



ALL TRADES QUEENSLAND PTY. LTD.

CONDITIONS OF EMPLOYMENT

LABOUR HIRE

COMPANY DETAILS

Website to download forms: www.atq.com.au

Email: General enquiries admin@atq.com.au
Timesheets payroll@atq.com.au

Timesheet fax: (07) 3806 1469

OFFICE DETAILS

Shailer Park (Head office)

37-43 Commercial Drive
SHAILER PARK QLD 4128

Po Box 3653
LOGANHOLME QLD 4129

Phone: (07) 3806 1120
Fax: (07) 3806 1125
Hours: Monday to Friday 7.30am to 5pm

Banyo

Unit 7 Gateway Business Centre
1015 Nudgee Road
BANYO QLD 4014

Phone: (07) 3267 8877
Fax: (07) 3267 8899

Townsville

Po Box 951
AITKENVALE QLD 4814

Phone: 13 18 30

Toowoomba Phone: 13 18 30

Please note that this copy may not be the latest version of the Conditions of Employment book. Please refer to the website to download the latest version at www.atq.com.au/information-for-job-seekers/employee-forms.

WELCOME

Congratulations on your new job, you are now part of the All Trades Queensland team. I extend to you a warm welcome as a new employee of our company.

This booklet contains important information about being employed by All Trades Queensland.

Please read it carefully and retain it in a safe place for future reference.

All the staff at All Trades Queensland are here to help you succeed in your chosen trade. Please feel free to seek advice from us should any matters or problems arise which you may need assistance.

We pride ourselves on being a quality employer and are constantly looking to improve our service, commitment and performance within industry and the community in this region.

Congratulations on your appointment to our Company and welcome to our team.

CHIEF EXECUTIVE OFFICER

ALL TRADES QUEENSLAND IS A PRIVATE EMPLOYMENT AGENCY

A private employment agent must not charge fees to any prospective employee in contravention of the Industrial Relations Act 1999, section 408D

All Trades Queensland and its employees have a working knowledge of the State and Commonwealth legislation affecting the placement and employment of persons seeking work.

All Trades Queensland will make all placements as required under the relevant legislation.

If you should believe that All Trades Queensland has acted illegally or inappropriately you may contact Department of Employment & Industrial Relations on 1300 369 945.

ABOUT YOUR PAY AND ENTITLEMENTS

- ATQ processes your wages on Thursday, however it could take overnight to transfer to your bank account.
- You must send in your signed time sheet every Tuesday before 12 pm (noon).
- Your time sheet must be signed by both you and your Host Employer.

If your time sheet is not signed it will not be paid and it will be returned. No hours will be accepted over the phone so you must make sure that we have your signed time sheet on time or it will not be paid until the following week.

- It is your responsibility to make sure we receive your All Trades Queensland time sheet and not your host employers.
- In the past some employees have tried to claim hours or overtime for which they did not work. Remember the host will be given a copy of your timesheet and any fraudulent timesheets are considered as theft from this company.

AT NO TIME MUST YOU ACCEPT CASH IN HAND FOR WAGES, ESPECIALLY OVERTIME.

You may be asked (usually within the construction industry) to work overtime for cash in hand. Not only is this illegal it is most definitely not in your best interests. You are not covered by Workcover insurance or Public Liability insurance if you are not claiming legitimate wages.

WHAT WORKING AS A CASUAL MEANS

As a casual employee, you are paid a higher hourly rate which includes a loading. This loading is paid to cover your annual leave, sick days, personal leave and public holidays. This means that as you are being paid this loading you will not be paid for any time that you are not working. You are still entitled to all overtime rates and all allowances.

ALLOWANCES AND ENTITLEMENTS

The allowances and entitlements that you are allowed to claim are contained in your relevant Award. These amounts must be clearly written on your time sheet and signed by your host employer.

ANNUAL LEAVE, SICK LEAVE, PUBLIC HOLIDAYS

As a casual employee you are not entitled to paid annual leave, sick leave or public holidays. Your hourly rate includes a loading in lieu of paid leave. If you require time off, you will need to complete a Leave of Absence Application Form from our office, or download it from our website (under current employees).

- This form will need your signature and your Host Employers signature. You must then send it in to the office or hand it to your Field Officer so that we are aware of your absence.

GRIEVANCES

If you feel that you are being unfairly treated or have a problem with your employment, your first contact is your Field Officer. We encourage you to contact us if you have a complaint or problem with your employment or with our company. We have an online form on our website so you can easily let us know about any issues or problems you are experiencing. We take complaints seriously and have a commitment to ensuring any issues are investigated quickly.

PERSONAL DETAILS

It is extremely important that you advise the office of any change of address, telephone number or taxation details. When you commenced we obtained the sizes for your uniforms and boots, if any of this changes please notify the office so that the correct uniforms and boots are sent to you.

PRIVACY LAWS

Privacy laws do not allow us to discuss any matter of your employment with anyone other than yourself. We will definitely not discuss your employment or your wages with girlfriends/boyfriends. If you have any queries or any problems whatsoever please phone your Field Officer or the office directly.

PHONES / IPODS / INTERNET AND EMAILS

During working hours your host is paying a decent hourly rate to have you work in their team. For this reason:

- Under no circumstances are you to have your mobile telephone turned on during working hours.
- You are not to accept or make calls or send text messages during working hours.
- Calls can only be made during your breaks.
- If we receive complaints from your host employer that you are not abiding by this company policy you will receive a formal warning which will be placed on your file.
- IPOD AND MP3 PLAYERS ETC ARE DEFINITELY NOT ALLOWED ON SITE AND IN THE WORKPLACE.
- Also please be aware that this company has a policy that it will not accept TEXT MESSAGES, if you need to contact this office, your host employer or your Field Officer, you must always do it by telephone, never by text message.

If working in environments where you have access to internet or email, you are not to use either facility for personal use. You cannot send private emails even if you have your own email account such as hotmail and internet browsing is a definite no.

SUPERANNUATION

Your Superannuation contributions are paid as required under the *Superannuation Guarantee (Administration) Act 1992*.

TOOL ALLOWANCE

A tool allowance will be paid to you weekly if you are a tradesperson working within the construction, automotive or engineering industry. Because of this allowance you are required to provide all of your own tools.

UNIFORMS, DRESS CODE & SAFETY GEAR

At induction we supplied you with steel capped boots and a set of uniforms.

- It is company policy that you wear the ATQ uniform to work every day unless the host employer has supplied you with their company uniforms.
- As an employee of All Trades Queensland you are representing this Company. Your uniform which has been provided must always be clean and presentable.
- Your clothing and appearance must be appropriate to ATQ and your host employer.

No Jewellery

The Work Health & Safety Act clearly states that jewellery on the worksite presents a very real danger to the employee. All Trades Queensland employees (unless working in an office environment) are not to wear earrings or studs either in the ears or on the face, necklaces or bracelets of any kind during working hours. Watches are not to be worn on the wrist whilst working, keep them in your pocket.

Important:

All employees are required to wear personal protective equipment; this includes steel capped work boots. You cannot attend work without wearing the appropriate boots and clothing.

WET OR NO WORK DAYS

As you are a casual employee your host employer is only required to give you one hours notice of no work. If you are working in the construction industry and your host cancels work due to rain, you will be paid for the hours worked, plus one hours notice and fares and travel for that day.

WORKCOVER

In the event you have an accident or incident at work and injure yourself, you will be covered by our Worker's Compensation policy through Workcover Qld. You must notify the office IMMEDIATELY after the accident happens either by telephoning the office or in person.

A claim cannot be processed without a Doctor's Certificate being obtained. Once the claim is approved, your first five (5) full days on Worker's Compensation are paid by All Trades Queensland plus the remainder of the day on which the accident happened; any further claim will be paid to you directly by WorkCover Qld.

Most claims will be processed immediately, however if we suspect that the claim is fraudulent it will be investigated.

WORK HEALTH & SAFETY

YOU MUST NEVER DO ANYTHING THAT YOU BELIEVE GOES AGAINST YOUR WORK HEALTH & SAFETY TRAINING.

Your safety on the job is of paramount importance to us, and it has got to be even more important to you.

- ACCIDENTS IN THE WORKPLACE OFTEN HAPPEN FOR THE FOLLOWING REASONS:
 1. Employee has not been following Workplace Health & Safety procedures
 2. Employee has not been concentrating on what they are doing

Most workplace accidents can be avoided by simply following the above two instructions.

- ANY WORKPLACE ACCIDENT MUST BE REPORTED TO THIS OFFICE IMMEDIATELY

Don't forget that if you do have a workplace accident that requires hospital treatment, you are entitled to call an ambulance and the cost will be covered by WorkCover Qld.

WORK HEALTH AND SAFETY DO'S AND DO NOT'S

- always wear steel capped boots except when working on a roof when you must wear suitable footwear for a roof.
- always wear safety glasses when using nail guns, power saws and power tools
- always be aware of your surroundings, trucks, plant & equipment, excavation
- unplug air & power tools when not in use
- when lifting always use the correct procedure, do not lift anything that is too heavy
- always handle chemicals with care and read the instructions
- always make sure that all electrical equipment is tagged and has a current safety certificate, this must be done every three months
- turn off power leads and tools before you unplug them
- always use a face mask or respirator when sanding, using 2pack paints, gluing or using a spray gun.
- always be aware of all fire exits and where fire extinguishers are located
- always correctly set up ladders & trestles, do not take short cuts
- when using a knife or chisel always cut away from your body
- always keep long hair tied back and loose clothes tucked in
- do not use saws, grinders or any other piece of equipment that has had the safety guard removed
- do not shoot nails or staples into anything other than timber
- do not use faulty power tools or power tools that are not tagged
- do not use power tools in the rain or have power cables lying in water
- do not use power tools if you are unsure how to use them safely
- do not smoke in workshops or near spray booths & flammable liquids
- do not operate a fork lift unless you have a licence
- do not use loud power tools, grinders or equipment without wearing ear protection
- don't wear jewellery of any kind whilst at work, keep your watch in your pocket
- when working outside in hot weather, always wear a hat and sunscreen, remember to take plenty of cold water to work with you

WORKCOVER - MEDICAL EXAMINATIONS

In order to help you go to the Doctors for a work incident, and to speed up the process of compensation we recommend you go to one of the following Doctors. You will not need to pay when visiting these Medical Centres and WorkCover will be invoiced directly. All WorkCover medical certificates and documentation are to be sent to All Trades Queensland office first.

Please advise the Doctor that you are an employee of All Trades Queensland and they will bill WorkCover and fax us the paperwork immediately so that we may process your claim. If you are in a position where you do not have access to the following list just telephone the office and they will give you the closest address.

If you are having trouble in getting to the office to complete the WorkCover claim forms, please phone us and we are happy to send your Field Officer to help you.

Caloundra Family Medical – Phone: 5491 1144

Crn Minchinto Street & Ormuz Ave, Caloundra
Hours Monday To Friday 9am To 5pm Saturday 9am To 12pm

Deception Bay Medical Centre – Phone: 3203 1226

14 Bayview Tce, Deception Bay
Hours Monday To Friday 8.30am To 5pm

Brendale Medical Centre – Phone 3881 1222

Westfield Shopping Centre, Strathpine
Hours Monday To Friday 8am To 6pm Saturday 8am To 11.45am

Chermside Medical Centre – Phone 3350 4222

2/956 Gympie Rd, Chermside
Hours Monday To Thursday 8am To 8pm
Friday 8am To 6pm Saturday To Sunday 8.30am To 1pm

Ascot Medical Centre – Phone 3268 2318

153a Racecourse Rd, Ascot
Hours Monday To Friday 8.30am To 6pm Saturday 8.30am To 11.30am

West End Medical Practice – Phone 3846 4888

38 Russell Street, West End
Hours Monday To Friday 8.30am To 5.30pm

Toowong Village Medical Centre – Phone 3371 4144

9 Sherwood Rd (Toowong Village), Toowong
Hours Monday To Friday 8am To 6pm

Cleveland Family Practice – Phone 3286 6899

2/3 Cleveland House Cnr Queen & Bloomfield
Hours Monday To Friday 7.30am To 5pm. Mon & Wed 7pm Saturday 7.30am To 12pm

Holland Park General Practice – Phone 3849 6868

1173 Logan Rd, Holland Park
Hours Monday To Thursday 8am To 9pm Friday 8am To 8pm Saturday 8am To 8pm

Carindale Medical Clinic – Phone 3398 5225

Grnd Floor Carindale Shopping Centre, Carindale
Hours Monday To Friday 8am To 6pm

Primary Medical Centre Browns Plains Phone 3380 0111

2-10 Grand Plaza Drive, Browns Plains
Hours Monday To Friday 7am To 10pm
Weekends & P/H's 8am To 10pm

Hyperdome Medical Centre – Phone 3801 3444

42 Bryants Rd, Loganholme
Hours Monday To Friday 8am To 6pm Saturday 8.30am To 1pm

Beenleigh Family Practice – Phone 3287 2096

9 James Street, Beenleigh
Hours Monday To Friday 8am To 6pm Saturday 8am To 12pm

Acacia Ridge Medical Centre – Phone 3255 6131

Shop 9/10 Elizabeth Street, Acacia Ridge
Hours Monday To Friday 8am To 5pm Saturday 8.30am To 12.30pm

Jamboree Medical Centre – Phone 3376 3600

1/50 Sumners Road Sumner Park
Hours Monday To Friday 8am To 7pm Saturday 8am To 12pm

Redbank Plaza Medical – Phone 3288 1222

Redbank Plaza 1 Collingwood Dr, Redbank
Hours Monday To Friday 8.30am To 5pm
Thursday 6pm To 9pm Saturday To Sunday 9.30am To 4pm

Parkwood Family Practice – Phone 5571 7233

306 Olsen Avenue, Parkwood
Hours Monday To Friday 8am To 7pm Saturday 8am To 12pm

Tweed Heads Medical Centre – Phone 5536 1626

127 Wharf Street, Tweed Heads
Hours Monday To Friday

Burleigh Heads Medical Centre – Phone 5535 1844

47 West Burleigh Road, Burleigh
Hours Monday To Friday 8am To 6pm Saturday 8am To 5pm

Allamanda Emergency – Phone 5591 9400

21 Spindelove Street, Southport
Hours 24hrs 7 Days Per Week

Northtown Medical Centre – Phone 4720 8100

280 Flinders Mall, Townsville
Hours Monday To Friday 7am To 8pm Saturday 7am To 5pm Sunday 8am To 5pm

Goldring Medical Centre – Phone 4725 2600

12 Goldring Street, Hermit Park
Hours Monday To Friday 9am To 6pm Saturday & Sunday Closed

Townsville Family Medical Centre – Phone 4759 1100

55 Keane Street, Currajong
Hours Monday to Friday 8am to 6pm Saturday 8.30am to 12.30pm Sunday 10am to 12pm

Toowoomba Medical & Dental Centre – Phone 4642 2000

261 James (CNR West & James St) Streets
Hours Monday to Friday 7am to 10pm Saturday & Sunday 8am to 10pm

Below is an excerpt from the Work Health and Safety publication

‘SAFETY.....ALL IN A DAYS WORK’

ABOUT THE WORK HEALTH AND SAFETY ACT 2011

The objective of the Work Health and Safety Act 2011 (the Act) is to prevent a person’s death, injury or illness being caused by a workplace, by workplace activities or by specified high risk plant.

Workers or anyone else at a workplace must:

- Follow the work health and safety instructions given by the employer and, if there is a principal contractor, the principal contractor
- Not wilfully or recklessly interfere with or misuse anything provided for work health and safety
- Not wilfully injure themselves or place at risk the health and safety of any person at the workplace

Workers must use personal protective equipment if the equipment is provided by their employer and the workers are properly instructed in its use.

Some things you can do to help make your workplace a healthy and safe one include:

- Keeping your eyes open for hazards and risks. If you see a problem or potential problem, stop and take action to fix it. If you do not have the authority to fix it, then report the situation to the appropriate person or safety officer
- Helping to keep your own or the work area you are responsible for, neat, tidy and safe. For example, wiping up spills, removing rubbish, keeping walkways and stairways clear. In this way, slips, trips and falls can be minimised or, if someone does trip, they are less like to fall onto an object which can cause further injury. Excess rubbish, particularly packaging materials, can only be a fire hazard
- Avoid alcohol and drugs which can impair coordination, judgement and alertness while working and prior to going to work. Binge drinking at night could increase the risk to your own and others health and safety at the workplace the following day. The low levels of coordination, judgement and alertness which can occur could result in a serious accident on a worksite.
- Reporting any work caused injury or illness or dangerous event at the workplace to the appropriate person
- Following emergency procedures as instructed.

There is another area in which you can keep the odds in your favour. Basically, there are 3 things to remember about personal protective equipment (PPE)

1. Have it with you everyday
2. Use it properly
3. Keep it in good order and replace if faulty or damaged

HARD HATS adjusting the headband so it fits snugly and comfortably
attach a chin strap to keep it on in high wind and if bending down
replace immediately if it gets damaged
always wearing on site

BOOTS a minor foot injury can put you out of action and cost you wages. Appropriate footwear (steel cap boots) are your best protection

HAND PROTECTION

to prevent hand injuries, there is a wide range of purpose made gloves and mittens for handling everything from welding gear to hazardous materials and chemicals

EYE PROTECTION

like gloves, eye protection gear is available in a wide range of types from goggles to full face masks. Eye damage can result in permanent vision loss and therefore limit your abilities at work and elsewhere – you must take precautions

Apart from obvious dangers like welding, damage to your eyes can be caused by:

- a) metal and wood shavings
- b) flying nails
- c) chemical dust and splashes
- d) tools and equipment being used by nearby workers
- e) strong sunlight and glare.

HEARING PROTECTION

Noise induced hearing loss on constructions sites is a major risk due to the unpredictable presence of noise and the limited opportunities for effective engineering controls. All people on site you are likely to be exposed to noise must wear suitable personal hearing protectors.

RESPIRATORY PROTECTION

Fumes from many common construction chemicals, fixatives, solvents and finishes can damage the membranes in your nose, the air passages in your throat and your lungs. Other real dangers for the respiratory system are the dust and fine fragments from sawing and drilling which become airborne and are breathed in. In most cases you may only need a disposable mask suitable for the task, or you may need a more sophisticated respirator as needed, make sure you use it.

PROTECTIVE CLOTHING

Protective clothing may be necessary for protection from sun exposure, hazardous or hot substances. In relation to hazardous substances, MSDSs will generally show the personal protective equipment required.

JEWELLERY

Watches, rings, earrings, bracelets, neck chains and other jewellery can snag in equipment or conduct electricity. You have full control over this hazard – do not wear jewellery on the job.

Construction work usually requires the use of a wide range of plant and equipment and severe injury and even death can result if these items are not used safely. Plant and equipment should be checked before use. If any faults or problems are identified these should be attended to immediately. Do not use faulty plant and equipment.

HAND TOOLS

Use the correct tool for the job

Use eye protection where appropriate

Use a lanyard or wrist strap to secure the tool if there is a risk of the tool falling, particularly onto people working below

EXPLOSIVE POWER TOOLS

These can cause injury to the operator or other persons in an area which can extend up to 100 metres radius. These tools should:

- a) be used only by a person who has received instruction in their safe use
- b) be used in an area where appropriate warning signs have been displayed and where people are wearing eye and hearing protection

ELECTRICAL EQUIPMENT

Defective or carelessly used electrical gear can **KILL**. To prevent electrocution you should:

- a) not use leads, plugs, connectors, guards and other parts if damaged, defective or they do not have a current inspection tag
- b) not use piggy back plugs and double adaptors
- c) ensure each final sub circuit of construction wiring is protected by a safety switch
- d) ensure leads are kept well away from heat sources, wet areas, sharp objects and other places where they could get damaged.
- e) If necessary run cables at height to keep them dry and prevent them from being damaged
- f) ensure tools are in good condition
- g) use tools with insulated handgrips
- h) wear non conductive footwear
- i) look out for overheating equipment
- j) keep as far away as possible from power lines and electrical cables

COMPRESSED AIR

Compressed air has the potential to cause serious injury, especially to eyes and ears so

- a) do not ever direct air jets against any part of your body or against other people's bodies
- b) before connection, check hoses and equipment for damages such as broken retainers, switches and guards – if any part is damaged or defective DO NOT USE IT
- c) check that hoses are clear of walkways, doorways, vehicle access area etc
- d) wear eye and ear protection

HOT WORK SUCH AS GAS WELDING, CUTTING AND ELECTRIC WELDING

- a) The equipment associated with this type of work should be handled only by competent operators and protection screens should be used to isolate the work area and protect people from UV related eye injury
- b) Flammable liquids and gases and other combustible material must be moved to a safe distance from the work area
- c) Electrical equipment must have current tagging or safety switches
- d) Parts such as gauges, hoses, connectors and torches should be checked for damage or defects
- e) Flash back arresters should be fitted
- f) Gas bottles should be secured in their trolley
- g) Keys should be left in the bottles
- h) Appropriate fire extinguishers should be immediately available
- i) Protective face shields or goggles, clothing and gloves should be worn – do not look at the welding equipment without suitable eye protection

LASERS

If sufficiently high powered, lasers can cause damage to the eye or skin. Employees should ensure that on site safety precautions appropriate to the class of laser being used are in place.

CONCRETE PUMPING

The operator should be trained in the use and operation of the machinery involved in concrete pumping and be aware of the dangers associated with pumping procedures. Whenever possible, people should stay out of the path of moving vehicles and avoid being under the concrete placing boom. People not involved with this work should keep clear and follow any safety instructions from competent operators.

SUN EXPOSURE

If you work in the sun for all or part of the day your risk of developing skin cancer is high. Even 10 minutes a day in the sun during the hotter

months can result in damage to your skins which could lead to skin cancer.

To help you avoid developing skin cancer, you should:

- a) work in the shade where possible and take all breaks in deep shade or inside
- b) wear a shirt with a collar and sleeves at least to the elbow – fasten the shirt up
- c) wear head cover that shades your neck and ears as well as your face
- d) protect exposed skin with SPF 30+ sunscreen which should be applied every two hours

MANUAL TASKS

Manual tasks are a big part of work and include activities such as driving heavy machinery, pushing a wheelbarrow, holding a plasterboard sheet while it is attached to the ceiling or using hand tools. In fact, manual tasks cover any activity where you are required to grasp, manipulate, strike, throw, carry, move (lift, lower, push, pull) hold or restrain any object or body part.

General tips:

- a) use mechanical aids, cranes, hoists, trolleys etc. to avoid physically handling loads wherever possible. If mechanical aids cannot be used, get some assistance but ensure you have been trained in team handling
- b) when working with a bent back, take short breaks to straighten your back and stretch
- c) take regular breaks when doing repetitive lifting, particularly in hot weather when you will tire more easily
- d) store loads as close as possible to where you are going to need them to avoid double handling and carrying loads for long distances
- e) alternate job tasks to avoid overstressing one muscle group, for example alternate heavy jobs with light jobs, alternate jobs that involve working in one posture with jobs that allow you to change your posture more frequently
- f) stand as close to the load as you can, get a secure grip on the load avoiding jerking movements.
- g) Keep the load as close to the body when lifting and lowering the object, the further away the load is from your body the greater the strain on your back
- h) Turn with the whole body rather than just the trunk to avoid twisting the back
- i) If the object you are lifting is low lying, bend your knees and widen your foot stance instead of bending your back fully

HAZARDOUS SUBSTANCES

If you are not absolutely certain about the chemicals you handle **FIND OUT**. Many of the substances used on a construction site are potentially hazardous. Read the instructions and warnings on the container label and get a copy of the Material Safety Data Sheet (MSDS) for guidance and safe handling of these materials. Sometimes hazardous substances appear in unexpected forms, such as silica dust from concrete and bricks, or substances derived from manufactured building materials, in fumes from welding work or asbestos dusts.

CONFINED SPACES

In some workplaces there will be areas which are very high risk environments such as silos, vats, pipelines, trenches, pits and crawl spaces. In confined spaces suffocation from lack of oxygen or poisoning by toxic gases or explosion of vapours may present a great threat. You may be asked to work or assist in a confined space such as a store area, pipe line, pump room, meter and compressor rooms, automatic regulator

stations, sewage disposal plants ,manholes, sewers, tank vaults for utility lines and cables, open hearth furnaces, bins, hoppers and so on. Working in confined spaces can be extremely dangerous.

NOISE

It doesn't take much too permanently damage your hearing. The noise level of common power tools such as circular saws, angle grinders or jackhammers (up to 110 decibels) is enough to cause damage. It only takes as little as two minutes per day of unprotected exposure to these power tools cutting metal or breaking concrete to permanently damage your hearing. Permanent hearing damage is just than, permanent. There is no cure. You must always wear your hearing protection in these environments.

FIRES & FIRE EXTINGUISHERS

Fire hazards on a work site include:

- a) electrical wiring defects
- b) flammable vapours and dust
- c) accumulated rubbish or flammable liquid spills
- d) hot work activities

You should only use fire extinguishers if you have been trained to do so. The following should be noted:

- Water and wet chemical extinguishers should NOT be used to extinguish flammable liquids as it can spread the fire
- Water, foam or wet chemical extinguishers should NOT be used on an electrical fire as the user could electrocute himself or herself
- Carbon dioxide should NOT be used outdoors as it can be dispersed or blown away

MANUAL LIFTING SHOULD BE CARRIED OUT, BUT NOT LIMITED TO THE FOLLOWING PROCEDURES:

1. CLEAR PATHWAY
2. SIZE UP THE LOAD
3. BEND KNEES
4. BACK STRAIGHT
5. LOAD CLOSE TO BODY
6. LIFT WITH LEGS
7. SMOOTH LIFT NO JERKING MOVEMENTS
8. NO TWISTING OF THE BODY USE FEET
9. PUT DOWN USING POINT 8 TO 3

REMEMBER: IF UNSURE GET HELP OR USE MECHANICAL AID (FORKLIFT, TROLLEY)



The code of conduct, conflict of interest policy, equal employment opportunity policy, privacy policy and harassment and bullying policies form part of the conditions under which you work for this company. It is essential that you follow these policies exactly; failure to do so may result in your employment being terminated.

CODE OF CONDUCT

Application

In order for the Directors and the Employees of ATQ to comply with the requirements of office/employment and to carry out their responsibilities, the following matters set out in the Code of Conduct shall relevantly be observed by the Directors and Employees of ATQ.

Definitions

In the Code of Conduct the following words have the meaning set out:

“ACT” means the Industrial Relations Act Qld 1999;

“BENEFIT” shall include gift, gratuity, remuneration, allowances, fee, subsidy, consideration, free service or entertainment provided;

“BOARD” means the Board of Directors of ATQ from time to time elected or appointed to office;

“MANAGING DIRECTOR” means the Managing Director;

“MANAGING DIRECTOR” means the individual appointed, from time to time, by the Board of Directors as the MANAGING DIRECTOR of ATQ;

“CODE OF CONDUCT” means the code for the conduct of Directors and Employees as provided for in this document as it may be amended or replaced from time to time;

“COMPANY” means ALL TRADES QUEENSLAND Limited”;

“COMPANY CONSTITUTION” means the Company Constitution of ATQ as amended or replaced from time to time;

“CONFIDENTIAL INFORMATION” means all information which:-

- (a) relates, directly or indirectly, to the Business of ATQ; and
- (b) which is:
 - (i) disclosed or communicated by or on behalf of ATQ to the recipient; or
 - (ii) created, ascertained, discovered or derived by the recipient, whether directly or indirectly, from any such information disclosed or communicated by or on behalf of ATQ to the recipient,

before or after the date of the Code of Conduct and whether or not recorded in some tangible form (and where recorded in some tangible form, whether the record is an original or a copy of or extract from the original or other copy or extract), but does not include:-

- (c) information which, at the time when it is disclosed or communicated to or created, ascertained, discovered or derived by the recipient, is publicly known;
- (d) information which, at the time when it is disclosed, is already known to or is in the possession of the recipient and was not acquired, directly or indirectly, from ATQ; or
- (e) information which, after the time when it is disclosed or communicated to or created, ascertained, discovered or derived by the recipient, comes into the public domain otherwise than as a result of any breach by the recipient .

“CORPORATIONS ACT” means the Corporations Act 2001,

“CRIMINAL OFFENCE” means any indictable offence, whether dealt with on indictment or by summary trial (pursuant to the provisions of S552 A&B of the Criminal Code of Queensland) and inclusive of all traffic offences (being offences contained within the Qld Transport Acts) which are potentially punishable by loss of license or imprisonment;

“DANGEROUS DRUGS” means those substances listed in schedules 4 and 8 respectively of the poisons regulations of 1970 as amended or replaced;

“DIRECTOR” means a voting member of the Board of Directors of ATQ;

“EMPLOYEE” means an employee, inclusive of supplementary labour, employed by ATQ;

“ATQ” means the company;

“ATQ POLICIES” means the policies of the Company as amended or replaced from time to time and which are communicated by the Directors to the Employees;

“INDUSTRIAL INSTRUMENT” means an award, Enterprise Agreement or Workplace Agreement made pursuant to the Act or the Workplace Relations Act, 1996 (Commonwealth);

“INFORMATION” includes but is not limited to any information, knowledge, belief, fact, state of affairs, technology, action, technique, method, know how, concept, idea, process, procedure, system, composition, formula, function, use, colour, texture, sound, smell, taste, layout, design, quantity, name, shape, size, magnitude, quality, attribute, result, interpretation, analysis, price list, fee list, customer list, host list, canvassing list, contact list, site list, trade list, sub-trade list, trainee lists, apprentice lists, data bases, trainee applicant’s list, apprentice applicant’s list, client list, accounting records, list of suppliers of material to ATQ and trade secret;

“RESTRICTED DRUGS” means those substances listed in schedules 4 and 8 respectively of the poisons regulations of 1970 as amended or replaced.

Requirements of Office/Employment

Community expectations of ATQ are that its Directors and Employees provide:

fair, accurate and unbiased advice to all persons and organisations they deal with;

act promptly and effectively;

manage ATQ’s assets efficiently, economically and with scrupulous honesty;

seek to achieve superior standards of employment

seek to achieve superior standards of service delivery to host employers;

act in the best interests of both the community at large and all employees in general.

The Directors and Employees are expected at all times to:

act honestly and with the utmost integrity, and comply with the letter and spirit of any laws, the company Constitution and ATQ policies and the Code of Conduct;

uphold the Laws of Queensland and Australia;

at all times act responsibly in the performance of their duties;

act in the best interests of all members of ATQ;

use the assets of ATQ economically and efficiently;

ensure that their official powers or position are not used improperly for personal advantage and that any conflict between personal interest and company interest, which may arise, is resolved in favour of ATQ;

ensure that their conduct, whether in a personal or official capacity, does not bring ATQ into disrepute or damage public confidence in ALL TRADES QUEENSLAND Limited.

use every opportunity to promote the interests, values and objectives of ATQ;

seek to advance the common goals of the community served by ATQ;

treat each other, members of the public, host employees and other persons respectfully, honestly and fairly, with proper regard for their rights, entitlements, duties and obligations;

conduct their duties in a manner that is open and transparent and that allows Directors and Employees and the public to remain informed about ATQ's activity and practices;

adopt an exemplary standard of communication, both form and manner, with host employees irrespective of whether they be representatives of Government, in the public/community sector or individuals/entities in the private sector;

exercise due diligence, care and attention and at all times seek to achieve the highest standards practicable in relation to their duties and responsibilities;

avoid waste, abuse and extravagance in the provision or use of Company resources;

expose fraud and corruption of which a Director or Employee is unaware

in relation to ATQ to identify, and wherever possible prevent, impropriety, improper use of resources and improper use of information or confidential information;

use ATQ resources only in accordance with Company Policy, an Industrial Instrument or, other recognised work practice or under the direction of a person holding appropriate authority from ATQ.

Directors and Employees shall not:

seek or accept a bribe or other improper inducement;

use their official position to gain advantage or to improperly influence other Directors or Employees in the performance of their duties for the purpose of private gain or personal benefit;

accept gifts or services, other than minor incidental items, in the course of their duties;

by virtue of their official positions accept or acquire a personal profit or advantage of a personal material value other than permitted by the Code of Conduct.

use ATQ resources for private purposes (except where expressly permitted as part of a contract of employment) unless such use is expressly authorised;

use, or convert to their own use, any property of ATQ.

The Directors are expected to:

bring to the Board all the skills and experience they possess, and to diligently apply themselves to their duties;

participate freely in all discussions, always listen to others and allow others to fully express their opinions;

conduct the business of the Board in the strictest confidence, and avoid the public disclosure of any information or confidential information unless that disclosure is approved;

consider decisions of the Board binding on all Board Members and not publicly dissent from them;

notify the Chair of any conflict of interest, financial or otherwise, that may arise between their personal activities and those of ATQ and in the event of any conflict arising to comply with the provisions of the Code of Conduct;

maintain good relations with Employees;

ensure that requests or instructions to Employees in regard to Board matters are passed through the managing director;

be prepared to receive any stakeholder's views, requests or complaints and to pass them, preferably in writing, to the managing director and to the Board to be dealt with;

have a detailed knowledge of ATQ's policies and the Company Constitution;

act in ways which enhance both public perception and confidence in the administration and performance of ATQ.

Employees are expected to:

- bring to ATQ all the skills and experience they possess, and to diligently apply themselves to their duties;
- provide appropriate reporting and advice that the Board would expect from skilled Employees;
- consistently and effectively comply with all policies and procedures established by ATQ;
- always act within delegated authorities;
- provide the Board with full and complete disclosure of all their activities and the activities of ATQ;
- provide speedy and effective responses to requests from the Board.

Particular Obligations of Directors and Employees

Directors and Employees shall:

- make themselves aware of the basic provisions of the various Acts, obligations, policies, regulations and protocols that relate to ATQ;
- observe the correct lines of communication and responsibility;
- be impartial when preparing reports and giving advice to the Board and Directors of ATQ and in making decisions be prepared to accept the responsibility that goes with making those decisions;
- not publicly criticise Directors and Employees;
- not make promises to the public, Directors, apprentices, trainees, supplementary labour, host employers, employees and members of other organizations which cannot be kept;
- not make comments to the media unless expressly authorised to do so by the Managing Director and then, only do so as required and by observing and respecting the policies of ATQ;
- in accordance with ATQ policy, not engage in any other employment or engagement without the written authorisation of the Managing Director
- whilst on duty, devote the whole of their time and attention to the business of ATQ and ensure that their work is carried out efficiently, economically and effectively;
- carry out all lawful directions given by any person having the authority to give such directions;
- give effect to the lawful directions, policies, obligations and practices of ATQ;
- conform to the standard of dress, from time to time, determined by the Managing Director;
- not at any time allow the consumption of alcohol, restricted drugs or dangerous drugs, to adversely affect work performance;
- not consume alcohol, restricted drugs or dangerous drugs whilst performing duty except where related to the Directors or Employees official duties and subject to the Managing Director's approval and/or medical certification and any/or other conditions that the Managing Director may place on consumption.

CONFLICT OF INTEREST

- (a) A "conflict of interest" may be defined as a situation in which an Employee or Director has a private or personal interest sufficient to influence the objective exercise of their official duties.
- (b) The principles relating to conflict of interest flow directly from the classification of Directors and Employees as fiduciaries and may also arise from the Corporations Act.
- (c) A fiduciary is a person who is in a relationship of trust and confidence or of confidential relations.
- (d) The duty owned by a fiduciary varies in obligation according to the office/position held and the nature of functions performed.

- (e) A fiduciaries duty to serve another's interests implies that fiduciaries will avoid placing themselves in a position where they could prefer their own or someone else's interests to those of the person (or entity) to whom the obligation is owed, which in the present circumstances is ATQ.
- (f) This duty is applicable to both Directors and Employees.
Examples of conflicts:
 - (i) conflict with personal material interest: directors are unable to enter contracts where their personal interests "possibly may conflict" with the interests of the company;
 - (ii) conflict with other duty by which director/employee bound: where companies have directors in common or an employee is a director of another corporate entity, and a decision involving a potential conflict of interest is required to be taken by one of the companies, then the common directors should not participate in the relevant board's decision making process on that matter and an Employee should disclose their interest and not in any manner involve themselves in the process

A conflict can be said to arise when any reasonable person within the community would believe that the person could be so influenced by that conflict of interest.

- (g) The duty is a strict duty and a Director or Employee may be in breach even though they act honestly and do not stand to make a profit.
- (h) The Company Constitution provides for conflicts as follows:

"16. INTERESTED DIRECTORS

(a) Interested Directors disqualified

A Director of the Company who is in any way whether directly or indirectly interested in a contract or proposed contract with the Company or in any contract or arrangement entered into by or on behalf of the Company shall declare their interest and:

- (i) that Director shall be disqualified from contracting with the Company either as vendor, purchaser or otherwise;
- (ii) any contract made by that Director with the Company and any contract or arrangement entered into by or on behalf of the Company in which that Director is in any way interested shall be avoided by reason only of such Director holding office or of the fiduciary relationship thereby established;
- (iii) the Director so contracting or being so interested shall be liable to account to the Company for any profit realised by any such contract or arrangement by reason only of such Director holding office or of the fiduciary relationship thereby established;
- (iv) that Director may not in respect of any contract or arrangement in which the Director is so interested as aforesaid and in relation thereto:-
 - (i) vote;
 - (ii) execute any deed or document whatsoever on behalf of the Company; and
 - (iii) count in a quorum.

(b) Sufficient disclosure

A general notice that a Director is a Director or Member of any specified Company or firm and is to be regarded as interested in all subsequent transactions with such Company or firm shall be sufficient disclosure under these rules in relation to any contract, proposed contract or arrangement so made with such Company or firm.

(c) Other office may be held

A Director may hold any other office or place of profit, except that of auditor, in the Company in conjunction with the Director's Directorship and may be appointed thereto upon such terms as to remuneration, tenure of office and otherwise as may be arranged by the Directors, inclusive of the office of Secretary, and such appointment shall not of itself give rise to a conflict as provided for in sub rule (a) of this rule."

- (i) A Director is also subject to the provisions of the Corporations Act.
- (j) Dealing with a conflict of interest – Directors and Employees:
 - must serve the overall Company interest;
 - if conflict arises between the interest of ATQ and the private interest of the Director or Employee – preference must be given to ATQ's interest;
 - a Director or Employee must ensure there is no conflict or possible conflict between the Directors or Employee's private interest and the honest performance of their role in serving the interests of ATQ.
- (k) A Director or Employee who potentially is in conflict, that is there exists a "real sensible possibility of conflict" shall:
 - (i) declare their interest to the Board or Managing Director respectively;
 - (ii) in the case of a Director abstain from involvement in matters relating to the potential for conflict;
 - (iii) in the case of Employees act only upon the express authority of the Managing Director in any matter relating to the potential for conflict.

- (l) Any Director failing to comply with the provisions of this part of the Code of Conduct shall be guilty of a serious breach of fiduciary duty and may be subject to removal from the Board on the grounds of misconduct.
- (m) Any Employee failing to comply with the provisions of this part shall be guilty of gross misconduct and their employment may be terminated (summarily or otherwise) at the absolute discretion of the Managing Director
- (n) A Director or Employee who is in breach of their fiduciary duty, arising out of a conflict or potential conflict, may:
 - (i) in the case of a Director:
 - (A) be liable for loss to the Company or an account of profits made by the Director;
 - (B) be liable for penalty pursuant to the Corporations Act;
 - (C) be liable to injunctive and other equitable remedy;
 - (ii) in the case of an Employee:
 - (A) be liable for damages arising from breach of contract;
 - (B) be liable to account for profits made by the Employee;
 - (C) be liable to injunctive and other equitable remedy.

Use of Information

Directors and Employees shall:

- not advance a private interest by the use of ATQ's confidential information gained in the course of their fulfilling their obligations as a Director or an Employee as the case may be;
- treat confidential reports and confidential discussions of ATQ with the strictest confidence;
- not use or disclose, presently or in the future and whether remaining a Director or Employee as the case may be, any of ATQ's information or confidential information without the prior written approval of the Managing Director;
- on ceasing to be a Director or an Employee deliver up to the Managing Director, or a person delegated by the Managing Director, all ATQ's information and/or confidential information that they have in their power or possession;

any Director failing to comply with the provisions of this part shall be guilty of a serious breach of fiduciary duty and may be subject to the removal from the Board on the grounds of misconduct; and in the case of a Director

- be liable for loss to the Company or an account of profits made by the Director;
- be liable for penalty pursuant to the Corporations Act;
- be liable to injunctive and other equitable remedy;

any Employee failing to comply with the provisions of this part shall be guilty of gross misconduct and their employment may, subject to the circumstances, be terminated at the absolute discretion of the Managing Director

And in the case of an Employee:

- be liable for damages arising from breach of contract;
- be liable to account for profits made by the Employee;
- be liable to injunctive and other equitable remedy.

Charge or Conviction for an Indictable Offence

Directors charged with a criminal offence shall:

- advise the Board at the earliest opportunity of the charge;
- at the request and in the discretion of the Board, should the Board consider it appropriate, stand down from their position as a Director until the matter is dealt with before the Courts;
- advise the Board, at the earliest opportunity, after a determination is made by a Court, of that determination;
- in the event of a conviction for any indictable offence resign their position;
- any Director failing to comply with the provisions of this part shall be guilty of a serious breach of fiduciary duty and may be subject to removal from the Board on the grounds of misconduct.

An Employee charged with a criminal offence shall:

- Immediately notify the Managing Director of the charge;
- shall if requested, and whilst recognising the Employee's right against self incrimination, advise the Managing Director in writing of the circumstances surrounding the charge;
- shall in the absolute discretion of the Managing Director, be stood down from their employee position, subject to the Act and any relevant industrial instrument, without pay or be redeployed to other duties whilst the charge is being determined;
- shall advise the Managing Director as soon as a determination is made by a Court, of that determination;
- in the event of a conviction for any indictable offence the employment of the Employee shall be terminated;
- any Employee failing to comply with the provisions of this part shall be guilty of gross misconduct and their employment may, subject to the circumstances, be terminated at the absolute discretion of the Managing Director, subject to the applicable circumstances.

Report of Corrupt Conduct

A Director or Employee who knows or has good reason to suspect any:

fraud;

corrupt conduct;

criminal conduct; or

unethical conduct;

occurring within ATQ or being committed by a Director or Employee, shall report it immediately to the Managing Director

Any Director failing to comply with the provisions of this part shall be guilty of a serious breach of fiduciary duty and may be subject to the removal from the Board on the grounds of misconduct.

Any Employee failing to comply with the provisions of this part shall be guilty of gross misconduct and their employment may, subject to the circumstances, be terminated at the absolute discretion of the Managing Director.

Breaches of the Code of Conduct

Sanctions may be applied if the Code of Conduct or any relevant law is breached. Depending on the breach, and unless otherwise prescribed by the Code of Conduct, sanctions may include counselling, disciplinary action (including termination of employment), the lodging of criminal charges and for the taking of civil action.

Obligations of ATQ

Directors and Employees who faithfully, honestly and rigorously observe the requirements of the Code of Conduct and any relevant law are entitled to the publicly expressed support of ATQ and their colleagues against unfair or mischievous allegation of dishonestly or partial performance of their professional duties.

Inappropriate Behaviour

All forms of inappropriate behaviour is prohibited by employees of ALL TRADES QUEENSLAND Limited ("ATQ") at all times during normal working hours (including lunch and break times) and at work related functions

Inappropriate behaviour includes but is not limited to:

- Discriminatory behaviour
- Harassment, including sexual harassment
- Bullying
- Use of foul and vulgar language; and
- Sexual activity
- Any act which breaches this clause will be regarded by ATQ as serious misconduct and may result in the employee's termination of employment

CONFLICT OF INTEREST POLICY

As employees of the company we have an obligation to maintain the company's integrity and good public image. This should be kept in mind when personal interests differ from the interest of the company. If a conflict arises, it should be resolved in favour of the company.

A potential or apparent conflict of interest exists when our private interest could impact adversely upon the proper performance of our official duties. When a reasonable person in possession of the relevant facts would conclude that our private interests are likely to interfere with this performance, an actual conflict of interest exists.

The following steps may provide assistance when determining how to handle a potential conflict of interest:

- a) Determine the company's position on the matter
- b) Determine your own position on the matter and identify any inconsistency with that of the company
- c) Consider how others such as your peers, senior management or the Government would view the inconsistency
- d) Consider alternative courses of action and their possible implications
- e) Determine how the conflict could be best resolved in the company's interest
- f) If you are uncertain on how to proceed, discuss the matter with your Manager.

By ensuring that potential conflicts of interest are identified early and resolved in the company's interest, we are able to promote objective and transparent decision making processes, and enhance the good reputation of both the company and ourselves.

PRIVACY POLICY

The National Privacy Policy instructs that this organisation must take reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.

All personal information that we receive about our Directors, Host Employers, Apprentices, Trainees, Supplementary Labour employees or fellow employees should be treated as confidential and is only to be used for permissible purposes.

No personal information about Directors, Apprentices, Trainees, Supplementary Labour employees or fellow employees is to be disclosed without that persons prior approval. Information on home address's, telephone numbers, salary or where they are hosted is to be disclosed. Information requested from financial institutions can only be given if the institution supplies written approval from our employee. If the employee is over 18 years of age no information can be given to the employees parents.

Credit references on Host Employers can only be given if we receive the request for such a reference in writing.

The only exception to disclosing information is information that is requested by a Government department.

EQUAL EMPLOYMENT OPPORTUNITY POLICY

It is the policy of All Trades Queensland to ensure that our employees are treated equitably and fairly in matters relating to their employment.

This policy applies to, but is not limited to selection, placement, transfers, performance reviews, training and career development, promotions and separations. It also applies to remuneration packages, benefits and other conditions of employment with the Company.

In addition, it is our policy to have in place an Affirmative Action Program for women, which is in line with the relevant legislation.

HARASSMENT AND BULLYING POLICY

It is the policy of All Trades Queensland to exercise its moral and legal obligation in making certain that harassment and bullying of any kind does not occur in the workplace. At no time are there to be actions, comments, suggestions, remarks or physical contact that belittle, offend or demean any person. Harassment and Bullying may be active or passive, direct or indirect, physical or psychological.

Any person who feels they are being harassed and/or bullied should either:

- a) directly inform the alleged offender, possibly in the presence of a witness or seek an agreed solution, or
- b) discuss the matter with either their Manager/Supervisor/Field Officer/Grievance Officer or the Harassment Officer.

All complaints are to be addressed in an impartial, confidential and prompt manner.

CODE OF BEHAVIOUR FOR THE PREVENTION OF HARASSMENT AND BULLYING

All Trades Queensland is committed to maintaining a workplace free from all forms of harassment and bullying, where employees can feel safe and comfortable to perform their duties free from such concerns.

All Trades Queensland encourages the building of friendly, co-operative and mutually beneficial relationships amongst all staff in their working environment. We believe this can be achieved and maintained by observing the following:

Treat all fellow employees as competent professionals.

- NO touching of ANY kind – except normal handshakes
- NO gender related jokes or putdowns
- NO jokes of a sexual or double meaning nature, or jokes relating to sexual preference
- NO racist jokes
- NO ethnic or racist putdowns
- NO jokes or putdowns about people physically or mentally impaired
- NO sexual comments, invitation or suggestion of ANY kind
- NO display of nude, semi-nude or pornographic photographs, calendars or posters
- NO actions, comments, suggestion, remarks or physical contact which belittles or demean any person
- NO use of the internet, mobile phones or other devices to send or post text or images intended to hurt or embarrass

SOCIAL MEDIA POLICY

These guidelines provide expectations for our employees using social media tools such as Facebook and Twitter and where your identity can be linked to All Trades Queensland or a host employer(s).

As an employee you have an obligation to make sure you do not post comments or material that is damaging in any way to All Trades Queensland or our host employers.

If you have an issue or complaint regarding any aspect of your employment, we have a Grievance Procedure for this purpose so that management can be made aware of any problems you are experiencing.

Important: Social Media is not to be used as a forum to raise work related problems. You can raise any issues regarding your employment with your field officer or use the grievance form located on our website (under Current Employees).

When using your personal social media accounts:

- Remember that your comments are public and could easily be reported
- Ensure your posts or behaviour are not in breach of your employment contract
- Think about your reputation, All Trades Queensland's reputation, and the reputation of your colleagues
- Respect the privacy of fellow staff members, directors, host employers, or other individuals or organisations, associated with All Trades Queensland;
- Have regard to the fact that our Equal Opportunity and Anti-Discrimination, Harassment and Bullying & Violence policies still apply where social media content published by you is able to be related back to your employment with All Trades Queensland.

As an example, under your Facebook profile if you state something like "I work at All Trades Queensland" you must ensure that you take care in what you post because all of your comments can be linked back to All Trades Queensland.

- Do not engage in any activity that reflects poorly on All Trades Queensland;
- Do not post negative comments with respect to All Trades Queensland, host employers, fellow staff members, directors, clients or others associated with our organisation.
- Do not post material that is obscene, defamatory, threatening, discriminatory or hateful to another person or entity where they are in anyway associated with All Trades Queensland.
- Do not use All Trades Queensland's logo's, trademarks or other intellectual property.

In short you should not post negative comments about All Trades Queensland, our host employers or staff as it may lead to termination of your employment.

If you are uncertain about how your employment may be affected by your use of your own personal social media tools, please speak with your field officer.

If there is material on your social media sites that may be in conflict with this policy, it must be removed immediately.