permitted to attend to personal affairs whilst on duty either on or off the premises without approval of the Employer.

CUSTOMER SERVICE

Our customers look to you to help them feel comfortable, relaxed and important. They expect, and deserve, to be treated professionally and with courtesy. In a serviced based industry such as hospitality, customer service plays a significant role in the reputability of the business and as such, exceptional customer service must be displayed at all time

Remember and exercise the following regarding customer service:

- Always greet customers sincerely and deal with all of them equally;
- Be polite and never argue;
- Always look directly at the customer when speaking to them;
- The customer does not like to feel overcharged or under-served therefore the better your service, the greater the impression of you and the venue;

- Never comment about a customer or have a discussion about a customer with other customers or staff;
- Sunglasses should not be worn whilst conversing with customers; and
- All customer complaints must be brought to the attention of your manager with the appropriate *Customer Complaint Form* completed.

DRUNK AND DISORDERLY BEHAVIOUR

[Eighteen East Pty Ltd - T/as Riverlakes Golf](#) customers want to relax when they come to our establishment. There are times though that a minority, especially if under the influence of alcohol, can act abusively or even violently and spoil the atmosphere for others.

In this case, you should first attempt to ask the offender or offenders to leave politely. If this doesn't work, then seek the assistance of your manager.

ACCOUNT FOR MONIES RECEIVED

Employees with the responsibility of handling money belonging to their Employer or Employer's clients and customers are required to take reasonable care in carrying out their duties and account for all money received.

Furthermore, the use of the employer's plant and equipment to earn profits carries with it a legal obligation to hand over to the employer the money or property received. However, qualifying this duty to account for monies received is any express or implied authority given by the employer allowing an employee to retain monies received. The most common example is where the employer has allowed an employee to keep any tips received during the course of the employment.

CONFIDENTIAL INFORMATION

Employees are bound by a duty not to disclose confidential information about the employer's business. This is particularly important where the information is peculiar to the employer and the use by the employee or the employer's competitors would be harmful to the employer's interests.

Breaches of this duty will arise, for example, where an employee discloses to non-staff members or the employer's competitors' details of the [Eighteen East Pty Ltd - T/as Riverlakes Golf's](#) daily takings, profit and loss information or important customer lists which the employer has expended great time and effort preparing.

All company files including electronic files such as Microsoft Word, Excel, PowerPoint, and PDF files and the like are not to be removed or copied for personal use during your employment or at the end of your employment with the company.

OWNERSHIP OF INVENTIONS AND RESEARCH IN THE COURSE OF EMPLOYMENT

Employees are required to hand over to the employer any inventions made in the course of employment whether or not that employee is employed for the purpose of that invention. This is particularly the case where the employee has used the employer's plant and equipment and the invention is related to the employee's general field of employment.

GAMBLING WHILE ON DUTY

Gambling, including the use of gaming machines (e.g. pokies, TAB and Keno), personal phones apps whilst on duty is strictly prohibited. If you are a gaming employee, it is illegal to gamble at the [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) premises either on or off duty. Any gaming employee found in breach of this policy may be subject to disciplinary action including termination of employment or contract.

KITCHEN

This area is not a thoroughfare for communication with staff. If you require items from the kitchen, please ask the chef on duty. Do not under any circumstances enter the kitchen and help yourself to food or equipment.

LEAVING AFTER YOUR SHIFT

In the interests of health, safety and orderly conduct, management reserves the right to insist that employees leave the workplace immediately after finishing their shift.

LOST AND FOUND

Employees must hand in any items found on the premises including the golf course. Anything of value whatsoever not belonging to you or [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) (e.g. money, jewellery or any other personal affects) are to be handed to the Manager. No lost items are to be removed from the premises. Any employee found in breach of this policy may be subject to disciplinary action including termination of employment or contract.

MEDICAL/EMERGENCY PROCEDURES

In the interests of both your safety and that of our customers, please ensure that you are familiar with the procedures for evacuating the workplace and your responsibilities in emergency situations. It is important to know where the hose reels, fire extinguishers and fire blankets are located. It is necessary for all staff to attend fire and emergency evacuation drills.

Please ensure that you know your Emergency Assembly Meeting point.

- PROSHOP EMERGENCY MEETING POINT = Small Car park north of the roundabout at the entrance to Riverlakes
- ONCOURSE EMERGENCY MEETING POINT = Small Car park north of the roundabout at the entrance to Riverlakes

If you have an accident either at work or when travelling to or from work, you must report it to your Manager as soon as possible, otherwise it may jeopardise any workers' compensation claim. The reporting of accidents in the workplace is also an obligation under work health and safety legislation.

MOBILE PHONE

Personal mobile phones are not to be used at your work location, especially behind the counter.

NO FREE ALCOHOL

Employees are not entitled to free alcohol. All alcohol must be paid for. Employees may only purchase sealed alcoholic drinks.

Any alcohol taken without prior payment will be considered theft and may result in termination on the basis of serious misconduct.

NO FREE FOOD AND DRINK.

Employees are not entitled to free food or drink. All food and drink must be paid for immediately.

Any food or drink taken or consumed without prior payment will be considered theft and may result in termination for serious misconduct.

PARKING

Please remember that customers have priority so park away from the bays closest to the entrances. Employees requiring safe assistance to their vehicle should request help from their manager. Employees must leave the premises in a quiet and orderly manner.

PAYMENT FOR GOODS and SERVICES, FOOD, DRINKS AND ALCOHOL

All customers are required to pay full price for goods and services including meals, drinks and alcohol, rounds of Golf and Cart Hire except in the case where a valid discount applies as approved by the manager. Giving away free items or selling such items at less than the specified price will be considered theft and may result in termination on the basis of serious misconduct.

PERSONNEL RECORDS

It is important that up-to-date records are kept of your personal details. Please ensure you advise the Payroll office of any changes to your address, telephone numbers or emergency contacts as well as any additional experience or qualifications gained.

PUNCTUALITY/TARDINESS OR ABSENCE

Work schedules and workloads require that only a certain number of people are employed for each area of [Eighteen East Pty Ltd - T/as Riverlakes Golf](#). When an employee is late or absent, it increases the load of others causing inefficiencies in the system of work.

Management realises that there may be times when an employee may be unavoidably late or absent from work. Where an employee knows in advance that they will be late or absent, the employee must inform their manager as early as possible. The Manager can then make the necessary arrangements to cover the shift/workload.

Where an employee is going to be late or absent for work, they may be called in for a meeting with your manager. If an acceptable reason is not given, the Manager may initiate disciplinary action including termination of employment or contract.

All absences are without pay, unless it is a bona fide authorised sick leave absence or other authorised paid leave (permanent employees only). All instances of absence from duty will appear on your personnel record.

STAFF ETIQUETTE

Both on and off duty, your habits, language and behaviour reflect on the presentation and image of this business. Consideration of others is necessary at all times in both customer and staff areas. Comments posted on online networking sites are considered by management, to be behaviour which constitutes off duty conduct.

Noise level in and around customer areas must be kept to an absolute minimum. Management requests that radios and CD/DVD players not be played during working hours. The ProShop TVs are on during training hours.

When dealing with customers, staff shall refrain from making statements or being involved in discussions which are of a political, religious or racial nature. Actively venting your personal views in relation to these areas will not be tolerated by management.

Where appropriate, disciplinary action may be taken for misconduct while an employee is either on or off duty.

STAFF FACILITIES

Please remember that our staff areas are limited and there will always be someone using these areas after you.

These facilities must be left in a clean and tidy condition after use.

TELEPHONE CALLS

Except in cases of bona fide emergencies or pressing domestic necessity, employees are not allowed to make or receive personal phone calls while on duty. Where such exceptions do not apply, phone calls must only be made or received while on, during breaks and before or after work.

The establishment's phones are for business use only.

TELEPHONE MANNER

Every point of contact our customers have with [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) effects how our service is perceived. This includes how you handle telephone calls.

The correct way to answer the telephone is to say:

- Good morning/afternoon/evening
- (Name of Business, Riverlakes Golf)
- This is (your name)
- How may I help you?

It is important at all times to be polite, courteous and helpful. Make sure you find out how to use the telephone system correctly so you do not run the risk of cutting callers off.

If you cannot correctly answer the caller's queries, always refer them to your manager or offer to ring them back with the information. In this situation be sure to ask for and confirm the caller's name and telephone number.

TIME & ATTENDANCE SOFTWARE (Time Target)

One of the means by which wages can be accurately calculated for work performed is through Time and Attendance software (Time Target). Employees must logon and logoff for start/breaks/finish as appropriate. Certain breaks are not included in the total hours. Staff authorising a Time Sheet must ensure that breaks have been taken and recorded as "Paid" or "Unpaid" in terms of the award. Authorisation of time worked outside the Roster as set up by the manger must be approved by the manager.

TRANSFER OF GOODS

When obtaining goods from one area to be used in another area of the establishment, please ensure that the managers of each area are duly notified. When stock moves, the appropriate transfer via the POS system, must be completed and finalised. The receiving location must check off and ensure the accuracy of the incoming stock. Report and have any inaccuracy addressed.

WORKING HOURS/ROSTERS

Rosters apply from Monday to Sunday. A great deal of time and effort goes into the design of rosters and therefore they must be strictly adhered to. Any proposed changes to the rostered hours must be brought to the attention of management for approval.

Management does not object to the swapping of shifts as long as that shift is covered by someone with the same skillset and training as per the scheduled time and that due planning and notice is afforded. Permission from management in the appropriate form must be granted prior to any shift swap.

Full Time Salary staff work a minimum of 5 days per week, usually a minimum of 7.6hr per day. Reasonable extra hours are expected to get the job completed.

WORK IN OTHER AREAS

Employees may be required to assist in other areas of the establishment depending on their training and skills. This provides an excellent opportunity for employees to gain additional skills.

WORK RELATED EMPLOYEE AREAS

It is important to note that tills, Storage areas, Equipment areas, Cold rooms, Dry Stores, Freezers in areas such as the Sheds, ProShop, Workshops, Kitchen, Bar and Restaurant etc are the sole responsibility of the staff assigned to that area. On no account is any staff member to use or open any other till, cold room, Freezer, workshop, without permission from the Manager of that area.

The equipment for each area is the sole responsibility of the employees in that area. Always ask staff from the relevant area if you require any item and make sure it is returned as soon as possible.

SUMMARY

Employees are expected to comply with this Policy. In the event of non-compliance, an employee may be subject to disciplinary action, up to or including termination.

The Below Listed Policies / Documents Interact with this Policy:

- *Code of Conduct*
- *Computer, Email and Internet Policy*
- *Discipline and Termination Policy*
- *Inspection of Personal Belongings Policy*
- *Out of Hours Conduct Policy*
- *Request to Swap Shift Form*
- *Social Media Policy*
- *Mental Health and Wellbeing Policy*

GRIEVANCE AND DISPUTE SETTLEMENT POLICY

It is the intention of [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) ("Employer") that all grievances and/or disputes raised by employees are dealt with promptly and efficiently. All employees have a right to have a grievance or dispute in the workplace heard without fear of unfair treatment or victimisation.

Employees with a grievance or dispute should immediately raise the matter with your manager or the Owner/representative of the owner.

This policy applies to grievances and disputes otherwise not provided for in another policy of the [Eighteen East Pty Ltd - T/as Riverlakes Golf](#).

DEFINITIONS

Grievance: is a real or perceived problem, or any significant question, difficulty, claim, complaint or concern relating to work or the workplace. A grievance may be raised by one or more employees in relation to work or the workplace and may be between:

- An employee and the Employer;
- A group of employees and the Employer;
- Two or more employees; and
- An employee or group of employees and a customer/s.

(Note: the above list is not exhaustive and grievances may arise in other situations)

Dispute: is a disagreement or difference with the interpretation, application or operation of the applicable Award or Agreement at the workplace, or the National Employment Standards. A dispute may arise between an employee or group of employees and the Employer.

Complainant: the person/s who lodges a grievance or dispute under this policy.

Respondent: the person/s against whom a grievance or dispute is lodged against under this policy.

REPRESENTATION

Where reasonable, the Complainant, Respondent and/or the Employer may appoint another person, organisation or association to accompany and/or represent them in issues of grievance or dispute settlement.

DISPUTE RESOLUTION PROCESS IN RELATION TO THE AWARD, AGREEMENT, OR NATIONAL EMPLOYMENT STANDARDS

The following steps must be complied with for to a dispute arising in the workplace concerning matters contained in the applicable Award or Agreement at the workplace, or in relation to the National Employment Standards:

Step 1: Parties must first attempt to resolve a dispute arising in the workplace concerning matters contained in an Award, Agreement, or in relation to the National Employment Standards at the workplace by discussion between the employee/s concerned and your manager.

An employee with a dispute may be required to complete the 'Employee Grievance Form' as part of this Step so all parties are aware of the nature of the dispute.

Step 2: If step 1 does not resolve the dispute, the parties to the dispute should approach the manager or Owners/Owners' representative to hold discussions about the dispute.

Step 3: Where the dispute cannot be resolved at the workplace level (in accordance with step 1 and 2), a party to the dispute may refer the dispute to the Fair Work Commission ("FWC") for assistance and resolution. The parties to the dispute have the ability to agree on the process to be utilised by the FWC, including mediation, conciliation and consent arbitration. A decision by the FWC shall be binding on the parties subject to legal rights of appeal.

Work must continue as per the relevant award/agreement/Act while the dispute resolution process is being conducted.

GRIEVANCE RESOLUTION PROCESS (OTHER THAN DISPUTES IN RELATION TO THE AWARD, AGREEMENT, OR NATIONAL EMPLOYMENT STANDARDS)

This grievance procedure only applies to grievances otherwise not provided for in another policy of [Eighteen East Pty Ltd - T/as Riverlakes Golf](#).

Informal Grievances

Where a grievance is raised under this policy, an informal grievance handling process may be regarded as the best method of resolution. A grievance will be dealt with informally where the grievance is not considered to be of a serious nature and is not in breach of the Employer's policies or procedures. Additionally, a grievance will be regarded as informal where the employee makes a request that it is treated informally and the Employer agrees that the matter is to be treated informally.

An informal grievance may involve a direct discussion between the parties to the issue (the Complainant and Respondent). In some instances, where required, this may be facilitated or mediated by the Manager. Done at an early stage of a grievance, this method can assist in adequately resolving minor grievances to the satisfaction of all participants. The manager will keep the owners/owners' representative informed of the situation.

Formal Grievances

Where a formal grievance is raised in relation to an allegation about conduct which is of a serious nature and/or is contrary to the Employer's policies or procedures (and which do not provide for a specific grievance procedure) the following steps must be followed:

Step 1: Formal grievances should be immediately advised to the Complainant's manager/supervisor. If it is not appropriate for the Complainant to raise the grievance with their manager/supervisor, the grievance can be directly referred to the Owners/Owners' representative.

The Complainant will be required to complete the 'Employee Grievance Form' as part of this Step so all parties are aware of the nature of the grievance. The form should be completed with as much detail as possible in order to assist the Employer in investigating and dealing with the grievance.

Step 2: The Owners/Owners' representative. ('the Investigator') shall, upon receipt of the details of the complaint, commence an investigation into the complaint. This may involve interviewing witnesses, the Complainant, the Respondent, and seeking other information to allow them to determine whether the alleged conduct occurred. At this step the Investigator may also seek for an external party, such as QHA, to undertake the investigation.

All parties to the grievance, including witnesses, are required to co-operate during the process. Additionally, parties will be required to keep the details of the grievance confidential all times – parties may be required to complete a 'Confidentiality Agreement' at the commencement of the investigation, or at any time during the course of the investigation.

Step 3: The Investigator shall make a determination regarding the grievance on the balance of probabilities having regard to the information gathered and the likelihood of any alleged conduct occurring. The finding shall be reflected as either the complaint is substantiated, or the complaint is not substantiated.

Step 4: The Investigator shall advise the Complainant and the Respondent, separately, of their findings and shall advise each party of the implications of the findings.

Where the Investigator is a person external to the workplace, the investigation report will be provided to the Owners/Owners' representative who will then determine the appropriate outcome of the report findings.

A formal grievance handling process can result in a range of possible actions which may or may not include disciplinary action (up to and including termination of employment). The details of any disciplinary action taken against a party to the grievance will be kept confidential by the Employer and will not be disclosed to any other party. It should be noted that if a formal grievance is found to be without basis, or made in a frivolous or vexatious manner, the Complainant may be subject to disciplinary action, which may include termination of employment or contract.

The Below Listed Policies / Documents Interact with this Policy:

- *Discipline and Termination Policy*
- *Employee Grievance Form*
- *Mental Health and Wellbeing Policy*

EMPLOYEE GRIEVANCE FORM

GRIEVANCE INFORMATION	
EMPLOYEE NAME	DATE FORM SUBMITTED
JOB TITLE	EMPLOYEE PH #
DETAILS OF EVENT LEADING TO GRIEVANCE	WITNESSES (If applicable)
DETAILS OF EVENT LEADING TO GRIEVANCE	
DATE: TIME AND LOCATION OF EVENT	WITNESS
<i>Provide a detailed account of the occurrence. Include the names of any additional persons involved.</i>	<i>Provide a list of any policies, procedures, or guidelines you believe have been violated in the event described.</i>

PROPOSED SOLUTION

As the grievant, your signature below indicates that the information you've provided on this form is truthful. Please retain a copy of this form for your records.

SIGNATURES	
EMPLOYEE SIGNATURE	Date
RECEIVED BY: PRINTED NAME AND SIGNATURE	Date

INSPECTION OF PERSONAL BELONGINGS POLICY

[Eighteen East Pty Ltd - T/as Riverlakes Golf](#) (“Employer”) reserves the right to request an employee to present their personal belongings to management for inspection. The aim of this policy is to deter and control company losses as a result of theft.

The taking of company property without permission of the Owners/Owners’ representative is viewed as theft. For the purpose of this policy, ‘company property’ includes property owned by the employer as well as property that a guest may have left at the property such as money, valuables, alcohol, food, plant and equipment upon their check-out from / leaving the venue.

The theft of company property is prohibited. The taking of guest property when not authorized by the Owners/Owners’ representative to do so is also prohibited and constitutes theft.

Management reserves the right to inspect any personal belongings brought into or taken out of the premises by employees. Personal belongings may include –

- Wallets
- Handbags
- Backpacks
- Suitcases
- And other such containers and storage equipment.

Where requested to present personal belongings for inspection, employees are required to comply with such a direction. If an employee so chooses they may request an independent witness and this will be facilitated by [Eighteen East Pty Ltd - T/as Riverlakes Golf](#). The employee may be required to wait in a room with an [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) representative until the independent witness arrives.

Management may also request to inspect lockers, desks and offices.

In the instance an employee is found to have company or guest property in their personal belongings without any authority to have that property, or without other reasonable or satisfactory explanation for having the property in their personal belongings, management may take disciplinary action against the employee, up to and including termination of employment.

Theft constitutes serious misconduct, as defined in legislation, and warrants instant dismissal where it is found, as a result of a thorough investigation, that an employee engaged in wilful and deliberate theft:

Serious misconduct is defined by the federal *Fair Work Regulations 2009* as any action which involves:

- (a) *“Wilful, or deliberate, behaviour by an employee that is inconsistent with the continuation of the contract of employment; and*
- (b) *conduct that causes imminent, and serious, risk to:*
 - (i) *the health, or safety, of a person; or*
 - (ii) *the reputation, viability or profitability of the employer’s business.*

Conduct that is serious misconduct includes:

(a) the employee, in the course of the employee's employment, engaging in:

(i) theft; or

(ii) fraud; or

(iii) assault; or

(b) the employee being intoxicated at work; or

(c) the employee refusing to carry out a lawful and reasonable instruction that is consistent with the employee's contract of employment."

If an employee is alleged to have been involved in serious misconduct the supervisor/manager must immediately conduct a proper investigation of the alleged offence in accordance with the investigation procedure set out in the '*Disciplinary Procedures for Alleged Misconduct*' section of the *Discipline and Termination Policy*.

Depending on the nature of the alleged misconduct, the employee may be stood down with pay whilst the incident is being investigated.

Notice of termination is not payable to an employee terminated for serious misconduct.

Termination procedures

Where it is decided to terminate the services of an employee, the following procedures must be followed:

- The Payroll office must be informed of the termination;
- The senior manager will inform the employee of the decision to terminate;
- The employee will be provided with a written statement confirming that their employment has been terminated and of the date the termination takes effect (which cannot be a date before the written statement is given).
- The written statement will also contain a summary of the reason for termination, and a copy of this statement will be kept in the employee's personal file, and
- The manager/supervisor should collect from the employee any company property which has been in the employee's possession.

Serious cases of theft will be reported to the Police.

The Below Listed Policies / Documents Interact with this Policy:

- *Code of Conduct*
- *General Conduct Policy*
- *Discipline and Termination Policy*

LENDING STOCK POLICY

For the purpose of this policy, 'lending stock' or 'lend stock' involves the loan of [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) ("Employer") property to any person or organisation that is not employed by, or a subsidiary of, [Eighteen East Pty Ltd - T/as Riverlakes Golf](#).

An employee can only lend stock to external parties with the written approval of the owner /owner's representative. Written approval must include:

- The date the stock is borrowed and when it will be returned
- Name and address of both the person lending the stock and the person borrowing the stock
- A description of the stock and quantity borrowed
- The retail price of the items
- Signatures of the relevant Manager and employee.

Where an employee breaches this policy, the employee may face disciplinary action including termination of employment or contract.

The Below Listed Policies / Documents Interact with this Policy:

- *Code of Conduct*
- *Discipline and Termination Policy*

MEAL BREAK POLICY

The intention of this policy is to set out the entitlements for employees of [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) ("Employer") in relation to meal breaks. An employee's entitlement to a meal break is subject to the relevant provisions of the applicable modern award, enterprise agreement, or contract of employment.

Amusement, Events and Recreation Award 2020

All employees subject to the **Amusement, Events and Recreation Award 2020** are entitled to the following breaks during a shift:

An employee, other than a casual employee,

- Allowed a meal break of between 30 and 60 minutes, not later than 5 hours after starting work.

Casual Employees:-

- Casual employees engaged for a minimum of 5 hours are permitted a paid rest break of 20 minutes.
- Casual employees required to continue working for a further 5 hours are allowed a further paid 20 minutes rest break.
- Rest breaks must be taken at a time convenient to the employer but not at the start or end of the period of duty.

AWARD / AGREEMENT FREE EMPLOYEES

Award/agreement free employees will be entitled to a meal break in accordance with the terms and conditions of employment set out in their contract of employment.

Breaks will be taken based on the operational requirements of the business and at a mutually agreed time agreed between the employee and the employee's manager/supervisor.

RECORDING REQUIREMENTS

An employee is required to state on their timesheet the starting and finishing time of any Unpaid breaks taken during a shift.

Failure to accurately state breaks taken during a shift on timesheets may result in disciplinary action, up to and including the termination of employment.

The Below Listed Policies / Documents Interact with this Policy:

- *Individual Flexibility Policy*
- *Application for Unpaid Meal Break Form*
- *Discipline and Termination Policy*
- *Mental Health and Wellbeing Policy*

MENTAL HEALTH AND WELLBEING POLICY

Purpose

The purpose of this policy is for [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) to establish, promote and maintain the mental health and wellbeing of all staff through workplace practices, and encourage staff to take responsibility for their own mental health and wellbeing.

[Eighteen East Pty Ltd - T/as Riverlakes Golf](#) believes that the mental health and wellbeing of our staff is key to organisational success and sustainability.

Goals

- To build and maintain a workplace environment and culture that supports mental health and wellbeing and prevents discrimination (including bullying and harassment).
- To increase employee knowledge and awareness of mental health and wellbeing issues and behaviours.
- To reduce stigma around depression and anxiety in the workplace.
- To facilitate employees active participation in a range of initiatives that support mental health and wellbeing.

Scope

- This policy applies to all employees of [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) including contractors and casual staff.

Responsibility

All employees are encouraged to:

- understand this policy and seek clarification from management where required
- consider this policy while completing work-related duties and at any time support fellow workers in their awareness of this policy
- support and contribute to [Eighteen East Pty Ltd - T/as Riverlakes Golf](#)'s aim of providing a mentally healthy and supportive environment for all workers.

All employees have a responsibility to:

- take reasonable care of their own mental health and wellbeing, including physical health
- take reasonable care that their actions do not affect the health and safety of other people in the workplace.
- Take their annual leave when due, required breaks during their work day and reflected in Time Target.
- Not to work from home. Our workplace has all the resources required.
- Not working long hours eg 12 hrs in a day on a regular weekly basis as it is not good for mental health and not necessary unless for one off day events such as a ProAm.
- Not starting before normal daily rostered times nor finishing after rostered times.

Managers have a responsibility to:

- ensure that all workers are made aware of this policy
- actively support and contribute to the implementation of this policy, including its goals
- manage the implementation and review of this policy.

Communication

[Eighteen East Pty Ltd - T/as Riverlakes Golf](#) will ensure that:

- all employees have access to a copy of this policy during the induction process
- this policy is easily accessible by all members of the organisation via a QR code beside any TT vein scanner.
- employees are informed when a particular activity aligns with this policy
- employees are empowered to actively contribute and provide feedback to this policy
- employees are notified of all changes to this policy.

Monitoring and review

[Eighteen East Pty Ltd - T/as Riverlakes Golf](#) will review this policy annually after implementation..

Effectiveness of the policy will be assessed through:

- feedback from workers, the Health and Wellbeing Committee (if applicable), and management
- review of the policy by management and committee to determine if objectives have been met and to identify barriers and enablers to ongoing policy implementation.

The Below Listed Policies / Documents Interact with this Policy:

- *Code of Conduct*
- *Discipline and Termination Policy*
- *General Conduct Policies*
- *Workplace Harassment / Bullying Policy*

MOBILE PHONE, PHONES, SMART DEVICES POLICY

The intention of this policy is to set out the guidelines on when and where you can use a Mobile Phone, Tablets, Smart watches, "Smart" Devices, PDAs or other personal electronic equipment Smart device when on duty.

SERVICE STAFF

Staff are not to use personal Mobile devices or smart devices in their work area such as behind the Proshop Counter, Bar or Kitchen. Only acceptable use is if the phone or device is a company owned phone on company business.

Customers should not be contacted on your **personal landline, personal mobile phone or any personal device**. Acceptable method of contact is by company owned Mobile Phones or landlines.

Personal devices can be used when on a break in the designated staff areas out of sight from the public.

The company is not liable for the loss of personal Mobile Phones, Tablets, Smart watches, "Smart" Devices, PDAs or other personal electronic equipment brought into the workplace.

MANAGEMENT & Various Staff who have a company Mobile device.

Certain staff that have been issued with a company mobile. They must ensure that they use discretion of when and where they use the mobile device. The mobile is for business purposes. Any information that is saved on the device such as Apps, emails, text messages and contacts must not be deleted if you are leaving the business.

BACK OFFICE or OFFICE STAFF

Personal Mobile phone and Other Electronic Devices

We understand the importance of mobile phones for security purposes and for urgent contact by family and other close personal contacts. However, general non-urgent personal mobile phone use interferes with employee productivity and is distracting to others.

You are expected to limit personal interactions or other functionality of mobile phones, computers, tablets, smart watches or other electronic devices during work time to emergency communications only, unless you seek approval from your manager. Such interaction or functionality includes but not limited to, personal calls, personal messaging (whether by text or voice), tweeting, surfing the internet, sending personal emails, playing music, downloading material or taking photographs or video recording - regardless of whether the equipment used is company-provided or not. Employees are at work essentially to provide value to the company in return for a remuneration.

The company is not liable for the loss of personal Mobile Phones, Tablets, Smart watches, "Smart" Devices, PDAs or other personal electronic equipment brought into the workplace.

OUT OF HOURS CONDUCT POLICY

Employee conduct outside of working hours has the potential to negatively impact [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) (“Employer”) and/or other employees of this workplace. Therefore, [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) has the right to protect their business brand and/or reputation where damage may be caused by employees, despite the conduct occurring outside of working hours.

The intention of this Policy is not to unduly diminish an employee’s right to privacy and freedom outside of work, however the impact of certain out of hours conduct on the employer and the damage such conduct can have on the employment relationship must be recognised.

The purpose of this Policy is to:

- Identify situations where out of hours conduct will be considered inappropriate;
- Outline the process that will be followed in the event an employee is alleged to have engaged in inappropriate out of hours conduct; and
- Set out on what grounds disciplinary action may be taken in relation to inappropriate out of hours conduct.

INAPPROPRIATE OUT OF HOURS CONDUCT

Out of hours conduct is considered inappropriate if the conduct results in/with:

- Bringing the employer into disrepute;
- Damaging the interests, brand or reputation of the employer; and/or
- Incompatibility with the employee’s duty of good faith to [Eighteen East Pty Ltd - T/as Riverlakes Golf](#).

Please note, the above list is not exhaustive.

Examples of out of hours conduct that the employer considers inappropriate includes, but is not limited to:

- Criminal offences involving stealing, fraud or other dishonesty regarding cash or goods (where there is a relevant connection between the offence and the employee’s position);
- Making derogatory or defamatory comments about the business (including on social media);
- Violence, harassment or discrimination towards other employees (including on social media).

THE INVESTIGATION PRCESS

Where an allegation of inappropriate out of hours conduct comes to the attention of management and a connection between the conduct and the workplace can be established, a full, fair and thorough investigation will take place in accordance with the procedure set out in the *Anti-Discrimination Policy*.

DISCIPLINARY ACTION

Where an investigation into inappropriate out of hours conduct concludes with a finding that an employee has engaged in misconduct, [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) will determine whether disciplinary action is appropriate, having regard to the *Discipline and Termination Policy*.

In determining the nature of disciplinary action to be taken, [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) will take into account the following:

- The nature of the conduct;
- The extent to which the conduct adversely impacts the business or public reputation of [Eighteen East Pty Ltd - T/as Riverlakes Golf](#);
- The degree of connection that exists between the conduct and the employment relationship;
- The effect of the conduct on the relationship between the employer and the employee; and
- Any mitigating circumstances.

The Below Listed Policies / Documents Interact with this Policy:

- *Anti-Discrimination Policy*
- *Discipline and Termination Policy*
- *Social Media Policy*
- *Mental Health and Wellbeing Policy*

PARENTAL LEAVE POLICY - GOVERNMENT PAID

Paid Parental Leave (“PPL”) and Dad and Partner Pay (“D&PP”) are both Commonwealth Government funded schemes which provide eligible persons such as Primary Care Givers and Dads and Partners with an entitlement to paid parental leave.

The PPL and D&PP scheme is compulsory for all Australian businesses.

PPL

The PPL scheme provides Primary Care Givers of a child with an entitlement of up to 18 weeks paid parental leave.

PPL does not extend an employee’s parental leave entitlements under the National Employment Standards (“NES”) in the *Fair Work Act 2009*. PPL provides for up to 18 weeks’ pay at the National Minimum Wage during the NES provided parental leave entitlement.

D&PP

The Dad and Partner scheme provides eligible Dads and Partners with an entitlement of two (2) weeks paid paternity leave.

The D&PP scheme provides eligible working fathers and partners (including adoptive parents and same sex couples) caring for children born or adopted from 1 January 2013 a two-week paternity leave payment. This two-week paternity payment is based on the National Minimum Wage and will not be paid to the employee unless the employee is on un-paid leave or is not working at the time of application.

[Eighteen East Pty Ltd - T/as Riverlakes Golf](#) (“Employer”) supports the PPL and D&PP scheme.

This policy does not cover all aspects of the PPL and D&PP scheme, rather, it provides guidance on the administrative elements of the scheme and employee obligations with regard to notifying [Eighteen East Pty Ltd - T/as Riverlakes Golf](#).

APPLICATION PROCESS

Unpaid Parental Leave

In line with the NES, an eligible employee is entitled to up to 12 months of unpaid parental leave, however, employees may, with the agreement of [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) seek to extend this period by up to 12 months.

PPL & D&PP Scheme

The Government’s Family Assistance Office (“FAO”) has responsibility for assessing and approving PPL and D&PP payments.

Applications for PPL and D&PP should be made directly to the FAO, and may be made up to three months prior to the expected date of birth or date of adoption.

Employees making an application to the FAO are requested to notify their employer of the application so that [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) is aware the FAO may be in contact regarding the employee's eligibility (as it relates to the Work Test).

Notification should be in writing to the manager, and should be done at the same time as applying for NES provided parental leave, as per the *Application for Leave* form.

PPL ELIGIBILITY

The FAO will assess eligibility for the purposes of PPL using the following five tests:

1. *Primary Carer Test* – the employee must be the primary carer of a newborn child or adopted child born or adopted after 1 January 2011.
2. *Work Test* – the employee must have worked at least 10 of the last 13 months continuously prior to the date of the birth or adoption of the child, and have worked at least 330 hours without a break of more than 56 consecutive days between work shifts.
3. *Income Test* – the employee does not have an individual taxable income of more than \$150,000 (in the last financial year).
4. *Residency Test* – the employee is considered an Australian resident for taxation purposes.
5. *No Work Test* – the employee is on leave and is not working during the period of the PPL, except for utilising any Keeping in Touch provisions.

D&PP ELIGIBILITY

The FAO will assess eligibility for the purposes of D&PP by using four out of the five tests listed above in the PPL eligibility section. The tests applied in points, 2, 3, 4 and 5 are the same for both PPL and D&PP.

Test 1 will not apply in accessing eligibility for D&PP as the person seeking D&PP does not need to be the Primary Care Giver, however must be caring for the child in one of the following capacities as the:

- Biological father of the child;
- Partner of the birth mother;
- Adopting parent;
- Partner of adopting parent;
- Parent in a surrogacy arrangement; or
- Same-sex partner of the birth mother, biological father or the adopting parent.

PPL PAYMENTS

Upon approval of PPL eligibility, the FAO will forward the value of the PPL payments to [Eighteen East Pty Ltd - T/as Riverlakes Golf](#). Payments from the FAO will be made on a regular basis, as agreed between the FAO and [Eighteen East Pty Ltd - T/as Riverlakes Golf](#).

[Eighteen East Pty Ltd - T/as Riverlakes Golf](#) will provide the PPL payment to the approved employee in accordance with the normal pay cycle in place at [Eighteen East Pty Ltd - T/as Riverlakes Golf](#).

Payments will be made after the [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) has received payment from the FAO, and in the event the FAO has not provided the PPL payment in time for the pay cycle, an employee will be informed of this. [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) is not obliged to provide a PPL payment in advance of receiving the FAO payment.

In certain circumstances, [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) will not make the payments on behalf of the FAO, and the FAO will make the payments directly to the employee.

Those circumstances are where:

- The employee is a short term employee. A short term employee is an employee with less than 12 months service;
- The person is an independent contractor;
- The employee resigns prior to their period of PPL;
- The employer is considered a small business employer (less than 20 employees);
- An employee will receive less than eight weeks of PPL.

PRIMARY CARER – TRANSFER OF PPL

The primary carer may transfer their PPL payments to another eligible primary carer. A primary carer is defined as the person who is meeting the child's physical needs.

In the event of an employee no longer being the primary carer, for example, the employee wishes to return to work prior to the expiration of the 18 week period, the employee must notify [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) immediately as the FAO must be informed.

KEEPING IN TOUCH DAYS

Keeping In Touch allows an employee on approved PPL to work for up to 10 days without it affecting their PPL. It is anticipated that 'keeping in touch' may be used for work activities such as planning sessions, meetings and training. An employee seeking to utilise this provision must first seek [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) approval.

Time worked under the keeping in touch provisions will be counted as normal work and will attract employment entitlements and conditions including pay and leave accruals.

D&PP PAYMENTS

Upon approval of D&PP eligibility, the FAO will pay an employee who makes a claim for D&PP directly after the child is born or adopted and once the claim is finalised.

Where a claim for D&PP is finalised prior to the authorised period of leave, the payment from the FAO will be processed on the first day of the employees leave.

RETURN TO WORK REQUIREMENTS

When an employee intends to return to work from NES unpaid parental leave and the employee is in receipt of PPL, the PPL payment will stop upon return to work.

With the agreement of [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) an employee can seek to reduce their period of NES unpaid parental leave.

Should the reduction result in the employee returning to work prior to the expiration of 18 weeks PPL, PPL payments will cease. [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) has a legal obligation to inform the FAO of when an employee is returning to work.

The Below Listed Policies / Documents Interact with this Policy:

- *(NES Unpaid) Parental Leave Policy*
- *Applying for Leave*
- *Application for Leave Form*
- *Mental Health and Wellbeing Policy*

PARENTAL LEAVE POLICY - (NES UNPAID)

Parental leave is provided for within the National Employment Standards (“NES”) as enshrined in the *Fair Work Act 2009*. The NES is the existing statutory framework for minimum employment entitlements. It provides for unpaid parental leave and related entitlements, which apply to all eligible private sector employees in Australia, with the exception of Western Australia.

[Eighteen East Pty Ltd - T/as Riverlakes Golf](#) (“Employer”) recognises that parental leave is a basic employment entitlement that is necessary to achieve equality in the workplace and to balance both work and family responsibilities.

[Eighteen East Pty Ltd - T/as Riverlakes Golf](#) is committed to ensuring employees enjoy a healthy attitude towards work-life balance.

[Eighteen East Pty Ltd - T/as Riverlakes Golf](#) will not refuse employment or take adverse action against an employee on the grounds of sex, pregnancy, parental status, breastfeeding, family responsibilities or any other discriminatory ground. The provision of a safe and healthy working environment is of primary importance to [Eighteen East Pty Ltd - T/as Riverlakes Golf](#).

This policy provides guidelines in the effective operation of unpaid parental leave. This policy aims to:

- Assist employees to know and comply with all of the notice and documentation requirements;
- Assist managers to know, comply and respond accordingly to an employee’s requests in accordance with the NES entitlement and this Policy;
- Assist in fostering and cultivating a workplace free from discrimination; and
- Provide guidance to employees and managers in the administration of unpaid parental leave.

BASIC ENTITLEMENT

Unpaid parental leave is made available to employees in accordance with the NES (which has been in place since 1 January 2010) which provides the following basic entitlement:

An eligible employee may take up to 12 months unpaid parental leave:

- following the birth of a child of the employee or the employee’s spouse or de facto partner; or
- the placement of a child with the employee for adoption.

EMPLOYEE ELIGIBILITY

[Eighteen East Pty Ltd - T/as Riverlakes Golf](#) employees are eligible for the above unpaid parental leave if they are:

- full-time or part-time employees with at least 12 months continuous service; or
- casual employees with 12 months regular and systemic continuous service who have a reasonable expectation of continuing regular and systematic work.

prior to the expected date of birth or adoption placement.

Parental leave is only available to employees who have or will have the responsibility for the care of the child.

INTERACTION WITH PAID PARENTAL LEAVE

NES provided parental leave is unpaid, however, from 1 January 2011, the paid aspect of the Commonwealth Government's Paid Parental Leave ("PPL") scheme has had effect. The PPL provides a payment of up to 18 weeks at the National Minimum Wage.

For information on the Government Paid Parental Leave Scheme, refer to the *(Government Paid) Parental Leave Policy*.

Note: an entitlement to the NES provided parental leave does not necessarily mean an entitlement to PPL.

EMPLOYEE NOTICE AND EVIDENCE REQUIREMENTS

Employees must give [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) written notice of their intention to take parental leave at least 10 weeks before starting the leave; or if that is not practicable, as soon as practicable (which may be a time after the leave has started).

The notice must specify the intended start and end dates of the leave and be provided to the relevant manager.

At least 4 weeks before the intended start date of the leave specified in the notice given, the employee must:

- (a) confirm the intended start and end dates of the leave; or
- (b) advise the employer of any changes to the intended start and end dates of the leave, unless it is not practicable to do so.

An employee seeking parental leave must provide the following evidence:

- a) if the leave is birth-related leave - the date of birth, or the expected date of birth; or
- b) if the leave is adoption-related leave:
 - (i) the day of placement, or the expected day of placement; and
 - (ii) that the child is, or will be, under 16 as at the day of placement, or the expected day of placement.

An employee is not entitled to take unpaid parental leave unless the employee complies with the notice and evidence requirements of the NES, as outlined in this Policy.

[Eighteen East Pty Ltd - T/as Riverlakes Golf](#) may also require medical evidence where a pregnant employee wants to continue to work within the 6 weeks prior to the expected date of birth. If required, this medical evidence should contain the following information:

- a statement of whether the employee is fit for work;
- if the employee is fit for work, a statement of whether it is inadvisable for the employee to continue in her present position because of:
 - illness or risks arising out of the employee's pregnancy or
 - hazards connected with the position.

REQUEST FOR ADDITIONAL ENTITLEMENT (UP TO 12 MONTHS)

Employees who take a period of unpaid parental leave may make a written request to extend the leave for a further period of up to 12 months (up to 24 months in total) immediately following the end of the available parental leave period. The request must be given to [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) at least 4 weeks before the end of the available parental leave period.

[Eighteen East Pty Ltd - T/as Riverlakes Golf](#) will give the employee a written response to the request as soon as practicable and no later than 21 days after receiving the request, stating whether the application is granted or refused as well as the reasons why. The request will only be refused based on reasonable business grounds.

Relevant business grounds may include, but are not limited to:

- the effect on the workplace (e.g. the impact on finances, efficiency, productivity, customer service);
- the inability to manage the workload among existing employees; and
- the inability to recruit a replacement employee.

TRANSFER TO AN APPROPRIATE SAFE JOB

A pregnant employee who is entitled to unpaid parental leave and has complied with the notice and evidence requirements for taking unpaid parental leave may be transferred to an 'appropriate safe job'.

This will occur where the pregnant employee gives [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) evidence that she is fit for work, but that it is inadvisable for her to continue in her present position during a stated period because of:

- (a) illness, or risks, arising out of her pregnancy; or
- (b) hazards connected with that position.

An 'appropriate safe job' is a safe job that has:

- the same ordinary hours of work as the employee's present position; or
- a different number of ordinary hours agreed to by the employee.

If the employee is transferred to an appropriate safe job, [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) will pay the employee for the safe job at the employee's full rate of pay (for the position she was in before the transfer) for the hours that she works during the period. If there is no appropriate safe job available, the employee is entitled to take paid 'no safe job leave' for the required period.

If the employee takes paid 'no safe job leave', [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) will pay the employee at the employee's base rate of pay for the employee's ordinary hours of work during the period.

CONSULTATION

Employees on unpaid parental leave will be kept informed of any decision by [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) that will have a significant effect on the status, pay or location of their pre-parental leave position. [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) is committed to taking all reasonable steps to give employees information about any proposed changes and the opportunity to discuss the effects it may have on an employee's position and employment.

RETURN TO WORK GUARANTEE

On ending approved parental leave, an employee is entitled to return to:

- (a) the employee's pre-parental leave position; or
- (b) if that position no longer exists, an available position for which the employee is qualified and suited nearest in status and pay to the pre-parental leave position.

The Below Listed Policies / Documents Interact with this Policy:

- *(Government Paid) Parental Leave Policy*
- *Applying for Leave Policy*
- *Application for Leave Form*
- *Mental Health and Wellbeing Policy*

REHABILITATION POLICY

Where an employee is injured at work there are substantial benefits to be gained from rehabilitation.

This involves the provision of timely and adequate services including a suitable 'return to duties' program that:

- Retains injured or ill employees at work; or
- Ensures the employee's earliest possible return to work; or
- Maximises the employee's independent functioning if return to work is precluded.

[Eighteen East Pty Ltd - T/as Riverlakes Golf](#) ("Employer") is committed to:

- Ensuring workplace rehabilitation is started as soon as possible after a work illness or injury in accordance with medical advice;
- Ensuring suitable medically approved duties are made available to employees to facilitate their safe and early return to work; and
- Respecting the confidential nature of medical information.

Employees are required and expected to:

- Assist and cooperate in ensuring that this Policy is followed, and
- Actively participate in the rehabilitation and return to work process between the employer, themselves, their treatment provider, and their rehabilitation coordinator or case manager.

RESPONSIBLE SERVICE OF GAMBLING POLICY

Responsible service of gambling focuses on harm minimisation. Gaming Licensees and other staff must provide gambling products in such a way that minimises harm associated with gambling while maximising the benefits and enjoyment derived from this ancillary form of entertainment.

The entire gambling industry in Queensland (i.e. hotels, clubs, casinos, lotteries etc.) operates under a voluntary *Responsible Gambling Code of Practice* which focuses on harm minimisation. [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) (“Employer”) upholds this Code of Practice.

The Code outlines the six (6) core practices operators must comply with when offering the many forms of gambling to their customers, of which poker machines are one. Supporting the Code is the Hotel Sector *Responsible Gambling Resource Manual* which details exactly how the six practices are to be implemented at the venue*. At all times this Manual represents the first reference point concerning issues relating to gambling and is considered by the industry to be ‘best practice’.

[Eighteen East Pty Ltd - T/as Riverlakes Golf](#) will provide, where possible, assistance to problem gamblers should they seek it from hotel staff. This process is known as Exclusions Provisions. To assist staff to promote a responsible approach to the provision of gambling products in this establishment, the following guidelines have been developed in line with the *Responsible Gambling Code of Practice* and *Responsible Gambling Resource Manual*. They provide direction for both experienced and new staff members by outlining some of the available options. These directions will allow staff to effectively deal with patrons who are adversely affected by gambling. These directions will also form part of ongoing industry training.

Licensees, gaming machine managers and employees are not counsellors. Counselling is best left to experts. Despite this, staff must still be prepared to be sensitive to the problems associated with gaming machine overuse. [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) considers it essential to be sensitive to the needs of our customers and offer an appropriate level of service.

An exclusion can be either:

- Requested by the patron (self-exclusion); or
- Initiated by the gambling provider.

It can involve:

- Whole of venue; or
- The gaming machine area; and/or
- Participating in keno or TAB betting.

Licensees should consider any information from a third party e.g. wife, husband, partner or sibling of a customer. Any action resulting from the involvement of a third party is at the manager’s discretion and should be investigated and fully substantiated prior to any action being taken.

Some gamblers develop gambling problems. These people may approach the [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) for help. In this instance, we have a responsibility to them as a patron.

** Available to download from the ORLG website*

SELF-EXCLUSION PROGRAM

One of the ways [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) can assist patrons is through a Self-Exclusion Program. It is preferable to refer the patron with a gambling problem to a nominated person. It is considered to be 'best practice' to appoint a number of Customer Liaison Officers ("CLO"), to cover all hours of trade. These CLO's should be in a supervisory position or higher, as some situations need to be handled professionally and discreetly. These guidelines are to be followed closely by all staff.

When an employee is approached by a patron with a gambling problem who is seeking help, the employee should follow these steps:

- Refer the person directly to the nominated CLO if they are available
- The nominated CLO then will:
 - Take the patron aside to a private quiet area;
 - Listen intently to the patron's situation and show genuine concern; and
 - Offer help by providing the person with information about the Gambling Help Line Service and the Self Exclusion Program.
- Do not attempt to offer any further advice or attempt to counsel the patron in any way;
- If the patron wishes to proceed with exclusion, organise the paperwork as quickly as possible;
- Encourage the patron to seek exclusion from other venues within their area; and
- Record all details in the Exclusions Register and make a note in the Gambling Related Incident Report Form.

THIRD PARTY APPROACHES

Where a family member or friend (third party) of the patron approaches you and expresses concern for the patron, the following steps should be applied:

- Refer the person directly to the nominated CLO if they are available;
- The nominated CLO then will:
 - Take the person aside to a quiet private area;
 - Listen intently to the person's situation and show genuine concern;
 - Explain the professional services that are available, (e.g. Gambling Help Line Service) and that you possess no qualifications to deal with the situation beyond referring them to a professional counsellor;
 - Advise the concerned person to urge the patron to make contact with the support services or the hotel's Customer Liaison Officer; and
 - Record all information in the OLGR's Gambling Related Incident Report Form

VENUE DIRECTED EXCLUSION

A gambling provider can, if it believes on reasonable grounds a person is a problem gambler, give an Exclusion Direction to the person.

Where an employee notices a patron whose behaviour is excessive and is concerned (e.g. becoming abusive with patrons while gambling or aggressive towards the machines) on a continuous basis, the following actions should be taken:

- Inform the nominated person on duty or a person of authority;
- The Customer Liaison officer then will:
 - Not force advice or help upon the patron;
 - Invite the person aside to a quiet private area;
 - Firmly but politely explain the venue's concerns regarding their gambling behaviour;
 - Explain options regarding self-exclusion as preferred option;
 - Explain the professional services that are available, (e.g. Gambling Help Line Service) and encourage the patron to make contact;
 - As soon as practical record the incident in the Gambling Related Incident Report Form; and
 - If necessary initiate an Exclusion Direction to the patron, if they are unwilling to self-exclude, based on the evidence of the patron's problem gambling behaviour and incident history.

Note: The Customer Liaison Officer should be competent in the exclusions process and no staff member at any time must enter into this role unless authorised to do so.

RESPONSIBLE SERVICE OF ALCOHOL HOUSE POLICY

[Eighteen East Pty Ltd - T/as Riverlakes Golf](#) ("Employer") has a policy to serve patrons in a responsible, friendly and professional manner. Our staff are available to assist patrons in their decision to drink in moderation.

Staff will not serve any person under the age of 18 years, or any unduly intoxicated patron. Service may also be refused on the basis of disorderly conduct or the patron not meeting the establishment's standards of dress or behaviour.

[Eighteen East Pty Ltd - T/as Riverlakes Golf](#) wishes to encourage patrons to enquire about our extensive range of low and non-alcoholic drinks.

The following Policy is to be complied with by all staff. Failure to do so may result in disciplinary action, which may include termination of employment.

RESPONSIBLE SERVICE OF ALCOHOL

- Our management and staff (including contracted crowd controllers) support the responsible service and supply of alcohol.
- [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) and staff abide by all relevant legislation relating to the service and supply of liquor, and this is reinforced and practiced in daily operations.
- Management and staff (including contracted crowd controllers) of [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) are trained in the responsible service and supply of alcohol, and a register and copy of the Statements of Attainment of all staff are kept at the venue.
- Our management will always support staff who practice and enforce RSA.

MINORS

- Minors will not be permitted to enter premises unless exempt under the *Liquor Act 1992*. Additionally, minors will not be served alcohol.
- Service of alcohol will be refused to any person who cannot produce appropriate evidence of age. Only the following types of photo ID will be accepted where there is any doubt that a person is under 18:
 - A current driver's licence or learner's permit (valid with photo)
 - A current passport (from any country-valid with photo)
 - An Australian government-issued proof-of-age card (18+ Card)
 - A Victorian Keypass.
 - A foreign driver's licence with a photo and date of birth of the licence holder. Where a foreign driver's licence is not written in English, an International Drivers Permit issued in the foreign country of origin (and including a photo of the licence holder and translation) must be presented with the foreign driver's licence.
- Anyone obtaining alcoholic drinks for consumption by minors will be removed from the premises.
- Management supports staff who practice and enforce ID checking.

UNDULY INTOXICATED AND DISORDERLY PATRONS

- Licensing laws prohibit liquor supply to disorderly, unduly intoxicated and underage persons.
- Patrons showing signs of undue intoxication or disorderly behaviour will be refused service and will be asked to leave the premises.

- [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) will not tolerate any harassment of patrons or staff of any kind and offending patrons will be asked to leave the premises.
 - Management supports staff refusing service for unduly intoxicated patrons.
-

SECURITY

- [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) only employs crowd controllers licensed under the *Security Providers Act 1993*. Management keeps a register of all current licenses.
 - Crowd controllers will refuse entry to, and will ask unduly intoxicated patrons to leave the premises.
 - An incident register will be kept as a record with full details of incidents involving customers, staff and security in and around this venue.
 - Information on who will be refused entry will be clearly advertised at the entrance (e.g. Dress code).
 - Closed Circuit Television (CCTV) cameras are operational, and monitor and record at all entries and exits of this venue.
 - Our ratios of crowd controllers to patrons are to ensure the safety of our patrons.
-

STAFF TRAINING

- Due to the need for all employees involved in the sale or supply of liquor to maintain a current RSA certificate, those employees may be required, from time to time, to provide [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) with a copy of the certificate.
 - [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) supports on-going staff training in Responsible Service of Alcohol. Staff are required to attend regular meetings regarding changes to legislation and industry 'best practice'. A record of these meetings, including attendance, will be kept.
-

PROMOTIONAL ACTIVITIES

- [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) will not engage in any practice or promotion that encourages the rapid or excessive consumption of liquor.
 - [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) supports and abides by the "Code of Practice for the Responsible Service, Supply, and Promotion of Liquor".
 - Free liquor and multiple quantities of liquor are not promoted off the premises.
 - Management do not heavily discount or offer free alcohol to encourage a culture of binge drinking or irresponsible consumption practices.
-

RESPONSIBLE HOSPITALITY PRACTICES

- [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) has a range of non-alcoholic and low-alcohol drinks available for patrons to purchase should they wish.
 - [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) will provide water as required by regulation.
 - [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) will promote awareness of drink spiking issues.
 - [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) encourage you to monitor and control your consumption of liquor, and will deter you from rapidly and excessively consuming liquor.
 - This venue has a safe transport program for patrons requiring assistance.
-

NOISE MANAGEMENT

- We respect our neighbours and ask you to respect them too.
 - We monitor entertainment and patron noise to comply with all prescribed noise levels.
 - We monitor behaviour in and around the vicinity of the venue.
-

COMMUNITY AND INDUSTRY CONSULTATION REGARDING THE CONDUCT OF THE BUSINESS

- Management regularly attend local licensee forums and meetings.
- [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) is a proud and responsible member of the community.

COMPLIANCE WITH *THE LIQUOR ACT 1992* AND OTHER LAWS

- [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) complies with all mandatory laws including:
 - *Liquor Act 1992*
 - *Gaming Machine Act 1991*
 - *Anti-Discrimination Act 1991*
 - *Tobacco and Other Smoking Products (Smoke Free Places) Amendment Act 2016*
 - *Trade Measurements Act 1990*
 - *Security Providers Act 1993*
 - *Work Health and Safety Act 2011*
 - *Industrial Relations Act 1999*
 - *Fair Work Act 2009*
 - *Workers' Compensation and Rehabilitation Act 2003*
 - *Food Act 1981*
 - *Fire and Rescue Service Act 1990*
 - *Local by-laws outlined by Local Government*

SEXUAL HARASSMENT POLICY

Eighteen East Pty Ltd - T/as Riverlakes Golf (“Employer”) is committed to ensuring a workplace free from sexual harassment. Sexual harassment is prohibited under the relevant discrimination legislation - it is unacceptable and will not be tolerated under any circumstances.

The relevant legislation in Queensland is the *Anti-Discrimination Act 1991* (the “Act”). Commonwealth legislation also prohibits sexual harassment.

Sexual harassment is any form of unwanted, unwelcome or uninvited sexual behaviour which a reasonable person may consider to be offensive, humiliating, intimidating or embarrassing.

WHAT IS SEXUAL HARASSMENT?

In Queensland, the Act defines sexual harassment as happening if a person:

- (a) “subjects another person to an unsolicited act of physical intimacy; or
 - (b) makes an unsolicited demand or request (whether directly or by implication) for sexual favours from the other person; or
 - (c) makes a remark with sexual connotations relating to the other person; or
 - (d) engages in any other unwelcome conduct of a sexual nature in relation to the other person;
- and the person engaging in the conduct described in paragraphs (a), (b), (c) or (d) does so—
- (e) with the intention of offending, humiliating or intimidating the other person; or
 - (f) in circumstances where a reasonable person would have anticipated the possibility that the other person would be offended, humiliated or intimidated by the conduct.”

WHAT BEHAVIOURS CAN CONSTITUTE SEXUAL HARASSMENT?

Sexual harassment can take various forms and be obvious or indirect, physical or verbal. It includes behaviour which creates a sexually hostile or intimidating environment. Some examples of sexual harassment include:

- Unwelcome touching, hugging or kissing;
- Sexual or suggestive comments, jokes or innuendo;
- Unwanted invitations to go out on dates or requests for sex;
- Intrusive questions about an employee’s private life or body;
- The display of sexually explicit material such as posters or pictures;
- Offensive or sexually explicit communications including telephone calls, letters, faxes, emails or SMS messages;
- Staring or leering;
- Unnecessary familiarity;
- Insults or taunts based on sex;
- Accessing sexually explicit internet sites; and
- Behaviour which would also be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

Sexual harassment can occur as a result of the sexually harassing actions of:

- A supervisor;
- A manager;
- A co-worker;
- A contractor;
- A service provider;
- A client; or
- A customer.

It is important to note that sexual harassment is not limited to the workplace only. It extends to all aspects of employment including work related functions and events, and in the use of social media where the conduct engaged in has a link to the workplace or the employment.

VICTIMISATION

A person must not victimize another person because they have made a complaint of sexual harassment, or because a complaint of sexual harassment has been made about them. Victimisation may include treating the other person unfairly because of the complaint.

Section 130 of the Act states:

“Victimisation happens if a person (the respondent) does an act, or threatens to do an act, to the detriment of another person (the complainant)—

- (a) because the complainant, or a person associated with, or related to, the complainant—
 - (i) refused to do an act that would amount to a contravention of the Act; or
 - (ii) in good faith, alleged, or intends to allege that a person committed an act that would amount to a contravention of the Act; or
 - (iii) is, has been, or intends to be, involved in a proceeding under the Act against any person; or
- (b) because the respondent believes that the complainant, or a person associated with, or related to, the complainant is doing, has done, or intends to do one of the things mentioned in paragraph (a)(i), (ii) or (iii).”

Any form of victimization is prohibited and will not be tolerated by [Eighteen East Pty Ltd - T/as Riverlakes Golf](#).

WHAT IS NOT SEXUAL HARASSMENT?

Sexual harassment has nothing to do with mutual attraction or friendship. Sexual interaction such as flirtation and attraction is not sexual harassment when it is invited, mutual, consensual or reciprocated.

WHAT SHOULD I DO IF I FEEL I HAVE BEEN SEXUALLY HARASSED?

If you believe you have been sexually harassed you have the right to insist that it stops immediately. It might be possible for you to resolve the situation by telling the person harassing you how it makes you feel and informing them that their actions/behaviours are unwelcome and asking them to stop.

However, you do not have to approach the person sexually harassing you if you are afraid or intimidated.

In this instance, you have the right to lodge a complaint with [your manager, or the owners/owners' representative](#). Manager is to inform owners/owners' representative immediately. Complaints should be lodged immediately so that an investigation can be undertaken. Employees also have the right to make a complaint to the Anti Discrimination Commission Queensland, however internal complaints are encouraged so that the complaint can be resolved quickly.

All complaints of sexual harassment will be treated seriously, confidentially and impartially. Where harassment has been identified, action will be taken to ensure that any harassment stops immediately.

INVESTIGATION PROCESS

An employee who believes they have been subject to sexual harassment should follow the below process for having their complaint resolved:

Step 1: The employee is to contact [your manager, or the owners/owners' representative](#) to advise them of the alleged sexual harassment. At this step the employee may be asked to document their complaint and provide details of when the alleged sexual harassment incidents occurred, what happened, who engaged in the alleged sexual harassment, whether there were witnesses present as well as other relevant details.

Step 2: [Your manager, or the owners/owners' representative](#) shall, upon receipt of the details of the complaint, commence an investigation into the complaint. This may involve interviewing witnesses, the complainant, the alleged harasser, and seeking other information to allow them to determine whether sexual harassment has occurred. At this step [your manager, or the owners/owners' representative](#) may also seek for an external party, such as QHA, to undertake the investigation.

Step 3: The investigator shall make such a determination on the balance of probabilities having regard to the information gathered and the likelihood the sexual harassment occurred. The finding shall be reflected as either the complaint is substantiated, or the complaint is not substantiated.

At this stage further information may be sought to further support the investigator's investigation.

Step 4: The investigator shall advise the employee making the complaint and the person alleged to have engaged in sexual harassment (separately) of their findings and shall advise each party of the implications of the findings.

Where the investigator is a person external to the workplace, the investigation report will be provided to the [owners or owners' representative](#) who will then determine the appropriate outcome of the report findings.

The investigation process shall take no longer than two weeks, excepting where the gathering of relevant information necessitates a longer process. In such as instance the investigator shall keep the complainant aware of the timeframes.

At any stage of the investigation process, the complainant may seek to have a support person present.

** or alterative person appointed in the event the complaint involves this person.*

RESPONSIBILITIES OF EMPLOYEES AND MANAGERS

Individuals can be held personally liable for their actions. Therefore, all employees, which may include supervisors and managers, are required to comply with this sexual harassment Policy and not engage in sexual harassment.

Further any person who causes, instructs, induces, aids or permits the sexual harassment can be held liable as an accessory under the Act.

This means that anyone who suspects sexual harassment is occurring, or sees an instance of sexual harassment, must report the incident/s to their manager or owners/owners' representative. A failure to do so may be viewed as the person causing or aiding the sexual harassment to occur.

Manager responsibilities include:

- Monitoring the work environment for unacceptable behaviour
- Modelling acceptable behaviour
- Promoting the sexual harassment Policy and what sexual harassment is
- Treating all complaints seriously, and confidentially, and referring the complaint immediately to owners /owners representative.

IMPLICATIONS OF SEXUALLY HARASSING BEHAVIOUR OR VICTIMISATION

Sexual harassment is strictly prohibited and will not be tolerated.

Where the employer is satisfied that sexual harassment has occurred, employees found to have engaged in sexual harassment may face disciplinary action including termination of employment or contract. Equally, an employee who has fabricated the alleged sexual harassment may face disciplinary action including termination of employment or contract.

Further, employees are liable for their own actions and may be penalised separately under the Act, including monetary fines.

Victimisation is strictly prohibited and will not be tolerated.

Where the Employer is satisfied that victimisation has occurred, employees found to have engaged in victimising conduct may face disciplinary action including termination of employment or contract.

The details of any disciplinary action taken against a party to the complaint will be kept confidential by the Employer and will not be disclosed to any other party.

REVIEW OF POLICY

This policy and the actions outlined above will be reviewed on a regular basis and/or required because of changes to the risk profile of the workplace or relevant legislation. If necessary, further

changes and actions may be introduced to ensure that sexual harassment is prevented and controlled.

The Below Listed Policies / Documents Interact with this Policy:

- *Code of Conduct*
- *General Conduct Policy*
- *Discipline and Termination Policy*
- *Mental Health and Wellbeing Policy*

SOCIAL MEDIA POLICY

[Eighteen East Pty Ltd - T/as Riverlakes Golf](#) (“Employer”) acknowledges that employees have a right to privacy and a personal life outside of work without scrutiny from their employer. However, the line between home and work is becoming increasingly blurry therefore the aim of this Policy is to outline and identify expectations for all employees regarding the use of Social Media.

This Social Media Policy applies to all employees of [Eighteen East Pty Ltd - T/as Riverlakes Golf](#). This Policy has been developed to ensure that all employees of [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) are aware of their responsibilities and obligations when using social media.

PRIVATE USE OF SOCIAL MEDIA

<[Eighteen East Pty Ltd - T/as Riverlakes Golf](#)> recognises that you may wish to use social media for private use, and the intention of this Policy is not to discourage, nor unduly limit your personal expression or online activities. Social media refers to platforms where people can interact with others, usually via the internet. Social media occurs in a variety of formats including chat rooms, weblogs, social blogs, and wikis. Examples of social media that employees of <[Eighteen East Pty Ltd - T/as Riverlakes Golf](#)> may use include, but are not limited to Facebook, LinkedIn, TikTok, YouTube, Flickr, SnapChat, Twitter and Instagram.

However, you should recognise the potential for damage to be caused (either directly or indirectly) to <[Eighteen East Pty Ltd - T/as Riverlakes Golf](#)> in certain circumstances via your personal use of social media, when you can be identified as an employee of <[Eighteen East Pty Ltd - T/as Riverlakes Golf](#)>. Additionally, even if you are not identified as an employee of <[Eighteen East Pty Ltd - T/as Riverlakes Golf](#)> damage to the reputation of the employer may still be caused through your use of social media either in or out of the workplace.

Accordingly, you should comply with this Policy to ensure that the risk of such damage is minimised. You are personally responsible for the content you publish in a personal capacity on any form of social media platform. When in doubt, you should seek guidance from Owners/owners’ representative on how to comply with the following obligations.

Any negative reference relating to the workplace made on a public domain can affect the reputation of the business and damage relationships between staff and stakeholders. The author could also be subject to a defamation claim. For this reason, [Eighteen East Pty Ltd - T/as Riverlakes Golf](#)> recommends that individual social media profiles not include reference to an employee’s place of employment. Even where the profile has privacy settings in place, ‘friends’ or ‘contacts’ who read posts may share those posts to external parties, including [Eighteen East Pty Ltd - T/as Riverlakes Golf](#), meaning the posts can be very public.

Employees may face disciplinary action in relation to their ‘private’ use of social media particularly where it relates to or affects the profitability, reputation or viability of the employer, or in the event that they engage in behaviour which is inconsistent with the employer’s policies on Workplace Harassment/Bullying, Sexual Harassment, Anti-Discrimination, the Code of Conduct and any other policy of the employer which relates to the workplace.

NOTE: Social media is also covered within the ‘Out of Hours Conduct’ policy and ‘Computer, Email and Internet use policy. Reference should be made to these Policies where necessary.

ACCEPTABLE USE OF SOCIAL MEDIA

In some circumstances the use of social media is incorporated into the duties of an employee's position (e.g. Sales and Marketing personnel). These employees are considered 'Authorised Users'. Authorised Users must be mindful that while executing their duties they are representing the employer and as such, the content, language and tone of their communications must be appropriate and they must avoid expressing personal opinions at all times.

Authorised Users must ensure that when participating in social networking or posting on social media they:

- use social media for the sole purpose of benefiting the employer;
- disclose that they are an employee of the employer and a representative of the organisation;
- use correct spelling and grammar as far as practical;
- not make any disparaging or negative comments about the employer, other employees of the employer, patrons or guests of the employer, contractors or service providers;
- prior to posting on social media on behalf of the employer, the Authorised User must ensure that they have the relevant approval from the Owners/Owners' representative.
- ensure that the Authorised User's login, passwords, and account details are protected and not distributed to any other person without the employers' permission.

Authorised Users of social media must not comment on topics that are not within the scope or area of responsibility and must ensure that all social media posts are in accordance with [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) stance on the particular issue and comply with the obligations outlined in [COMPUTER, EMAIL AND INTERNET POLICY](#).

Authorised Users are permitted to use social media during working hours for business related purposes.

UNACCEPTABLE USE OF SOCIAL MEDIA

Unacceptable use is prohibited by the Employer and includes, but is not limited to:

- Posting material that is offensive, obscene, defamatory, threatening, harassing, bullying, discriminatory, hateful, racist, sexist, infringes copyright or confidentiality or is otherwise unlawful;
- Implying that you are authorised to speak on behalf of [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) or giving the impression that the views you express are those of the [Eighteen East Pty Ltd - T/as Riverlakes Golf](#);
- Using the identity or likeness of another employee, contractor or other member of the employer;
- Using or disclosing any confidential information or personal information obtained in your capacity as an employee/contractor of the employer;
- Making any comment or posting any material that might otherwise cause damage to the employer's reputation or bring it into disrepute or be perceived as being negative; and
- Using social media for any reason during working hours excluding meal breaks (unless an Authorised User or in accordance with the 'Reasonable Use of Social Media' guidelines outlined above).

Employees who engage in unacceptable use of social media may face disciplinary action up to and including termination of employment in accordance with the [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) Discipline and Termination Policy.

PRIVACY AND MONITORING

Employees are advised that [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) owns the computers used in the workplace and employees should have no expectation of privacy when using work provided

facilities for private use. Where an employee's manager has reasonable suspicion of social media misuse in any of the circumstances listed in this policy document, or the use of the social networking sites for private use during work hours, the Manager may monitor the employee's system activity including checking internet usage and access without the employee's consent.

The Below Listed Policies / Documents Interact with this Policy:

- *Discipline and Termination Policy*
- *Code of Conduct*
- *Internet and Email Usage Policy*
- *Out of Hours Conduct Policy*

SPEAKING ON BEHALF OF THE BUSINESS POLICY

You may be approached to speak on behalf of the organisation or venue, but before this occurs you will need to ensure that it is appropriate to do so before discussing any details of the business or customer information with external parties.

Any enquires from the media or other organizations should be handled in consultation with the owners.

TRAINING AND DEVELOPMENT POLICY

[Eighteen East Pty Ltd - T/as Riverlakes Golf](#) (“Employer”) is committed to enhancing the skills and career opportunities of employees. The employer recognises that the profitability of the business is related to the level and quality of services offered to customers and guests.

Therefore, [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) is committed to the training and development of employees where it is deemed to be necessary or beneficial.

EMPLOYER REQUESTED TRAINING

When a manager requires an employee to undergo skills development training, such training may be provided either on or off the job. Where such training is provided off the job, the training will be paid time.

Course enrolment costs and other associated fees are the responsibility of the employer when the training is required by the employer.

When the employer makes a commitment to an employee in terms of skills development, the employee may be required to continue in the service of the employer for an agreed period in order for the employer to realise the employer’s investment in the employee.

EMPLOYEE REQUESTED TRAINING

Where an employee requests to attend a training course that is not related to their position or to the business of [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) the Employer will not fund the training by either paying for it, or releasing the employee from duty with pay.

This also applies to training an employee is legally required to undertake to meet the inherent requirements of the position they hold, for example, RSA.

The employee requesting the training will be required to apply for leave for the duration of the training.

This leave must be approved by [Eighteen East Pty Ltd - T/as Riverlakes Golf](#).

NEW EMPLOYEES AND RLMV / RSA / RSG/ Chemical Spray /Chain Saw etc

When advertising a position, [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) will state within the advertisement the duties and responsibilities of the position, as well as the criteria an applicant has to satisfy before being considered for a job.

Generally, criteria is linked to skills, knowledge and training, such as a qualification, or experience working in a similar role.

With regard to a role where the incumbent will be required to undertake tasks for which they are required to hold a certain qualification, such as RMLV, [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) will state this requirement that applicants for the role must already possess the qualification.

EXISTING EMPLOYEES AND RMLV / RSA / RSG/ Chemical Spray /Chain Saw etc

Where a position requires the holding of a certain qualification (as per the relevant laws), it is the responsibility of the incumbent to ensure the relevant qualification is maintained.

Where a required qualification lapses or is not held, this may result with the [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) being required to not roster work to the incumbent until the required qualification is obtained within a reasonable timeframe.

The Below Listed Policies / Documents Interact with this Policy:

- *Discipline and Termination Policy*
- *RSA House Policy*

WORKPLACE HARASSMENT/BULLYING POLICY

[Eighteen East Pty Ltd - T/as Riverlakes Golf](#) (“Employer”) is committed to ensuring a healthy and safe workplace that is free from workplace harassment/bullying. Workplace harassment/bullying is unacceptable and [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) will not tolerate harassing or bullying conduct under any circumstances.

This Policy defines workplace harassment/bullying, clearly outlines [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) expectations of conduct in the workplace and the implications for engaging in harassing/bullying conduct, and the investigation process [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) will undertake to investigate and resolve complaints.

Employees and workers are encouraged to refer to this policy where they feel they are being harassed/bullied, and report any concerns to their manager, or the Owners/Owner’s representative.

For the purposes of this policy the terms ‘harassment’ and ‘bullying’ are interchangeable.

WHAT IS WORKPLACE HARASSMENT/BULLYING?

There are two definitions relevant to Queensland based workplaces. They are:

QUEENSLAND WORK HEALTH AND SAFETY – WORKPLACE BULLYING

The first is defined in the *Guide For Preventing and Responding to Workplace Bullying* (‘the Guide’) which sits within the Queensland workplace health and safety legislation. The Guide was produced by Safe Work Australia, and the Queensland Government adopted it in March 2014.

Workplace bullying is defined within this Guide as repeated and unreasonable behaviour directed towards a worker or a group of workers that creates a risk to health and safety.

Repeated behaviour refers to the persistent nature of the behaviour and can involve a range of behaviours over time.

Unreasonable behaviour means behaviour that a reasonable person, having considered the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating, intimidating or threatening.

Detailed below are examples of behaviours that may, whether they are intentional or unintentional, be considered to be workplace bullying if they are repeated, unreasonable and create a risk to health and safety. This is not an exhaustive list; however, it does outline some of the more common types of harassing behaviours.

Examples outlined in the Guide include:

- abusive, insulting or offensive language or comments
- unjustified criticism or complaints
- deliberately excluding someone from workplace activities
- withholding information that is vital for effective work performance
- setting unreasonable timelines or constantly changing deadlines
- setting tasks that are unreasonably below or beyond a person’s skill level
- denying access to information, supervision, consultation or resources to the detriment of the worker
- spreading misinformation or malicious rumours
- changing work arrangements such as rosters and leave to deliberately inconvenience a particular worker or workers.

FAIR WORK COMMISSION – WORKPLACE BULLYING

Workplace Bullying is also defined in the *Fair Work Act 2009*. The Fair Work Commission (FWC) has the power to receive and deal with complaints of workplace bullying from workers. In accordance with section 789FD of the *Fair Work Act 2009*, bullying at work occurs when:

1. A person or a group of people behaves unreasonably and repeatedly towards a worker or a group of workers while at work; and
2. The behaviour creates a risk to health and safety.

A person for the purposes of this definition is a 'worker' if the person carries out work in any capacity for a person conducting a business or undertaking (PCBU), including work as:

- An employee; or
- A contractor or subcontractor; or an employee of a contractor or subcontractor; or
- An employee of a labour hire company who has been assigned to work in the person's business or undertaking; or
- An outworker; or
- An apprentice or trainee; or
- A student gaining work experience; or a volunteer; or
- A person of a prescribed class.

Examples of Bullying include:

- Aggressive and intimidating conduct
- Belittling or humiliating comments
- Victimisation
- Spreading malicious rumours
- Exclusion from work related events
- Unreasonable work expectations.

ACTIONS THAT ARE NOT WORKPLACE HARASSMENT/BULLYING

Legitimate and reasonable management actions (taken in a reasonable way) and business processes, such as:

- Performance appraisals
- Ongoing meetings to address underperformance
- Counselling or disciplinary action due to performance / misconduct
- Modifying a worker's duties including transferring or re-deploying the worker
- Investigating alleged misconduct
- Denying a worker, a benefit in relation to their employment
- Refusing an employee permission to return to work due to a medical condition.

are not considered to be workplace harassment/bullying, provided these actions are conducted in a reasonable way.

EFFECTS OF WORKPLACE HARASSMENT/BULLYING ON PEOPLE AND THE BUSINESS

Workplace harassment/bullying has detrimental effects on people and the business. It can create an unsafe working environment, result in a loss of trained and talented workers, the breakdown of teams and individual relationships, and reduced efficiency.

People who are harassed/bullied can become distressed, anxious, withdrawn, depressed, and can lose self-esteem and self-confidence.

WORKPLACE STRATEGIES TO ELIMINATE WORKPLACE HARASSMENT/BULLYING

[Eighteen East Pty Ltd - T/as Riverlakes Golf](#) will take the following actions to prevent and control exposure to the risk of workplace harassment/bullying:

- provide all workers with workplace harassment/bullying awareness training
- develop a code of conduct for workers to follow
- introduce a complaint handling system and inform all workers on how to make a complaint, the support systems available, options for resolving grievances and the appeals process
- regularly review this workplace harassment/bullying policy, complaint handling system and training.

RESPONSIBILITIES OF WORKERS

[Eighteen East Pty Ltd - T/as Riverlakes Golf](#) requires all workers to behave responsibly by complying with this Policy, to not tolerate unacceptable behaviour, to maintain privacy during investigations and to immediately report incidents of workplace harassment to your manager, or Owners/Owners' representative.

Managers and supervisors must also ensure that workers are not exposed to workplace harassment/bullying.

Management is required to personally demonstrate appropriate behaviour, promote the workplace harassment/bullying policy, treat complaints seriously and ensure where a person lodges, or is witness to, a complaint, that this person is not victimised.

WHERE CAN I GO FOR ASSISTANCE

An employee who feels they are being harassed/bullied can contact their manager, or Owners/Owners' representative for information and assistance in the management and resolution of a workplace harassment/bullying complaint.

COMMITMENT TO PROMPTLY INVESTIGATE COMPLAINTS

[Eighteen East Pty Ltd - T/as Riverlakes Golf](#) has a complaint handling system which includes procedures for reporting, investigating, resolving and appealing workplace harassment/bullying complaints.

Any reports of workplace harassment/bullying will be treated seriously and investigated promptly, fairly and impartially. A person making a complaint and/or who is a witness to workplace harassment/bullying will not be victimised.

INVESTIGATION PROCESS

An employee who believes they have been subject to workplace harassment/bullying should follow the below process for having their complaint resolved:

Step 1: The employee is to contact your manager, or Owners/Owners' representative to advise them of the alleged workplace harassment/bullying. At this step the employee may be asked to

document their complaint and provide details of when the alleged workplace harassment/bullying incidents occurred, what happened, who engaged in the alleged workplace harassment/bullying, whether there were witnesses present as well as other relevant details.

Step 2: The manager, or Owners/Owners' representative shall, upon receipt of the details of the complaint, commence an investigation into the complaint. This may involve interviewing witnesses, the complainant, the alleged harasser/bully and seeking other information to allow them to determine whether workplace harassment/bullying has occurred. At this step the Manager* may also seek for an external party, such as QHA, to undertake the investigation.

Step 3: The investigator shall make such a determination on the balance of probabilities having regard to the information gathered and the likelihood the workplace harassment/bullying occurred. The finding shall be reflected as either the complaint is substantiated, or the complaint is not substantiated.

At this stage further information may be sought to further support the investigator's investigation.

Step 4: The investigator shall advise the employee making the complaint and the person alleged to have engaged in workplace harassment/bullying (separately) of their findings and shall advise each party of the implications of the findings.

Where the investigator is a person external to the workplace, the investigation report will be provided to the manager, or Owners/Owners' representative who will then determine the appropriate outcome of the report findings.

The investigation process shall take no longer than two weeks, except where the gathering of relevant information necessitates a longer process. In such as instance the investigator shall keep the complainant aware of the timeframes.

At any stage of the investigation process, the complainant may seek to have a support person present.

IMPLICATIONS OF BREACHING THIS POLICY

Workplace Harassment/Bullying is strictly prohibited and will not be tolerated under any circumstances.

Disciplinary action will be taken against a person who harasses an employee or who victimises a person who has made, or is a witness to, a complaint of workplace harassment/bullying. Such action will be taken in accordance with the *Discipline and Termination Policy*.

Complaints of alleged workplace harassment/bullying found to be malicious, frivolous or vexatious may make the complainant liable for disciplinary action.

The details of any disciplinary action taken against a party to the complaint will be kept confidential by the Employer and will not be disclosed to any other party.

REVIEW OF POLICY

This policy and the actions within it will be reviewed on a regular basis and/or required because of changes to the risk profile of the workplace or relevant legislation. If necessary, further changes and actions may be introduced to ensure that workplace harassment/bullying is prevented and controlled.

The Below Listed Policies / Documents Interact with this Policy:

- *Code of Conduct*
- *Discipline and Termination Policy*
- *Out of Hours Conduct Policy*
- *Social Media Policy*
- *Mental Health and Wellbeing Policy*

WORKPLACE HEALTH AND SAFETY POLICY

Workplace health and safety is both an individual and shared responsibility under the terms of the *Work Health and Safety Act 2011*(Qld), as amended and varied.

The provision of a safe and healthy working environment is of primary importance to [Eighteen East Pty Ltd - T/as Riverlakes Golf](#) (“Employer”).

[Eighteen East Pty Ltd - T/as Riverlakes Golf](#) will strive to provide a work environment that is safe and free from risk to the health and well-being of all employees, contractors, subcontractors, trainees, customers and other members of the public.

POLICY OBJECTIVES

[Eighteen East Pty Ltd - T/as Riverlakes Golf](#) will conduct its activities in accordance with these objectives and provide a work environment that:

- Makes safety a priority for management and staff;
- Ensures exposure to health and safety risks are minimised or eliminated where possible;
- Complies with the *Work Health and Safety Act 2011* (as amended or varied), subordinate legislation, codes of practice and relevant Australian Standards;
- Actively encourages the reporting of workplace health and safety issues;
- Builds safety awareness and understanding amongst all employees;
- Ensures all employees are provided initial and refresher training as required by current operating procedures and legislative requirements;
- Strives for continuous improvement by actively reviewing industry best practice and applying this to the workplace; and
- Ensures all employees are fit for duty and capable of undertaking their assigned work tasks in a safe manner.

RESPONSIBILITIES

Workplace health and safety is both an individual and shared responsibility for all managers, supervisors and employees. Together, managers and employees will endeavour to reach consensus through the process of consultation. We all have a duty of care to ensure that our health and safety responsibilities are met and this Policy is enacted in this workplace. The following responsibilities are essential to the success of this policy:

Management Commitment

Managers and supervisors are responsible (within the scope of their authority and area of responsibility) for:

- Ensure the workplace health and safety of each employee at work
- Actively consulting with all stakeholders in the maintenance of a safe workplace;
- Integrating workplace health and safety into all aspects of the workplace;
- The provision of appropriate resources to meet the objectives of this Policy;
- Promoting communication about workplace health and safety plus Mental Health as a normal component of all aspects of work;

- Ensuring the provision of safe plant, tools and personal protective equipment if required; and
- Taking effective and timely action to ensure a healthy and safe workplace is maintained.

Employee Commitment

Employees are responsible for:

- Working, and encouraging others to work, in a healthy and safe manner;
- Cooperating with, supporting and promoting health and safety in the workplace including Mental Health;
- Reporting or rectifying any unsafe conditions that comes to their attention;
- Ensuring compliance with workplace health and safety instructions;
- Using personal protective equipment if the equipment is provided by the Employer and the employee is properly instructed in its use;
- Ensuring they do not wilfully or recklessly interfere with or misuse anything provided for workplace health and safety;
- Ensuring they do not wilfully place at risk the health and safety of any person at the workplace; and
- Ensuring they do not wilfully injure themselves.

The Below Listed Policies / Documents Interact with this Policy:

- *Code of Conduct*
- *Discipline and Termination Policy*
- *General Conduct Policies*
- *Workplace Harassment / Bullying Policy*
- *Mental Health and Wellbeing Policy*