



WELCOME TO BELGRAVIA LEISURE

YOU ARE NOW PART
OF THE TEAM!

FIND ENCLOSED THE BELGRAVIA
HEALTH & LEISURE GROUPS STAFF
INDUCTION MANUAL





OUR PURPOSE IS CONNECTING COMMUNITY TO LEISURE AND OUR VALUES ARE **CLEAR.**

Belgravia Leisure is an Australian owned and operated leisure management provider partnering with over 40 Local Government and State Government authorities.

Together, we manage approximately 100 aquatic, sport, health and wellness facilities across Australia and New Zealand.

Belgravia Leisure has the expertise and capacity to:

- Engage the community to deliver a responsive, innovative and vibrant centre
- Manage facilities with an environmentally, socially and economically sustainable approach
- Recruit and retain a local workforce that facilitates positive customer experiences for every user at any stage of their health and fitness journey
- Align marketing and communications strategically to support our clients' branding and positioning
- Invest financially in capital assets that help foster healthy and active local communities

WE DELIVER:

- An industry leading quality management system
- Our unique environmental plan and environmental action kit
- Extensive asset management and maintenance systems
- Business and marketing plans that support Local Government and client goals
- A team of operations managers who lead, mentor, monitor and support frontline staff
- Specialist human resource, risk management, financial management, ICT and graphic design services
- Robust financial and operational reporting on a monthly basis.

Belgravia Leisure is part of the Belgravia Group, which means we have the backing and resources of a large parent organisation to maintain a long-term commitment to growing local communities.

OUR PURPOSE

CONNECTING COMMUNITY TO LEISURE

OUR CORE AREAS

ALPINE & TOURISM



HOSPITALITY & EVENTS



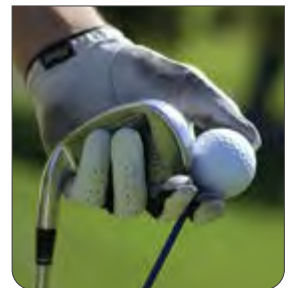
HEALTH & WELLNESS



AQUATICS



SPORTS & LEISURE



OUR STRATEGIC PRIORITIES

PEOPLE

To be an employer of choice with happy, engaged, highly skilled staff who are passionate about connecting community to leisure.

PROGRAMS

To create and deliver programs that are safe, fun, innovative, accessible, diverse & consistent in their quality.

PROFILE

To become an industry leader creating universal brand awareness of who we are, what we do & why we do it.

PROCESSES

To create seamless end to end solutions that maximise our efficiencies and ensure quality systems for today and future demands.

PARTNERSHIPS & GROWTH

To be the partner of choice, capitalising on opportunities within existing, emerging & new markets to create strong & sustainable growth.

OUR VALUES

C

CUSTOMER FOCUSED

The customer is at the centre of everything we do.

L

LEADERSHIP

Our passionate people are our greatest asset. We lead by example, displaying our integrity at all times.

E

EXCELLENCE

We strive for excellence in our service delivery.

A

ACCOUNTABILITY

When we make a promise, we keep it!

R

RESULTS

We accept responsibility in delivering results for our clients and customers.

CUSTOMER SERVICE CHARTER

01 OUR COMMITMENT TO YOU

At Belgravia Leisure the customer is central to everything we do. Our standards of customer service will reflect Belgravia Leisure's corporate values of Customer Focus, Leadership, Excellence, Accountability & Results.

We believe that anyone that participates in our programs and services should be given an opportunity to be involved in our decision-making process. Accordingly, we utilise the IAP2's Public Participation Spectrum methodology to help guide our customer engagement.

This charter outlines what you should expect whenever you do business with us, and how to let us know if we don't meet your expectation. We really value your feedback as it helps us improve our service.

These standards will be measured and reviewed annually, using both customer and staff feedback.

02 WE'RE HERE TO HELP AND VALUE YOUR FEEDBACK

- **In person or in writing to**
- **By telephone:**
- **By email:**
- **Via 'Contact Us' on our website:**
- **By completing a customer feedback form at the Centre**

We will acknowledge customer feedback within one working day.

We will do our best to resolve any complaints within 10 working days. If we cannot resolve your complaint within 10 working days, you will be kept informed of our progress.

03 CONTINUOUS IMPROVEMENT

We will continuously strive for excellence and use your feedback to improve our program and services. This means:

- We will seek your opinion through a customer surveys to ensure we are meeting your needs.
- We will regularly review all suggestions, complaints and compliments.
- We will use our resources of to deliver improved processes and services with a view to enhancing your experience with us.
- Our staff will regularly undertake appropriate training to enhance their skills in supporting our customers.

04 FACILITIES AND SAFETY

Our number one priority is your safety.

- We will provide you with a safe, clean and well maintained environment.
- We aim to minimise down time of any part of the Centre and necessary repairs and/or maintenance will be organised quickly. If part of the Centre is not functional, information will be available at reception and on our web site as to when repairs will occur.
- At all times there will be a Senior First Aid qualified staff member on duty.
- All staff working with children are required to hold a current Working with Children Check.
- All staff are required to obtain a National Police Clearance prior to commencing their employment.
- Regular emergency evacuation practices will be held.

05 RELATIONSHIP & PRIVACY

We promise to be reliable and worthy of your trust; we will keep your personal information accurate, safe and secure. Your privacy will be protected in accordance with the National Privacy Act principles.

06 HELP US TO PROVIDE BETTER SERVICE

We're committed to staff and patron wellbeing and safety. We therefore ask our patrons to:

- Treat staff and other patrons with courtesy and respect. We will not tolerate abusive or bullying behaviour and reserve the right to remove unruly patrons from the Centre.
- Let us know if there's a problem and work with us to solve problems.
- Comply with staff directions, Centre rules and policies.
- Read the terms and conditions of the services you're purchasing.
- Let us know if you don't understand any information we give you.



BELGRAVIA HEALTH AND LEISURE GROUP



STAFF INDUCTION **MANUAL**



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**WHAT BELGRAVIA
HEALTH & LEISURE GROUP
OFFERS YOU**

Welcome to Belgravia Health and Leisure Group



This Staff Induction Manual has been designed to provide you with the information that will assist you whilst you work with Belgravia Health and Leisure Group.

It is a reference tool to provide you with the key information about Belgravia Health and Leisure Group and how we operate.

It is written in conjunction with other policy and procedure documents which keep our employees up to date with current business practice. Your manager will guide you to where these are located during your induction.

Once you have read this manual, if you have any further questions regarding the organisation or your employment, please do not hesitate to ask your manager who is here to make your job easier.

Once again, we welcome you to our team and wish you all the very best for your future with our organisation.

Nick Cox
Belgravia Leisure, Chief Executive Officer

Ian Jensen-Muir
Genesis Fitness Chief Executive Officer



Our History and Organisation

The Belgravia Health & Leisure Group is a substantial group of private companies operating a diverse range of businesses. The group is well established and financially sound with a solid net asset backing. The Belgravia Health & Leisure Group employs over 4,000 people.

Below is our organisational chart. This will help you get a better understanding of the group as a whole.



Belgravia Health & Leisure Group Pty Ltd brings with it a wealth of resources that have been amassed through the successful operations of health and fitness centres over the years. These resources include specialist personnel (covering areas such as facility management, marketing, legal counsel, finance and human resources), financial backing of the Belgravia Health & Leisure Group, centralised services (including full support for accounting, payroll, graphic design, ICT, administration, retail, procurement HR and WHS) and the support of Belgravia Group companies (including uniforms, health club equipment, technology, insurance and finance).

Belgravia Health & Leisure Group Pty Ltd comprises of the following distinct business divisions:

- Belgravia Leisure - Aquatic, sporting, leisure, alpine, resort, spa and wellness and golf venue management
- Genesis Health Clubs – Company operated & franchised retail health & fitness chain
- Corporate Health Management - Corporate health programs and venue management
- Australian Sports Camps - Sports camp experiences and coaching to school students

Training and development

We are committed to ensuring that our staff have the qualifications and knowledge to undertake their jobs at the highest possible level and will support training and personal development that is job focussed and will lead to enhanced outcomes from our staff.

Eligible staff may be required to undertake any training relevant to their employment as determined and arranged by the organisation.

Staff benefits

All part time and full time staff have general admission access to their own facility free of charge (excluding Alpine and Spa & Wellness). All casual staff, who work an average of 15 hours per week, have general admission access to their own facility free of charge (excluding Alpine and Spa & Wellness). For access to other Belgravia Leisure sites, other than your own, please enquire with your Centre Manager.

Spa & Wellness sites: All employees are entitled to a 20% discount for Mineral Bathing and 10% on Spa Treatments midweek at Belgravia Leisure Spa & Wellness sites. To organise please contact the facility directly and provide your employee number when making a booking.

Superannuation

Salary Sacrifice to superannuation is a way to increase your superannuation benefit by adding additional monies to your superannuation fund using pre tax monies from your payroll.

Before committing to any salary sacrifice arrangement, you should obtain financial advice to see how it will affect you and your personal tax situation.

Flexibility and choice

The nature of our business allows for a combination of full time, part time and casual positions. Flexibility and choice is therefore a great benefit working with us.

Variety of career paths

Belgravia Health and Leisure Group employs a diverse range of career paths that include:

- Facility Managers (Site/Centre/Club Managers)
- Department Coordinators (Aquatic, Swim School, Stadium, Health Club, Operations and Golf)
- Administration and Accounts
- Customer Service Officers
- Membership Consultants
- Instructors (Group Fitness, Court Sports)
- Spa Therapists
- Golf professionals
- Child Care professionals
- Alpine professionals
- Lifeguards
- Operations staff
- Cafe and catering staff
- Swim Teachers



ADMINISTRATION DETAILS

Workplace policies & procedures

The Human Resources and Workplace Health and Safety Manuals cover off on our workplace policies and procedures. Each work place has a printed copy of these manuals and access is also available via our B-Connected intra-net.

Upon your induction, your manager will detail these policies and procedures to you and will show you where the policies and procedures are stored. Each new employee must ensure that they familiarise themselves with these policies and procedures to ensure they understand and comply with them.

B-Connected

B-Connected is the Belgravia Health & Leisure Groups corporate intra-net. B-Connected provides staff with access to announcements, information on upcoming events, library of forms and documents and acts as a portal to complete numerous work tasks. B-Connected can be found at b-connected.com.au.

Meal breaks

A Meal break is available after you have worked a five-hour shift. For further details on Meal Breaks please check the industrial instrument that applies to you, which is in your contract of employment.

Travel

All employees must adhere to the organisations Travel Policy (ADM Manual 9) in relation to travel.

Key areas from the Travel Policy include:

- All travel must be booked via Travel Coordinators
- Flights will be booked on a best price basis
- We have preferred accommodation providers
- We reimburse meals up to set limits

Please consult with your manager for further details on travel.

Employee time sheet

All employees are required to adhere to the Belgravia Health & Leisure Group's timekeeping processes including electronic timesheets.

Employees must acknowledge their attendance for each work shift by clocking on/off with the companies electronic timekeeping system as directed by their manager.

Where electronic timekeeping is not available, employees must complete a Time Sheet each day on which they work. You must complete details of start and finish times each day, including meal breaks and sign the timesheet at the end of each pay period, as being an accurate record of the hours you have worked. Your manager will then sign your timesheet for approval and submission to payroll.

All employees will be issued with a payslip to their personal email account or work email address where applicable.

Getting paid

Bank Account Details

You will be paid through electronic funds transfer (EFT) directly into your nominated bank account each fortnight.

Your remuneration is specified in your employment contract.

All employees are paid in arrears basis on a fortnightly basis.

The Payroll Office needs to have your bank/credit union/building society account details so that your pay may be directly deposited into that account. Your manager should have supplied an Employee Details Form (with bank details section) for you to complete.

Tax Declaration Form

Each new employee needs to fill out a Tax Declaration Form (ATO Form) to advise the Australian Taxation Office of their commencement. If your tax circumstances change you are required to complete a new Employment Tax Declaration. Your manager will supply this to you.

Superannuation

You can choose to be enrolled as a member of the Belgravia Health & Leisure Groups default superannuation fund into which we will make payments equivalent to the legislated percentage under the Superannuation Guarantee Legislation. Alternatively, you can choose your own preferred fund.

Leave entitlements

Personal Leave

Personal leave (also known as sick and carer's leave) lets an employee take time off to help them deal with personal illness (sick leave), caring responsibilities and family emergencies (carer's leave). Sick leave can be used when an employee is ill or injured.

An employee may have to take time off to care for an immediate family or household member who is sick or injured or help during a family emergency. This is known as carer's leave but it comes out of the employee's personal leave balance.

For each year of service, an employee is entitled to 10 days of paid personal. Personal leave accrues progressively during the year and accumulates from year to year.

Annual Leave

All full time and part time employees are entitled to annual, personal and sick leave as per the industrial instruments and National Employment Standards.

Full time and part time employees are entitled to four weeks annual leave (pro-rated for part time employees) after a twelve month period of continuous service.

Casual employees are entitled to unpaid personal leave.

Please ask your manager if you require annual leave during your tenure of employment to discuss your leave requirements.

Employees are encouraged to take annual leave regularly, preferably within six months of each completed year of employment.

The dates on which you propose taking annual leave must be acceptable to the organisation, and the organisation undertakes not to unreasonably withhold its approval. Leave notification should be given to your manager as early as possible but no less than a month before you wish to take it. Leave is accumulated based on days worked. A maximum of 20 days accrual is allowed after which time the organisation reserves the right to request leave to be taken.

If the Site/Office/Club closes over the Christmas/New Year period, all employees will be required to take annual leave during this shut down period.

Parental Leave

An employee who becomes a parent shall be entitled to Parental Leave if they qualify as per the conditions set out in the Fair Work Act 2009.

Compassionate Leave

Full-time and part-time employees shall be entitled to a maximum of two days without loss of pay on each occasion and on production of satisfactory evidence of the death of an immediate family member

Immediate family members include: Spouse, de facto spouse, child, parent, grandparent, grandchild or sibling of the employee or spouse of the employee.

Jury Service

An employee required to attend for jury service shall be reimbursed an amount equal to the difference between the amount paid in respect of the employee's attendance for such jury service and the amount of wage the employee would have received in respect of ordinary time the employee would have worked, upon production of evidence of attendance and the amount received in respect of such jury service.

An employee shall notify the employer as soon as possible of the date which they are required to attend.

Long Service Leave

Long Service Leave will accumulate and be paid as per the National Employment Standards and your relative State Legislation. If you are unsure as to what your entitlements are, you are advised to contact Payroll or Human Resources for further information.

At least three months' notice is required to be given prior to taking long service leave, or by mutual alternative agreement between the employee and the organisation.

Employment with another employer during long service leave is prohibited.

Long service leave is payable to the employee prior to the commencement of the leave.

On termination of employment the employee will be paid the legislative entitlement to any long service leave benefit where applicable.

Cashing out long service leave will not be granted.

The employee on return from long service leave is entitled to return to the position held prior to taking the leave.

Please refer to the HR Manual for full details of the long service leave policy.

Public Holidays

Full-time and part-time employees shall be entitled to Public Holidays as gazetted by the State Government in which they work without loss of pay.

Workers compensation

In the event of a workplace injury to an employee you need to report the matter immediately to your manager who will complete an Incident Report.

Depending on the extent of the injury it may be necessary for you to apply for Worker's Compensation. To apply, you must obtain a Certificate of Capacity from a registered medical practitioner and fill out a Worker's Compensation Claim Form, which needs to be lodged with your manager within 30 days of the incident. Failure to report your injury within this time frame may lead to rejection of your claim.

All injuries, no matter how minor, must be reported immediately to your manager and logged in accordance with our incident management procedures.

Contact your manager for the details and relevant workers compensation claim form.

Return to work

Belgravia Health & Leisure Group has implemented processes for employees who have been injured at work, to return to work. These processes ensure management takes the appropriate measures to get employees back into the workplace in a timely fashion and in line with doctor's recommendations.

This is a simple process of working with you and your doctor to develop a return-to-work plan and if practicable to provide suitable duties to assist in the timely return to pre-injury duties.

Emergency contact information/ medical statement

In case of an emergency we need to know who to contact and a basic medical history. Please complete an Employee Information Form and return it to your manager upon commencement. If your medical status or if your emergency contact information changes please advise administration as soon as practicable and update your records

Please note: This Employee Details Form is a confidential document and shall only be used in the case of an emergency.

Probation

As a new employee you will be required to serve a probationary period of six months. During this probationary period your performance and suitability to your position will be assessed accordingly.

Acts of misconduct

Any of the following actions will lead to disciplinary action.

Acts of misconduct include but are not limited to:

- Proven display of dishonesty e.g. stealing merchandise, money or organisation property or property of a fellow employee, or property of another business
- Providing false sign in/out information
- Blatant insubordination or abuse to management, fellow workers or customers
- Deliberately damaging goods or property
- Fighting and brawling
- Being intoxicated or under the influence of drugs during work hours
- Deliberate acts which endanger the safety of others or yourself
- Making a false worker's compensation claim
- Divulging proprietary information to a competitor or any person external to the organisation without prior written consent from management
- Failure to respond to warnings about aspects of performance or conduct which is unacceptable within the Belgravia Health & Leisure Group
- Discriminatory acts such as harassment, victimisation & bullying

What industrial instrument applies to you?

Depending upon the nature of your role and the leisure centre that employs you, each employee's specific terms and conditions of employment is covered by either of the following agreements/awards/legislation:

- Alpine Resorts Award 2010
- Belgravia Leisure Certified Agreement
- Children's Services Award 2010
- Fair Work Act 2009
- Fitness Industry Award 2010
- Hair and Beauty Industry Award 2010
- Health Professionals and Support Services Award 2010
- National Employment Standards
- Nurses Award 2010
- Restaurant Industry Award 2015

Accounts

- All accounts correspondence should be sent to accountspayable@belgravialeisure.com.au or 03 8727 7777
- Only HO accounts or procurement staff are authorised to open new supplier accounts, or renew contracts, on the companies behalf. Requests are to be directed to accountspayable@belgravialeisure.com.au
 - All requests for new retail suppliers are to be sent to dflood@genesisfitness.com.au in the first instance (National Retail Co-ordinator, Danielle Flood) so their suitability can be assessed.
- Before tax invoices are sent to accounts for payment, they must be scrutinised for accuracy & have their general ledger coding written on the invoice.
 - Invoices are only to be submitted via email to accountspayable@belgravialeisure.com.au
 - Invoices should be submitted daily by 2pm.
 - Invoices submitted that are not valid tax invoices, or do not contain general ledger coding will be rejected back to the site.
- Site staff are not to promise dates for payment of invoices to any supplier under any circumstances, this is the role of accounts.
 - Suppliers payment queries are to be directed to accountspayable@belgravialeisure.com.au or 03 8727 7777
- Site staff are to make purchases only from a preferred suppliers where there is a national agreement in place – e.g. For stationary purchases there is a national agreement with Complete Office Supplies, meaning there are to be no general stationary purchases made from Officeworks or Staples.
- All new staff are to read and understand the Procurement and Staff Reimbursement policies and only submit claims that are in line with those policies. Claims submitted outside these policies will be rejected.
- If site staff are involved in either cash handling or debtor invoicing, then they must read & understand the Debtor and Cash Handling Procedure & policy documents.

Purchasing of goods & services

The Belgravia Health & Leisure Groups procurement team exists to assist the group achieve best value outcomes when purchasing goods and services. We deploy a combination strategy of centralised and local purchase decision making.

The guiding principles are set out primarily in the Delegated Procurement Authority Policy and the Procurement Policy documents. It is up to each individual to know their authorised limits.

The size and reach of the group enables us to achieve bulk buying benefits however for certain types of spend, local decisions are better suited. Where local decisions are made, we aim to assist with simple and standardised processes.

Policies and procedures exist on the procurement page of B-Connected. Please make sure you familiarise yourself with these and for further information please contact the National Procurement Manager.

Media response

Belgravia Health & Leisure Group has a Media Policy (HR Manual 8.03) in place which states that no employee, apart from the organisations CEO, are to communicate with media reporters in regards to any incident or activity involving the organisation. If approached by media at an incident, you should at all times be polite and advise them that if they give you their details you will pass them onto senior management. Management then need to refer these details immediately to the CEO.



ORGANISATION EXPECTATIONS

Team commitment

We encourage all employees to work as a team. This improves safety, communication and efficiency in the organisation.

You can show your commitment to your team by making sure you follow the requirements as set out for you in this manual. Adhering to these policies and treating your fellow employees with respect helps to create a safe and harmonious workplace.

Security

All electronic files, build drawings, intellectual property and technical documentation remains the property of Belgravia Health & Leisure Group and must not be copied or removed from site unless approved by the organisation. Employees are requested not to bring valuables onto the premises or leave them in your vehicles and do so at your own risk. Refer to the ICT Acceptable Use Policy (HR Manual 8.01).

Confidentiality

All drawings, electronic files, artwork, databases, intellectual property, inventions, procedures, prices, know-how developed or accessed whilst under the employment of Belgravia Health & Leisure Group belong to the organisation and as such are prohibited from being misused, copied, reproduced or distributed outside of the organisation without written approval by the CEO. Intentional breach of this rule could result in disciplinary action or even a claim for compensation, should a loss occur to the organisation. Refer to the ICT Acceptable Use Policy (HR Manual 8.01).

Standard of dress

Dress standards are needed for employees that are in direct contact with our customers and members. Our staff to which this applies will be provided with a recognisable uniform as part of the organisation image and they are required to wear the uniform at all times.

Clean, well presented personal presentation is essential when working with our customers and members, and where an employee is not meeting the appropriate standard of dress the employee may be sent home by their manager without pay and will not be permitted to return to work until they satisfy the expected dress standards.

Additionally, where employees are required to wear the appropriate safety attire (PPE) to perform duties requiring protective safety gear, they must do so at all times. This includes the appropriate footwear. Failing to do so will result in disciplinary action.

Centre/club/facility staff

Must ensure to wear:

- The uniform provided to them by the organisation
- Safety attire and equipment where and when required by the duties performed
- Suitable footwear at all times
- Identification name badge

Managers

Must ensure to wear:

- Professional look and attire with suitable clean footwear
- Safety attire and equipment where and when required by the duties performed
- Identification of name badge where required

General attire

- Uniforms and professional attire must be clean at all times
Duty staff must be in uniform at all shifts
- Substitute trousers, pants or shorts may be approved if matching in colour with the uniform and in good condition
- Staff in office attire must change into uniform if transferring to a duty shift
- Identification badges must be worn if allocated

Personal grooming

Staff must always present neat and tidy when reporting for work

Outdoor activities

- Employees engaged in an outdoor facility must wear appropriate attire at all times whilst working outdoors:
 - Summer conditions: hat, sunglasses, sunscreen etc.
 - Winter conditions (alpine): jackets, gloves, outdoor thermals etc.

Punctuality

You are expected to be punctual, arriving in plenty of time to begin work at the designated time. If for some reason you are going to be late, please inform your manager as soon as you can by telephone.

If you need to leave work for any reason you will need to get your managers approval before leaving. Personal activities such as medical appointments should try to be arranged outside of work hours.

Smoking

Smoking is banned in all facilities. This includes smoking while in uniform within close proximity to your facility.

Drugs & alcohol

All employees are prohibited to use drugs and alcohol in the workplace or be under the influence of drugs and alcohol while at work. Alcohol can only be consumed during a work sanctioned event where you have been given prior notice. It is your responsibility to either arrange transport home or consume alcohol in a responsible manner and within the legal limits if driving. A professional demeanour must be maintained at all times.

You may be required to submit yourself for drug and alcohol testing:

- following a workplace incident.
- on a random selection basis or
- on reasonable suspicion that you are intoxicated.

If in any of these circumstances the test provides evidence that you are in an unsafe condition to work, disciplinary procedures will be initiated. For further information please read the Drug & Alcohol Policy (WHS Manual 1.18).

Staff activities

At times you may be expected to attend meetings during work hours as an organisation requirement. Make sure that if you are required to attend a meeting, you are punctual and prepared. If for some reason you are unable to attend, make sure you advise your manager of your whereabouts and reasons for not attending.

During the year there may be certain activities (such as barbecues and other social occasions) which you are encouraged to attend.

Under promise & over deliver

Treat others with the same respect you would like to see yourself treated. The way you treat others becomes a reflection of the reputation of our organisation.

Create a reputation of doing what you say you will do and even more. That way a client or your fellow employees won't be disappointed when things don't happen as expected.

Use of organisation provided vehicles

Organisation provided vehicles will remain the property of Belgravia Health & Leisure Group and are provided for business purposes with minimal personal use allowed. You must comply with all road laws and conduct your driving in a safe and responsible manner at all times.

Vehicles must be maintained in a clean and safe condition and service intervals strictly adhered to. All service vehicles must have a monthly safety inspection which is to be signed off by your manager.

Smoking in organisation vehicles is strictly prohibited.

Suggestions for improvement

As part of our commitment to continuous improvement, if you can think of ways we can improve the workplace, we are happy to hear your suggestions. Suggestions for improvements can be submitted directly to your manager or via [b-connected.com.au](mailto:connected@belgravia.com.au).

Privacy policy

The organisation has a strict Privacy Policy (HR Manual 8.02). Employees should review it to ensure they comply with all requirements. A printed copy of our Privacy Policy can be supplied on request. The organisation reserves the right to change this as the law and/or organisation policies change.



**USE OF INFORMATION
COMMUNICATION
TECHNOLOGIES**

User Declaration

Usage, access to and issuance of ICT Resources requires Authorised Users to first read and understand the ICT Acceptable Use Policy and sign the User Declaration section. At the discretion of Belgravia IT, Authorised Users may be required to re-sign a User Declaration at the issuance of each access request or issuance of each individual resource.

Usage – General

- Use of ICT Resources must be lawful at all times. Certain computer misconduct is prohibited by federal and state law and is, therefore, subject to criminal and civil penalties.
- ICT Resources are exclusively for the individual to whom they have been assigned and are not transferable.
- Authorised Users must keep secure and not share any passwords for any ICT Resource.

Usage – Personal Use

- Authorised Users are permitted reasonable limited personal usage provided it is lawful, does not impact the Authorised User's duties or hinders the work duties of others.
- Private commercial use is not permitted.
- The determination of whether personal usage was reasonable is solely at the discretion of Belgravia IT and/or the relevant manager of the Authorised User.

Prohibited Usage

While the determination of whether personal usage was reasonable is solely at the discretion of Belgravia IT and/or the relevant manager of the Authorised User, the following shall always be prohibited:

- Pornography – using Belgravia ICT Resources to access, or create, or store or distribute pornographic material of any kind.
- Gambling – using Belgravia ICT Resources to gamble whether for money or not.
- Game Playing – using Belgravia ICT Resources to play games.
- Peer to Peer File Sharing – installation or use of peer-to-peer file sharing software using Belgravia ICT Resources. Exceptions for legitimate work related use is subject to prior approval and supervision by Belgravia IT.

Granting of Access

Access to Belgravia ICT Resources must be authorised by the relevant manager of the Authorised User and implemented by Belgravia IT.

Cessation of Access

It is the responsibility of the Authorised User's relevant manager to inform Belgravia IT of the departure of an Authorised User for the purposes of ceasing access of each respective Authorised User.

Issuance of Devices and Equipment

Procurement and access to Belgravia Health & Leisure Group devices and/or equipment must be authorised by the Authorised User's relevant manager and implemented by Belgravia IT in accordance with approved specifications.

Return of Devices and Equipment

It is the responsibility of the Authorised User's relevant manager to inform Belgravia IT of the departure of an Authorised User for the purposes of ensuring that all issued devices and/or equipment and accessories are returned in good condition prior to the departure of each respective Authorised User.

Internet Access

- Work related access to the internet is permitted for Authorised Users.
- Authorised User's personal internet access is permitted provided it is limited, lawful and reasonable in extent. The determination of whether an Authorised User's personal usage was reasonable is solely at the discretion of Belgravia IT and/or the relevant manager of the Authorised User.

Email

Acceptable Email Behaviour

The Belgravia Health & Leisure Group Email system is for business use and must only be used for the purpose of performing authorised lawful business activities.

Should Authorised Users make incidental use of the Belgravia Health & Leisure Group Email system to transmit personal messages, such messages shall be treated no differently from other messages and, as such, Belgravia Health & Leisure Group reserves the right to access, copy or delete all such messages for any purpose and to disclose them to any party deemed appropriate.

Unacceptable Email Behaviour

- The sending, receiving or on-forwarding of emails, which are defamatory in content.
- The Sending, receiving or on-forwarding of emails, which are discriminatory, racist, sexist or sexually harassing.
- The sending, receiving or on-forwarding of emails, which are abusive or obscene and which language content is found to be offensive.
- The sending, receiving or on-forwarding of emails, which are pornographic.
- The transmission of any material that may contain a virus or harmful or disruptive component is forbidden.
- The opening of email attachments from untrusted or unknown sources is forbidden.

Social Media

Interaction on websites and social media (such as Facebook, YouTube and Twitter) between Authorised Users; and between Authorised Users and external parties can have implications for both Belgravia Health & Leisure Group, the Authorised Users and the external party.

An Authorised User using social media for work purposes must at all times act in accordance with this policy.

Using Belgravia ICT Resources for personal Social Media activities is not permitted.

For further details, please refer to the ICT Acceptable Use Policy (HR Manual 8.01) & Social Media Policy (HR Manual 8.01c).

Software

Software copyrights and licences must be adhered to. Software is not permitted to be installed on any computer without the permission and supervision of Belgravia IT. Copying of software is not permitted. Removal or transfer of software is considered theft.

Care for Mobile Hardware

Mobile Phones and Tablets:

- Are supplied with a screen protector, which must be applied as soon as received.
- Are supplied with a protective case, which must be used at all times.
- Must be kept away from liquid of any kind.
- Must be secured electronically and physically to avoid damage and/or theft.

Laptops:

- Treat moving parts as directed, gently and with respect.
- Do not place items on the keyboard when closing laptops - the screen and keyboard can become damaged from items sandwiched in between them.
- USB memory sticks, Wireless Adaptors or other such "dongles" must be removed prior to returning the laptop to its bag.
- Carefully coil power adaptors to avoid cable damage and be careful when connecting them to your computer.
- Do not borrow adaptors unless you have checked with Belgravia IT.
- Must be kept away from liquid of any kind.
- Must be secured electronically and physically to avoid damage and/or theft.

International Telephone Calls and Data Roaming

Making international calls from Australia and using mobile devices for calls and/or data while abroad poses a significant cost risk.

From Australia

Belgravia Health & Leisure Groups mobile ICT Resources (such as mobile phones, dongles and tablets) have international calling blocked as a default.

Unblocking the ability to make international calls from Australia is subject to the approval of the Authorised User's relevant manager and must be implemented by Belgravia IT.

Usage while Overseas

It is the responsibility of the Authorised User to obtain their relevant manager's approval to use their mobile device while overseas. It is the responsibility of the Authorised User to contact Belgravia IT to ensure that a suitable international voice and data plan is put in place prior to and for the duration of the overseas trips.

Belgravia Health & Leisure Group reserves its right to seek reimbursement from the Authorised User for excessive cost from making international calls from Australia or cost incurred while overseas.

Mobile Data and Excess Usage

All mobile data services linked to mobile ICT Resources (such as mobile phones, dongles, tablets) are provisioned with data usage limits. Significant excess usage may see additional charges apply. Belgravia Health & Leisure Group reserves the right to hold Authorised Users responsible for excess usage charges.

Monitoring of Belgravia Group ICT Resources

- All messages and associated file attachments sent by Authorised Users using Belgravia ICT Resources are and remain the property of Belgravia Health & Leisure Group.
- Belgravia Health & Leisure Group reserves the right to monitor, track, record, copy or delete the contents of an Authorised User at its discretion.
- Belgravia Health & Leisure Group reserves the right to monitor, track, or record an Authorised User's use of the Internet.

Discrimination and Harassment

Belgravia Health & Leisure Group is committed to providing a work environment free from all forms of harassment and discrimination. Belgravia Health & Leisure Group has a Discrimination and Harassment policy (HR Manual 2.03), it will not tolerate the sending or receiving or on forwarding of emails / text messages or use of the internet that may embarrass, offend, humiliate or intimidate others.

Compliances

The use of Belgravia Health & Leisure Groups ICT Resources contrary to this policy, may result in the following:

- Counselling or Disciplinary Action
- Termination of employment or contract

If any individual becomes aware of the misuse of ICT Resources, that individual should immediately report it to senior management for investigation.

If anyone is offended, humiliated, intimidated or embarrassed by the use of email, phone, text or internet by others, that individual should report it to senior management.

Belgravia Health & Leisure Group is committed to the terms of this policy and will thoroughly investigate and deal with all breaches of this policy.

Liability

Belgravia Health & Leisure Group reserves its right to seek compensation from an Authorised User from any claims or liabilities raised against Belgravia Health & Leisure Group as a result of any conduct of the Authorised User in breach of this policy.

Confidentiality

All Authorised Users have the obligation of keeping Belgravia Health & Leisure Group information confidential. External sharing must only take place upon written approval by the Authorised User's relevant manager and/or by Belgravia IT.



**EQUAL OPPORTUNITY, DIVERSITY,
ANTI-DISCRIMINATION,
HARASSMENT AND BULLYING**

Equal opportunity, diversity, anti-discrimination, harassment and bullying

The organisation is committed to providing workplaces and sites free of all forms of discrimination and harassment including bullying. It aims for equality of opportunity for employees, customers and visitors and for employees that is consistent with our policy of merit-based selection and promotion.

By effectively implementing our Equal Opportunity, Diversity, Anti-Discrimination, Harassment & Bullying Policy (HR Manual 2.03) for employment we will attract talented people and use their abilities to maximum advantage for both the organisation and the employee alike.

Entry into the organisation, selection for jobs, training, career progression and termination of employment will be determined by personal merit and criteria related to the effective performance of the job.

The organisation is committed to providing a workplace and public environment that is inclusive and accepting of diversity as well as embracing equal opportunity. We recognise and acknowledge differences in cultural, religious, gender, sexual orientation and disability and value diversity as a unique attribute of the places we work and therefore require our employees to treat with respect, fairness and equally all people, with no exceptions.

Quality EO programs are increasingly part of what best-practice companies do to ensure the maximum contribution from their people by managing diversity effectively. The organisation seeks to make this best practice approach an integral part of our organisations culture.

Discrimination, Harassment and Bullying is not only unacceptable it is unlawful pursuant to state legislation (such as Equal Opportunity, Racial and Religious Tolerance) and federal legislation (such as Sex Discrimination Act, Racial Discrimination Act, Disability Discrimination Act, Human Rights and Equal Opportunity Commission Act) and Occupational Health & Safety legislation.

Managers are responsible for providing an environment free from discrimination, harassment and bullying. To this end the organisation will take all practicable steps to ensure our employees, customers, visitors and sub-contractors adhere to maintaining this environment within our facilities and workplaces.

Managers are to ensure all complaints are treated confidentially, seriously and sympathetically. To this end, we have developed an internal complaint resolution process to assist our employees raise issues of concern. Relevant disciplinary action will be taken against anyone found to have breached this policy.

No employee, customer or visitor will be penalised or disadvantaged as a result of raising concerns or complaints relating to discrimination, harassment or bullying. For further details, see the Whistleblower Policy (HR Manual 8.10)

Discrimination

What is workplace discrimination?

Discrimination is treating, or proposing to treat, someone unfavourably because of a personal characteristic protected by law.

Personal characteristics include:

- Age
- Carer and parental status
- Disability (including physical, sensory and intellectual disability, work related injury, medical conditions, and mental, psychological and learning disabilities)
- Employment activity
- Gender identity, lawful sexual activity and sexual orientation
- Industrial activity
- Marital status
- Physical features
- Political belief or activity
- Pregnancy and breastfeeding
- Race (including colour, nationality, ethnicity and ethnic origin)
- Religious belief or activity
- Sex
- Expunged homosexual conviction
- Personal association with someone who has, or is assumed to have, one of these personal characteristics.

Direct discrimination

Direct discrimination is when a person treats, or proposes to treat, someone unfavourably because of a personal characteristic protected by law. Direct discrimination often happens because people make unfair assumptions about what people with certain personal characteristics can and cannot do.

For example, refusing to employ someone on the basis of their age because you think they are too old to learn new skills.

Indirect discrimination

Indirect discrimination occurs when an unreasonable condition is imposed that disadvantages a person with a personal characteristic protected by law. Indirect discrimination happens when a workplace policy, practice or behaviour seems to treat all workers the same way, but it actually unfairly disadvantages someone because of a personal characteristic protected by law.

For example, a requirement for employees to work 12-hour shifts may appear to treat everyone equally. However, it may disadvantage employees with family or caring responsibilities. If the requirement is not reasonable, this is indirect discrimination.

Harassment

What is harassment?

Harassment is an unwanted behaviour and can take many forms. It may involve inappropriate actions, behaviour, comments or physical contact that is objectionable or causes offence. Unlawful harassment may relate to any of the attributes protected in various equal opportunity legislation mentioned above.

It is irrelevant at law as to whether or not the inappropriate behaviour was intended. It is also important to understand that it is the person being subjected to the behaviour, who determines whether the behaviour is welcome or unwelcome. Co-workers can be named sole respondents in cases of alleged sexual harassment.

Harassment may be seen to have occurred if the behaviour makes the victim feel:

- Offended and humiliated;
- Intimidated or frightened ;and/or
- Uncomfortable at work

What is sexual harassment?

Sexual harassment occurs when a person makes an unwelcome sexual advance, or an unwelcome request for sexual favours to another person, or engages in any other unwelcome conduct of a sexual nature in relation to another person.

It has nothing to do with mutual attraction or private, consenting friendships whether sexual or otherwise.

Some examples of sexual harassment include:

- Persistent, unwelcome demands or even subtle pressures for sexual favours or outings;
- Leering, patting, pinching, touching or unnecessary familiarity;
- Offensive comments on physical appearance, dress or private life; and
- The public display of pornography (especially when it is directed at particular individuals) ranging from material that might be considered mildly erotic through to material that is sexually explicit.

The organisation recognises that comments and behaviour which do not offend one person can offend another, accepts that individuals may react differently and expects this right to be respected.

Work related functions

Sexual harassment can occur in any work related environment including (but not limited to) conferences, work functions, field operations and training programs.

Bullying

Bullying is repeated, unreasonable behaviour directed toward an employee, or group of employees, that creates a risk to health and safety. It can include, but is not limited to, behaviours such as:

- Deliberately changing work rosters to victimise particular employees;
- Verbal abuse;
- Initiation practices;
- Sabotaging someone's work;
- Ridiculing someone's opinion, humiliating through sarcasm and insult;
- Cyber bullying via email, intranet, mobile phone or other electronic communication devices.

Bullying is not an acceptable part of our work culture. Furthermore, bullying is a significant occupational health and safety consideration, if it occurs in the workplace or a working environment, as it can cause harm to a person's health and well-being, both physical and psychological.

Bullying does not cover situations where reasonable management actions are carried out in a fair way. For example:

- Setting performance goals, standards and deadlines and implementing organisational change
- Disciplinary action or informing a worker about unsatisfactory work performance
- Deciding not to select a worker for promotion

What is victimisation?

Victimisation is seen to occur when someone who has raised an equal opportunity complaint suffers a negative consequence as a result of raising that concern.

What is occupational violence?

Any incident where:

- an employee is physically attacked or threatened in the workplace and this would include acts such as striking, kicking, biting and spitting or any other type of physical contact
- an employee is abused, threatened or assaulted in circumstances arising out of or in the course of their employment. This may take the form of verbal, physical or psychological abuse
- an employee is abused, threatened or assaulted. This may take the form of verbal or psychological abuse
- client initiated violence (violence inflicted on a worker by an individual who is or was the recipient of a service provided by the victim or the victim's organisation)

What can you do if you are being discriminated against?

If you consider you have been discriminated against, raise your concerns with your direct manager who should be able to give you the rationale behind any decision which may have caused you to feel disadvantaged. Secondary outlets include your area manager, regional manager, human resource manager or general manager.

What can you do if you or someone else is being harassed or bullied?

Bullying and harassment is to be dealt with and should not be ignored (as ignoring the behaviour could be taken as tacit consent). Anybody who experiences or witnesses harassment or bullying is encouraged to either:

- Inform the offender the behaviour is offensive, unacceptable and against organisation policy; or
- Seek assistance in having the behaviour stopped. This may include making a report (which may be in written form) or a complaint

Who can assist you in making a report or complaint?

If you feel that you are unable to resolve the matter yourself, your manager should assist you. If your complaint is about your manager, you can report your complaint directly to your regional manager or general manager. As a last resort, you can contact the human resources manager based in Melbourne on (03) 8727 7777.

What will happen if you make a complaint or report?

Any complaints or reports of discrimination, harassment or bullying will be dealt with quickly. A thorough, impartial and confidential investigation will commence within two days of receipt of the complaint. Managers must act immediately on any reports of harassment. Employees will not be disadvantaged in their employment conditions or opportunities as a result of lodging a complaint.

What will happen to the person against whom you have made a complaint?

Where complaints of discrimination, harassment or bullying have been substantiated, appropriate disciplinary action will apply. Serious breaches of the policy may lead to termination of employment or denial of access to facilities (employees, visitors, customers or contractors).

Where can I get more information on preventing and responding to workplace bullying?

HR manual (EO policy), WHS noticeboard, human rights commission website and publications.

Our commitment

Our EO policy has the full support and commitment of the Management and Board and employees are encouraged to give support in monitoring and avoiding practices, attitudes and traditions which lead to harassment.

Belgravia Health and Leisure Group will:

- Seek to create a working environment which is free from bullying and harassment, where all management, staff, contractors and visitors are treated with dignity, courtesy and respect
- Implement communication training strategies to ensure that all employees of the Belgravia Health and Leisure Group know their rights and responsibilities
- Encourage the reporting of behaviour which breaches the EO policies
- Provide effective procedure of complaints based on the principles of procedural fairness
- Treat all complaints in a sensitive, fair, timely and confidential manner
- Ensure protection from any victimisation of or reprisals against those who lodge a complaint
- Ensure that prior to commencing mediation or investigation of a complaint the employee against who the complaint has been made (respondent) will be notified
- The complainant and respondent will be made aware of and provided with a copy of the relevant policies and procedures
- Reasonable time will be given to employee/s involved to enable employee/s to nominate a representative or support person during investigation/mediation
- Employees are to be given the opportunity to provide explanation and details of any mitigating circumstances



**WORKPLACE
HEALTH & SAFETY**

CEO Commitment to safety

At the Belgravia Health & Leisure Group, our commitment to Workplace Health & Safety is based on ensuring that our employees, contractors, volunteers, members and visitors are safe in our facilities. The Belgravia Health & Leisure Group have a principle to adhering to all state and national Health & Safety legislation through our core processes that identify hazards and eliminate risk, creating a safe environment at our facilities.

Establishing, implementing and enforcing high safety standards and best practice procedures at every facility will enable us to meet these objectives.

We will ensure there are robust Workplace Health & Safety communication and consultation channels throughout the organisation and ensure appropriate information, instruction, training and supervision is developed, adapted and communicated to best protect our employees, contractors, volunteers, members and visitors.

It is important that all of our staff know that safety is a shared responsibility in which each and every employee must take ownership of his or her own safety and the safety of their co-workers and patrons.



Nick Cox
Belgravia Leisure, Chief Executive Officer



Ian Jensen-Muir
Genesis Fitness Chief Executive Officer



Workplace Health & Safety page on B-Connected

Under the processes tab on B-Connected you will find the Workplace Health & Safety page. This page:

- Allows the user to log an incident, log a hazard and log a risk
- Allows the user to access online inductions (WHS Manual Training & Staff Induction Record)
- Allows the user to access and fill out an investigation, as a result of a major incident or near miss occurring at their facility
- Allows the user to access information, documents on various WHS topics that can be taken and used at facility level
- Gives the user a direct link to the online WHS Manual that holds all Policies, Procedures & Standard Forms
- Allows the user to view their own individual facilities WHS page
- Allows the user to view their incident data in the form of a charts page
- Allows the user to view Head Office issued Safety Alerts which are to be implemented by facility management at each relevant site
- Allows the user to view WHS announcements

Your WHS responsibilities

It is your responsibility within our WHS system to make sure that you:

- Adhere to the safety procedures, rules and regulations laid out by the organisation
- Take reasonable care for your own health & safety and the health & safety of others who may be affected by your acts or omissions
- Carry out your duties in a safe and responsible manner taking into account the health and safety of yourself, your work mates and any other personnel that may be within the work area
- Wear appropriate personal protective equipment (PPE) required to carry out the tasks in a safe manner when directed or as required
- Complete and pass the online WHS Manual Training upon being inducted

If you see any unsafe conditions or any breaches of safety, you are required to bring these to the attention of your manager immediately.

Failure to comply with any safety procedures is a breach of Workplace Health and Safety laws.

Within the scope of your work duties, you have responsibility to carry out your duties within the framework of our WHS systems:

- Adhere to all procedures and work instructions as laid out by the organisation
- In carrying out your duties ensure that all checks and documentation are carried out and filled in appropriately and on time
- Immediately report any issues to your immediate manager
- Attend all work based training programs and awareness sessions on WHS
- If unsure on issues related to practices, advise your Manager who will arrange for further training for you in these fields

Site traffic control

Please ensure you enter and exit the site in accordance with the site plan and park in the allocated car parks.

Never park or unload vehicles in front of clear ways, driveways, emergency exits, disability parking spaces or across pedestrian walkways.

Employees must never run within the workplace and must walk within the designated walkways where practical, unless faced with an emergency situation.

WHS consultative mechanisms (communication & consultation)

Consultative Mechanisms are important in creating WHS communication channels that allow for a positive safety culture within each site and through our organisation. Site WHS consultation areas:

- Quarterly WHS Committee Meetings
- Health & Safety is an agenda item at each and every meeting
- WHS noticeboard installed at your facility
- Reporting of all hazards and risks in the workplace
- Sites can decide to elect a Health & Safety Representative (HSR)
- WHS communication processes are in place

For further details, see the Consultative Mechanisms Policy (WHS Manual 1.03)

Personal protective equipment (PPE)

Employees must wear the appropriate PPE when working on-site.

Other PPE will be supplied as required.

For further details, see the PPE Policy (WHS Manual 1.21)

Safe use of equipment

All equipment / machinery is to be used in the manner to which it was designed.

Safety aspects you must be aware of:

- Operation of machinery is only by licensed, trained or authorised personnel
- Maintenance of equipment - pre-start checks are to be carried out daily where stated
- Report any defective equipment to your manager
- Never override safety guarding or interlocks that have been fitted to a machine

For further details, see the Plant & Equipment Safety Policy (WHS Manual 1.12)

Hazard identification

It is the responsibility of all workers to report hazards that may cause injury, illness or damage to equipment.

The following are examples of potential hazards that may be evident at the workplace:

- Lifting heavy objects
- Obstacles in the way (e.g. Mobile machinery such as forklifts)
- Electrical hazards (e.g. Power cords near water)
- Fire hazards
- Defective equipment

If you become aware of a hazard, you are to report the hazard and advise your manager.

Through the online WHS page on B-Connected you can also log a hazard or risk to your facility.

For further details, see the Risk Management Policy (WHS Manual 1.05)

Incident reporting

It is the responsibility of employees to report ALL incidents, including "Near Misses".

If you become aware of an incident or "Near Miss", you should notify your manager as soon as possible.

All incidents are to be logged online as indicated below:

1. Log an incident via B-Connected.com.au following the log an incident tabs
2. Casual staff can log an incident on the Belgravia Leisure and Genesis website through an online URL

For further details, see the Incident Management Policy (WHS Manual 1.07)

Emergency procedures

You are required to know the emergency evacuation details that are displayed on notice boards and within each sites emergency management plan. These include:

- Emergency evacuation routes and assembly points
- Emergency / fire warden's name and contact details
- Location of firefighting equipment and first-aid facilities
- First-aid officer's name and contact details

For further details, see the Emergency Procedures Policy (WHS Manual 1.16)

COMPLETING THE INDUCTION PROCESS

The following induction items must be completed online on B-Connected by each employee, with the assistance of their manager:

WHS Manual Training

Staff Induction Record

To complete an employee's induction, the **Acknowledgement Page (last page)** must be completed and filed internally on the employee's personal file. This page is also to be attached / uploaded online through B-Connected, at the bottom of the online Staff Induction Record

Acknowledgment

I have read and understood the entirety of the contents in the Belgravia Health and Leisure Groups Staff Induction Manual.

I acknowledge that I have a responsibility to ensure that I adhere to all organisation policies, procedures and practices in conjunction with state and national legislation.

I have completed the online Staff Induction Record including the WHS Manual Training and I acknowledge that I have viewed and understood all content of the HR Manual, WHS Manual and my responsibilities as an employee accordingly.

I agree to abide by the entirety of the terms and conditions of my employment as per the above mentioned.

Employee: _____
(Employee Name)

Signed: _____
(Employee Signature)

Date: ____ / ____ / ____

Manager/Supervisor: _____
(Name of Manager/Supervisor)

Signed by Manager/Supervisor: _____
(Manager/Supervisor Signature)

Date: ____ / ____ / ____

Note to Managers:

To complete an employee's induction, this Acknowledgement Page must be completed and filed internally on the employee's personal file. This page is also to be attached / uploaded online through B-Connected, at the bottom of the online Staff Induction Record