



Traverse Alpine Group

EMPLOYEE POLICY & PROCEDURES

TAG Employees must read this document and confirm acceptance through Employment Hero (electronic signature)
A hard copy of this document is available on request.



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1. HUMAN RESOURCES POLICY

Induction

At the start of your employment, you may be required to complete an induction program, during which all of our policies and procedures (including, where relevant, those relating to Health and Safety) will be explained and/or provided to you, as necessary. Information relating to these will be given to you at the induction.

Probationary Period

The length of your probationary period is set out in your contract of employment. Casual employees are not subject to a probationary period. During this period, your work performance and general suitability will be assessed and, if it is satisfactory, your employment will continue. However, if your work performance is assessed as generally unsuitable, the Employer may either take remedial action (which may include the extension of your probationary period) or terminate your employment at any time prior to confirmation of your employment.

We reserve the right not to apply full capability and disciplinary procedures during your probationary period.

Employee Training

At the commencement of your employment, you will receive any training necessary for your specific job. As your employment progresses, your role may be extended to encompass new activities within the Employer's business. You are expected to participate in any training deemed necessary for you to perform your role at the required standards.

Training Agreement

The Employer has a policy of encouraging its employees to undertake training in order to advance their career to the benefit of both the Employer and the individual.

The Employer may agree to contribute to the cost of the training. In this event, you may be asked to enter into a specific agreement for training (the Training Agreement). However, where the Employer has contributed to your training and your employment is terminated, for whatever reason, the Employer will seek reimbursement of the costs in line with the Training Agreement. Further details are available separately.

Job Description

You may be provided with a job description to help illustrate your role. Amendments may be made to your job description from time to time in relation to the Employer's changing needs and your own ability.

Traverse Alpine Group would like to wish you every success during your employment, whether you recently joined or whether you are an existing employee. It is hoped that your experience of working with us is positive and rewarding.

Access to Award and the National Employment Standards

Where relevant, an electronic copy of the award and the National Employment Standards (NES) are available on request.

Performance and Review

The Employer's policy is to monitor your work performance on a continual basis so that we can maximise your strengths and help you with any development areas.





Availability

Availabilities are to be provided to the Employer in writing. Any changes to your availabilities must be provided to management in writing. Changes to casual staff availability may result in less hours being offered and changes to permanent availability may only occur by agreement with the Employer.

Job Flexibility

Whenever necessary, you will transfer to alternative duties within the Employer's business. During holiday periods, for example, it may be necessary for you to take over duties normally performed by colleagues. This flexibility is essential for operational efficiency as the type and volume of work is always subject to change.

Mobility

It is a condition of your employment that you are prepared, whenever applicable, to travel to any other of our sites or client sites within a reasonable travelling distance. This mobility is essential to the smooth running of the business.

Convictions and Offences

During your employment, you are required to immediately report to the Employer any convictions or offences with which you may be potentially or have been charged.

2. CERTIFICATIONS

Certificates and/or licenses required for employment by Traverse Alpine Group differ depending on the role in which you are employed:

Position/Roles	Certificates Required
Front of House Staff/ Venue Managers	Current VIC Responsible Serving of Alcohol Certificate
Chef/Chef De Partie/Sous Chef	Current Food Safety Handlers Certificate
Head Chefs	Current Food Safety Supervisors Certificate
Operations and Transport Staff	Current Australian Full Driver's License

Certificates are required to be provided to the Restaurant Manager within 30 days of commencement. Employment may be terminated without notice if the necessary certification is not provided by respective due dates. Employees are required to ensure licenses are current and renewed by respective due dates.





3. REMUNERATION & HOURS

Payment

Wages are processed weekly on Thursday and will normally arrive in your bank account by Friday, depending on your bank. Wages will be paid in arrears.

You will receive a payslip via email and the Employment Hero App (if downloaded) showing how the total amount of your pay has been calculated. It will also show the deductions that have been made and the reasons for them, for example, tax and agreed deductions.

Any pay queries that you may have should be raised with management. Your pay is to be considered confidential and should not be discussed with other employees.

Overpayments

If you are overpaid for any reason, the total amount of the overpayment will normally be deducted from your next payment. If this would cause hardship, arrangements may be made for the overpayment to be recovered over a longer period.

Tax

In line with the Australian Taxation Office's requirements, Traverse Alpine Group reports taxation on a weekly basis. At the end of the tax year your taxation information will be available via your personal MyGov account.

Overtime

Where you feel that additional hours are outside your normal duties, you must have these hours approved, in writing (eg: email), by management prior to working these hours. You will risk not being paid any overtime unless this approval has been provided.

Additional hours worked to complete your ordinary duties, for example, staying back late to correct your own erroneous work, will generally be considered reasonable additional hours and will not ordinarily be paid as overtime.

Superannuation

Superannuation contributions will be made on your behalf in accordance with legislation.

Time Recording

You are required to comply strictly with any time recording procedures relating to your work.

Hours of Work

You may be rostered to work Thursday to Wednesday. Currently, the business' are operating 24 hours from 6.00am to 6.00am, but these hours may change from time to time.

Lateness/Absenteeism

You are required to be present and ready to commence work at your rostered starting time. You must return to work following authorised breaks, punctually and at the time you are to resume work.

In the event you are going to be late to work, or following an authorised break, you are required to notify your manager as soon as possible and indicate when you expect to arrive.

All absences due to illness must be notified in accordance with the sickness reporting procedures set out in this Employee Handbook.





Lateness or unauthorised absence may result in disciplinary action and/or loss of pay.

Breaks

Breaks are to be taken when arranged by the Employer. You are required to adhere to the break length as directed by management and be ready to commence work at the end of the break. You are required to notify management immediately if you are struggling to take the break, so that it can be rectified or varied.

Shortage of Work

If there is a temporary shortage of work for any reason, we will try to maintain your continuity of employment. With your agreement, we may place you on reduced hours, or alternatively, temporary leave. If you agree to be placed on reduced hours, your pay will be reduced according to time actually worked. If you are placed on leave, this will be processed as leave without pay unless you elect to utilise any accrued leave entitlements.

Stand Down

The Employer may send you home where there is no useful work for you to do, such as during:

- breakdown of equipment
- industrial action or
- a cause which the Employer cannot reasonably be held responsible, such as natural disaster or pandemic.

This list is not exhaustive. Generally, you will not be paid for this time. However, by agreement you may be able to access accrued leave.

4. LEAVE ENTITLEMENTS

The two main leave types are outlined below. All other leave types are articulated within the Hospitality Industry (General) Award 2020 and National Employment Standards.

Personal Leave (also known as sick leave)

1. Full time employees are entitled to 10 days personal leave in accordance with the Hospitality Industry (General) Award 2020 (pro-rata for part time employees).
2. Personal leave entitlements accrue based on the employees mode of employment (excluding casual employees).
3. **A medical certificate must be provided for all absences.**
4. Employees are required to notify their Venue Manager by phone call (SMS or email is not permitted) of their inability to attend at least two hours prior to the rostered commencement time. Failure to do so may result in disciplinary action.
5. In the case of an infectious disease, it is a requirement under the *Health Act 1958* that employees obtain a full medical clearance prior to returning to work.
6. Casual employees do not have any entitlement to paid personal leave.





Annual Leave

1. Full time employees are entitled to 20 days annual leave in accordance with the Hospitality Industry (General) Award 2020 (pro-rata for part time employees).
2. Staff are required to provide a minimum of four weeks' notice for leave longer than two weeks in duration
3. Casual employees do not have any entitlement to paid annual leave.

5. PAYROLL & ROSTERING

Rosters

Where practicable two weeks' notice of rostered day or days off will be given provided that the days off may be changed by mutual consent or through sickness or other cause over which the employer has no control. The roster will be alterable by mutual agreement between the Venue Manager and staff member any time or by amendment of the roster on seven days' notice. During peak Winter Season (July-September), time off will only be approved on a case-by-case basis.

Pay Cycle

The pay cycle is Thursday - Wednesday and the pay is processed into your nominated bank account on a Thursday.

Staff are reminded that their remuneration is confidential, and it is not to be discussed with any other member of staff other than the Restaurant Manager/Direct Supervisor.

Time Sheets

Staff are required to sign in and out (including meal breaks) as per the venue procedure for every shift.

Please note: that you are required to clock-on for your shift via the iPad/Work Zone at the rostered start time, **not the time you arrive in the venue.**

4. Supervisor will authorise timesheets upon completion of the roster period (manual or electronic format).
5. Falsifying the timesheet is dishonest and may lead to performance management.

6. PUNCTUALITY & ATTENDANCE

All staff are required to be on the premises ten minutes prior to commencement of their shift to change into uniform and commence on time as per rostered shift. Consistent lateness may lead to performance management which may leave to termination of employment.

Staff are expected to call (**text messages, emails will not be accepted**) the Venue Manager if they are unable to attend work (minimum of four hours' notice).

7. GROOMING & PRESENTATION STANDARDS

Appearance

Personal presentation must be neat at all times. The standard of personal grooming and hygiene of every employee must meet these prescribed standards. Non-adherence to grooming and presentation standards may result in performance management.





General Grooming Standards for all Staff

Hair

- Hair must be neat
- Long hair must be tied back.
- Employees with moustaches, beards and the like must ensure that their facial hair is neatly trimmed and presentable.
- Responsible service of food practices must be observed by Food and Beverage and Kitchen staff
- A hair net or hair covering may be required in food preparation and service areas.

Hygiene & Presentation

- Make-up must not be applied excessively.
- Nails are to be neat and clean.
- No overpowering aftershave or perfume.
- Bathe daily and use an effective deodorant.
- Teeth are to be brushed daily to avoid bad breath and smoke odour.
- Please wash your hands regularly and always after using the toilets and before handling and food.
- General neatness in personal appearance and attire.

Uniform

- It is the employee's responsibility to make sure that uniform(s) are always maintained and are neat. Uniform is to be clean and may be required to be ironed, as per your venue, at all times. There is no excuse for personal untidiness. If you do not meet these standards, you will be asked by your supervisor to leave your shift and return correctly attired. It is essential that you take care in preparing for your shift.
- Uniform is not permitted to be worn when off-shift.
- We ask that all staff take pride in their appearance when going to or returning from work as our business is always on show whilst you are in uniform.
- All staff should wear appropriate outerwear to and from shift to ensure they are warm and comfortable, especially staff who will be working at Cloud 9 as there may be instances of the chairlift stopping for a certain period of time and can get quite cold.
- Staff are to wear Black Shoes and Black Long Pants all Venues. Chefs can substitute with Kitchen Apparel.

8. SMOKING, VAPING, ALCOHOL & DRUGS

Illicit Drugs and Alcohol

The use of drugs or alcohol jeopardises a safe workplace. The Employer recognises alcohol and other drug dependencies as treatable conditions and encourages those persons who may be subject to such dependency to seek assistance from appropriate organisations or support groups.

The Employer has a zero-tolerance approach towards the presence of illicit drugs within the workplace. This includes the discovery of an employee with possession of an illicit substance, and any testing which results in a non-negative reading of a substance within an employee's system above the detectable limit while at work.

Employees are not permitted to work while under the influence of alcohol and must always conduct themselves responsibly. For the purposes of this policy and due to the nature of your work, if at any time you are required to operate vehicles, heavy or otherwise, machinery or other high-risk work, the blood alcohol content limit is zero (0.00%).





Alcohol may be consumed at some Traverse Alpine Group events. Where this is the case, the Employer encourages responsible alcohol consumption and at no time should you be drunk or behave in a manner which is inappropriate.

Non-compliance with this policy and any associated procedure by employees may result in disciplinary action up to and including termination.

Prescribed/Over-The-Counter Medication

Employees who are taking any prescribed/over-the-counter medication or drugs which may affect their ability to perform their work must notify management as soon as possible. You may be required to produce a medical certificate stating that you are fit for work or specifying any restrictions.

Screening

The Employer may require screening for alcohol and drugs. For employees, this may include pre-employment testing. Testing may be conducted based on reasonable suspicion or following an incident or accident. The Employer reserves the right to carry out random testing across all levels of employees.

The following provides examples of activities which may result in disciplinary procedures, up to and including termination of your employment or engagement with the Employer. If you:

- are removed from the workplace due to impairment or reasonable suspicion of impairment
- return a positive result following testing
- return a blood alcohol level of more than 0.00 or the equivalent in urine or breath samples
- refuse reasonable direction to undertake drug and alcohol screening or
- are in possession of illegal drugs for supply or consumption in the workplace or the Employer's vehicles.

This list is not exhaustive.

If you perform work on a client site which conducts regular or random drug and alcohol testing, you will be required to participate.

Where you are suspected of being affected by drugs or alcohol, you may be required to participate in appropriate testing. Positive readings at any time will result in disciplinary procedures up to and including termination of your employment or engagement with Traverse Alpine Group.

If you return a non-negative result or refuse to participate in testing, you will be required to cease work immediately and leave the workplace. This time will be unpaid until such a time that you are fit to return to work. You will not be able to return to the workplace until you return a negative result. If you are required to leave the workplace, you will be required to report to management on your return or when you are no longer under the influence of drugs or alcohol, to discuss the incident.

Smoking & Vaping Policy

Smoking and vaping on TAG premises or in TAG vehicles or TAG accommodation is not permitted. You are only permitted to smoke or vape in designated areas and during your breaks.

If working on alternative sites, you must adhere to all relevant client site-specific policies and procedures regarding smoking and vaping.





9. HEALTH & SAFETY

Occupational Health and Safety

Should any issue arise in this area that you would like to bring to our attention, please contact your Restaurant Manager.

We want to provide you with a safe and healthy work environment. If you feel that we have missed something or you can see a way to improve on what we are already doing, please advise your department manager.

Lifting and Goods Handling

If you are required to lift equipment or inbound stock as part of your job, please note that there are correct lifting procedures that we expect you to use. If you feel that something is too heavy to handle by yourself, please seek assistance from someone else – don't try to be a hero!

Use goods trolleys wherever appropriate to assist you. It is not worth the risk of a serious lifetime back injury.

Electrical Safety

A hospitality environment presents all kinds of opportunities for injury from electric shock if you are not careful, as such be aware of the following:

6. The power supply is much stronger than the power supplied to your home.
7. Water and electricity do not mix.
8. Please be careful before you hose or splash water on the walls.
9. Immediately report frayed or damaged power cables, damaged power points and other electrical defects immediately to your supervisor for repair.

Use of Chemicals

We use a range of powerful cleaning chemicals to maintain cleanliness and hygiene. Please read the manufacturers instructions and use accordingly as per Material Safety Data Sheet (MSDS). Dilute chemicals to the correct concentration and use gloves at all times as some of these chemicals can cause serious irritation and drying to sensitive skin.

Slippery Floors

The floors in the kitchens and service areas of a hospitality business can become slippery at times. Supervisors and staff are to ensure that their slippery floor areas are mopped and degreased regularly. Staff are to wear appropriate non-slip footwear and to move carefully, especially when carrying items. Rubber Floor Mats to be in place where appropriate.

Fire Fighting Equipment

All Venues are assigned a Fire Marshall. The Fire Marshall will receive training from Falls Creek CFA. Where possible the Fire Marshall should be the one to action/ attend Fire emergencies.

All areas are equipped with appropriate fire extinguishers and the kitchens have fire blankets installed. You are expected to read the instructions on this equipment and to know which equipment is to be used for a particular fire as per Fire safety standard operating procedure.

Please be aware of any equipment or oil that starts to smoke in an abnormal way and immediately bring this to the attention of the Restaurant Manager/Head Chef.





Fire extinguishers are strictly for use in an **emergency only**. They are not a toy and should never be used as one. Once the pin is removed and the trigger depressed, even if only a short burst, the cylinder is rendered inactive as it is immediately depressurized. The extinguisher will then be useless when urgently required.

Should you have to use any equipment for any reason, it must be reported immediately to management. This is to ensure that all equipment is ready and available for an emergency and so that the incident can be appropriately recorded.

What to do in the event of a fire/ fire alarm

In the event of a fire the fire Marshall will, inspect the fire panel located in the restaurant, do not access the fire panel or silence the alarm, read the location of the alarm on the panel and perform an inspection of the area without putting yourself at risk. Ascertain if the alarm is a false alarm or a real emergency. In the event of a false alarm return to the fire panel and silence the alarm on the side and contact 000. In the event of an actual fire if safe to do so use the provided fire blankets and extinguishers to try and put out the fire.

Armed Robbery

- Remain calm.
- Never look the assailant in the face; keep your head down.
- Hand over cash or goods.
- Do not intervene with or chase the assailant.
- Gain the best possible identification of the assailant.
- Do not touch or move anything the criminal may have handled.
- Report immediately to management.
- Write a description of the events and assailant as soon as possible.
- Do not converse with others involved as this can alter facts.
- Phone 000.

Evacuation

Copies of the venue evacuation plan are displayed within the hotel premises and you are asked to familiarise yourself with this plan and be always alert. Orientation and Training of these plans will be held on entering the venue for the first time.

10. WORKPLACE MENTAL HEALTH POLICY

The Management of Traverse Alpine Group has a firm commitment to ensure, so far as is reasonably practicable, that all employees are safe from injury and risk to mental health whilst at work.

Management meets this commitment by endeavouring to ensure that work practices and procedures adopted throughout the venue comply with the Occupational Health and Safety Act 2004 (OHS Act) as amended from time to time and its regulations.

In section 5 of the OHS Act, health is defined as including psychological health.

A mentally healthy workplace has measures in place to prevent harm by identifying risks to mental health, managing harm from an early stage, and supporting recovery. At the same time, positive work-related factors are encouraged and promoted.





Mental health can be adversely affected by exposure to a range of *hazards* or factors in the workplace, including, for example:

- low job control
- high job demand
- low job demand
- poor support
- poor workplace relationships
- low role clarity
- poor organisational change management
- poor organisational justice
- poor environmental conditions
- remote or isolated work, and
- violent or traumatic events.

Exposure to these *hazards* can lead to work-related stress. When stress is very high and or prolonged, it can in turn lead to work-related psychological or physical injury.

In a mentally healthy workplace:

- Mental health is everyone's responsibility
- Mental health is considered in every way that business is conducted
- Everyone contributes to a culture where people feel safe and supported to openly talk about mental health
- Mental health support is tailored for individuals and teams
- It is made evident that supporting worker mental health is a priority

Management and staff are expected to take all practical measures to ensure a safe and healthy working environment in keeping with the following defined responsibilities.

If you are at all concerned about your mental health, please don't hesitate to consult your manager or contact: Beyond Blue Hotline: 1300 224 636, 24 hours / 7 days a week.

Duties of Employers to Employees

The venue has a responsibility to:

- Provide and maintain, as far as is reasonably practicable, a working environment that is safe and without risks to mental health and safety. This obligation extends to independent contractors and their employees in respect of matters that the employer has control over;
- Monitor the mental health of its employees;
- Monitor the conditions, as they apply to mental health at any workplace under its management and control;
- Monitor work-related factors, also known as psychosocial hazards and control these, where reasonably practicable so they are less likely to impact on the mental health and safety of employees.
- Provide information to its employees (in appropriate languages if necessary) concerning mental health and safety at the workplace including the name/s of persons to whom an employee may make an enquiry or complaint about mental health and safety;
- If the company has engaged with a third party Employee Assistance Provider (EAP) information on how to contact the provider is made readily accessible and the process is kept as confidential as reasonably practicable.
- Consult with employees on matters that directly affect, or are likely to affect their mental health or safety, for example when identifying hazards and deciding on appropriate risk controls.
- Comply with the OHS Act as amended from time to time and any other duties contained in its regulations.



Employees Duties

In their own interests, and as a legal obligation, employees have a responsibility to ensure that nothing is done to make mental health and safety provisions less effective. In particular employees must:

- Take reasonable care to protect their own mental health and safety at work.
- Take reasonable care for the health and safety of people who may be affected by their acts or omissions in the workplace.
- Have a duty to co-operate with their employer's actions to comply with a requirement under the OHS Act and Occupational Health and Safety Regulations 2017
- Immediately report or make such recommendations to the venue's nominated Manager / Supervisor, to avoid, eliminate or minimise any risks or hazards of which they are aware of regarding working conditions or methods.
- Immediately report any occupational health and safety matters which they become aware of and which need to be addressed by the venue.

Management / Supervisors

A mentally healthy workplace requires leaders who:

- Demonstrate commitment to mental health in the workplace
- Manage workplace relationships respectfully
- Treat employees with fairness and respect at all times
- Demonstrate a zero-tolerance for bullying and discrimination
- Are accessible and willing to listen
- Communicate clearly and openly in a timely manner
- Provide feedback in a constructive way
- Ensure employees have safe workloads
- Clarify role expectations and reporting structures
- Provide reward and recognition for good work

Consultation

Traverse Alpine Group is committed to consultation and co-operation with its employees concerning mental health and safety matters as required by the OHS Act.

Procedure – Workplace Mental Health

- All staff that identify concerns relating to mental health risks within Traverse Alpine Group must raise the issue with the Restaurant Manager and an incident report is required to be completed within Employment Hero.
- The Restaurant Manager will utilise the staff complaints procedure to resolve the issues to ensure the grievance is resolved and if any change is required to current systems in place within the venue.
- If a staff members concerns pose an immediate risk to anyone's mental health and safety, they are required to notify the Restaurant Manager immediately.
- When the Restaurant Manager is alerted to risks in the workplace that pose an immediate risk to someone's mental health and safety the following action points should be considered:
 - Debrief with the person/s at risk
 - Establish whether further support is needed for person/s at risk





- Consider whether person/s at risk are in need of safe transport home
- Refer person/s at risk to available counselling services (i.e Beyond Blue)
- Notify TAG Mental Health First Aiders
- Contact the AHA (Vic) Workplace Relations team for further support - (03) 9654 7100

Managing Self in the Hospitality Industry Staff Training Video

Traverse Alpine Group is a member of the Australian Hotels Association (Victoria) who are the recipients of funding through WorkSafe's WorkWell program to develop a Learning Network which aims to create mentally healthy workplaces through the development of a range of tools and resources for its members.

The Learning Network, which comprises of managers and staff, identified aggressive and violent events within the workplace as the number one work-related factor attributing to workplace mental injury. As a result, a range of interventions and tools are currently under development.

Traverse Alpine Group is pleased to support this initiative to assist our staff in deal with challenging customer interactions.

[Click here](#) to access the five minute animated clip. Speak to your manager if you have trouble accessing the video.

11. COVID-19 POLICY

As we live with COVID-19, we can continue to protect ourselves, our team-mates, our guests and at-risk people. Traverse Alpine Group are committed to following the government's 6 suggested steps to help prevent severe illness and reduce the spread of the virus in our community:

- Get vaccinated
- Wear face masks indoors if showing symptoms
 - Cough and sneeze into a tissue or your elbow
- Let fresh air in
 - Wherever possible ventilate the restaurant
- Manage covid-19 at home
 - If you are positive for covid – stay at home until you are no longer showing symptoms
- Get tested if unwell
- Follow cleaning procedures within restaurants.

Traverse Alpine Group will provide materials and training around safe hygiene practices, as well as all necessary hygiene, cleaning and sanitizing materials to enable staff to uphold their responsibilities in maintaining safe and healthy work and living spaces.

12. WORKPLACE BEHAVIOUR

Traverse Alpine Group is committed to ensuring that employees work in an environment where people are treated with mutual respect. It is important for a productive and harmonious workplace that employees are aware of the impact of their behaviours on others.





All employees have a legal responsibility to care for their own health and safety and that of others in the workplace, and therefore must treat everyone with respect and courtesy and not engage in acts which constitute inappropriate behaviour. Employees found to have either committed or condoned such behaviour in the workplace may be subject to disciplinary action which may include the termination of employment.

Behaviours such as bullying, discrimination, harassment, sexual harassment, and victimisation can create a risk to health and safety of employees, which may result in employees sustaining a physical and/or psychological injury.

What is inappropriate behaviour?

Inappropriate language in the workplace

Inappropriate language is language that is unreasonable, abusive or disrespectful towards a colleague or a group of colleagues that creates a risk to a health, safety and identity. This type of behaviour is not acceptable within the TAG workplace.

Bullying

Workplace bullying is repeated, unreasonable behaviour directed at an employee or group of employees that creates a risk to health and safety. The following types of behaviour, where directed towards an individual or group, and is repeated, or occurring as part of a pattern of behaviour, could be considered to be bullying:

- Demeaning language or verbal abuse.
- Threats, physical or verbal intimidation.
- Outbursts of anger or aggression.
- Unreasonably excluding or isolating employees.
- Giving employees impossible assignments.
- Deliberately changing work rosters to inconvenience employees.

The above list is not exhaustive. Other types of behaviour may also constitute bullying.

What is not bullying?

- Reasonable management actions carried out in a reasonable manner is not bullying, eg:
- Setting reasonable performance goals, standards, and deadlines
- Deciding not to select an employee for promotion
- Informing an employee about unsatisfactory work performance
- Informing an employee about inappropriate behaviour in an objective / confidential way
- Making organisational changes or restructuring with consultation.
- Conflict between people at work such as differences of opinions
- Poor management practices
- Dissatisfaction or grievances with organisational decisions.

Discrimination

Discrimination is when a person is treated less favourably to other people because of a particular trait that they possess or their personal attributes. It is unlawful to discriminate against someone on the grounds of:

- Sex;
- Marital or relationship status;
- Pregnancy;
- Family responsibilities;
- Race;





- Disability;
- Sexual preference or orientation;
- Gender identity or intersex status;
- Age;
- Physical appearance;
- Political opinion;
- Employment status;
- Raising an OHS issue to management or government authority such as WorkSafe.

Victimisation

Victimisation is subjecting, or threatening to subject, someone to something detrimental because they have asserted their rights under equal opportunity law, occupational health, and safety law, made a complaint, helped someone else to make a complaint, or refused to do something because it would be discrimination, sexual harassment, or victimisation.

Harassment

Harassment is any behaviour that is unwelcome or uninvited and that humiliates, offends, or intimidates another person. It may be verbal, written, visual, electronic, or physical and may consist of a single incident or a repeating pattern of events.

Even if the harasser did not intend to offend, humiliate, or intimidate, if it is reasonable for a person to feel offended, humiliated or intimidated then the behaviour may constitute harassment.

It is unlawful for harassment to occur on any of the grounds identified above in 'What is Discrimination'. Please note that if an outside relationship brings bad feelings or behaviours into the workplace, this may provide valid grounds for a complaint.

Sexual Harassment

Sexual Harassment is said to have occurred where 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 in circumstances in which a reasonable person, having regard to all the circumstances, would have anticipated that the other person would be offended, humiliated or intimidated.

Work-related sexual harassment is sexual harassment directed at a person, that can happen at work, work-related events, or between people sharing the same workplace. Work-related sexual harassment isn't always obvious, repeated, or continuous.

Sexual harassment may include:

- touching
- staring or leering
- unnecessary contact, such as deliberately brushing up against you or unwelcome touching
- suggestive comments or jokes
- insults or taunts of a sexual nature
- intrusive questions or statements about a person's private life or body
- displaying posters, magazines, or screen savers of a sexual nature
- sending sexually explicit emails, text messages or social media activity
- inappropriate advances on social networking sites
- accessing sexually explicit internet sites
- requests for sex or repeated unwanted requests to go out on dates





- behaviour that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

Sexual harassment is not consensual interaction, flirtation, or friendship. Sexual harassment is not behaviour that is mutually agreed upon.

Sexual harassment is against the law and is a breach of this policy. The relevant legislation for Victoria is the Equal Opportunity Act 2010 (VIC) and the Occupational Health and Safety Act 2004 (VIC).

13. COMPLAINTS PROCEDURE

What can I do to report a breach of the social media policy, or if I believe I am being bullied, discriminated against, sexually harassed or victimised?

Below is a summary of the steps that can be taken to address individual concerns and who to contact:

If you can and are comfortable doing so, try to resolve the problem yourself with the person(s) involved as soon as possible.

If you're unsure of how to handle the problem yourself, you can report your complaint verbally by talking to your direct supervisor or the People and Wellness Team.

If you witness another employee being bullied, discriminated against, harassed, or victimised bring it to the attention of the Restaurant Manager or the People and Wellness Team.

If you do make a complaint about a breach of bullying, discrimination, harassment, social media breach or victimisation you are responsible for ensuring that you:

- Make the complaint honestly and in good faith.
- Provide all the facts relevant to the complaint.
- Co-operate with the investigation and resolution processes

If a complaint of a breach of social media policy, bullying, discrimination, harassment or victimisation has been made about you, you are responsible for ensuring that you:

- Cooperate with the investigation and resolution processes and maintain confidentiality.
- Provide a written or verbal response to the complaint which has been made.
- Provide all relevant facts to the person conducting the investigation.

Management responsibility

If an employee brings an allegation of a breach of social media policy, bullying, discrimination, harassment or victimisation to your attention:

DO:

- Behave consistently with the Workplace Behaviour Policy.
- Resolve the complaint as quickly as possible.
- Be sympathetic, sensitive and serious; the complaint is obviously serious to the person making it.
- Enquire into the matter within 48 hours and attempt to resolve it as soon as possible.

DO NOT:

- Ignore the complaint.





- Tell the employee making the complaint to sort it out themselves.
- Make a judgement about whether the complaint is true or not.
- Say that the employee should put up with the bullying, discrimination, harassment or victimisation.

Confidentiality

All persons associated with the Complaints process (including complainants, respondents, witnesses, and management representative) should maintain confidentiality and only discuss the grievance with those who have responsibility for dealing with the grievance.

Manager's action steps

Notify the appropriate person on the executive team immediately.

Document the complaint via email

In discussion with the appropriate person or their delegate, determine who should investigate, and if possible, mediate the complaint.

Investigation and mediation:

- Investigation of a complaint relating to a breach of social media policy bullying, discrimination, harassment or victimisation must commence within 24 hours of receipt of the complaint.
- With the executive team member or their delegate, determine who the appropriate person to investigate the complaint is.
- The investigator must be someone who is impartial, and who has been trained to conduct investigations. This person may need to be sourced from outside the organisation.
- Mediation may be a consideration in resolving a bullying, discrimination, harassment or victimisation complaint. This form of dispute resolution is appropriate only if the person making the complaint agrees.

Outcome

Determine whether the allegations are substantiated, or whether there is insufficient evidence or information to make a conclusion. Record conclusions in writing and the reason for them.

Advise the complainant and the respondent/s of the investigation findings and, where appropriate, actions arising from the investigation. (Note: Confidentiality in relation to any disciplinary action taken should be maintained in relation to actions arising from the investigation).

In situations where a breach of social media policy, bullying, discrimination, harassment or victimisation complaints are substantiated, management may take the following actions:

Require an apology from the respondent

Make changes to work practices

Undertake disciplinary action including termination of employment

Require employees to participate in training

Place notes in personnel file

Require removal of any information contained on any social media platform that is a breach of policy

Restrict access to social media

Any other action deemed fair and reasonable.



14. EMPLOYEE DISCIPLINARY POLICY & PROCEDURE

When to apply disciplinary action

Disciplinary procedures should not be entered into lightly and should be seen as recourse only when other performance management, counselling or employee support strategies have not produced a desirable result, or where an immediate response to a situation is appropriate.

Substandard performance and types of action which will result in disciplinary action being invoked may include:

- Disobeying or disregarding a lawful and reasonable instruction,
- Committing any act of misconduct,
- Employee negligence or carelessness in performing their duties,
- Employee performing below standards described in position descriptions or terms of employment,
- Committing any breach of company policies and procedures
- Contravening any legislation governing the business
- Committing any breach of relevant standards or code of conduct

Serious Misconduct

In cases of serious misconduct Traverse Alpine Group may proceed directly to the formal inquiry stage of these procedures. Traverse Alpine Group reserves the right to suspend an employee with pay while an inquiry takes place. Nothing in these procedures shall affect the right of the venue to dismiss an employee without notice where the misconduct is serious enough that it would be unreasonable to require the employer to continue the employment of the employee concerned during the required period of notice. In this case dismissal without notice may be warranted. Serious misconduct includes: wilful, or deliberate behaviours by an employee that is inconsistent with the continuation of the contract of employment: and conduct that causes imminent and serious risk to the health or safety of a person or the reputation viability or profitability of the employer's business. Any and all dismissals must be approved by Rosy Seaton, Proprietor.

Principles of natural justice to apply

- Any allegation against an employee should be made known to that employee
- The employee must have the opportunity to respond to the allegations and have their responses considered
- All investigations and decisions must be made by persons with appropriate authority
- An employee should be given the opportunity to improve work performance or behaviour before sanctions are applied (except in the circumstance of serious misconduct)
- Employee should feel confident that they will not suffer any victimisation or discrimination as a result of being subjected to the disciplinary process or
- In all instances, appropriate confidentiality must be maintained

Examples of Serious Misconduct

Traverse Alpine Group and the management team are mindful of creating an environment that fosters teamwork, trust and integrity. It is important for staff to understand the below standards of performance. In the unfortunate event any staff member is found to have breached any of the below it may result in performance management which can result in dismissal.

- Consuming food and beverage whilst on the premises without legitimate approval
- Dispensing of complimentary drinks or food to customers, staff, family and friends without authorisation
- Being rude or argumentative with guests or staff





- Gambling (on or off shift within the venue of employment)
- Insubordination towards a manager/supervisor
- Refusal to carry out reasonable instructions from immediate supervisor
- Indecent language / verbal abuse
- Intimidating or threatening a fellow employee or guest
- Physically hurting a fellow employee or guest
- Provoking or instigating a fight
- Removal of venue property without authorisation
- Smoking or vaping in a prohibited area
- Immoral conduct, soliciting for the purpose of alcohol/drugs
- Arranging to purchase illicit substances in any venue
- Collecting or soliciting contributions for any purpose
- Possession of drugs
- Drinking alcohol or using narcotic drugs while working
- Wilfully violating any safety rules or practices
- Entering the premises for work whilst under the influence of illegal drugs or alcohol
- Reporting unfit for work due to intoxication or use of narcotic drugs
- Receiving tips, gifts or gratuities for improper or dishonest reasons
- Sexual harassment involving staff or patrons
- Wilfully falsifying company records or time sheets
- Sleeping whilst on duty
- Falsifying or giving misleading information in applying for employment
- Repeated tardiness or absenteeism
- Stealing property belonging to the business, to customers or to co-workers
- Dishonesty
- Damaging, destroying, misusing, or defacing guests and/or company property
- Not adhering to the grooming standards
- Interfering with or hindering work schedules
- Absence from assigned job/area/shift without proper authorisation
- Gross negligence
- Breach of House Policy on Equal Opportunity, Sexual Harassment and Discrimination, Victimisation,
- Harassment, Bullying

Application of the procedures will take into consideration:

- a) Length of service of the employee
- b) Previous record of the employee
- c) Seriousness of misconduct and
- d) Prior written warnings

Key Implementation Guidelines

These procedures comprise four key stages; an initial performance discussion(s), a first written warning, final written warning and final action. Where substandard performance is an issue, performance management strategies will generally be applied before warnings are given. It is expected that disciplinary matters will be resolved in a timely manner and that most matters would be resolved following the initial performance discussion.

However, the procedure may commence at first or final written warning as appropriate or be dealt with as a matter of serious misconduct which may warrant instant dismissal.

STAGE 1 - Initial Performance Discussion(s)





During this phase, the relevant manager and staff member shall attempt to resolve the performance concerns and where appropriate provide training and development.

The direct manager will develop a summary of the outcomes detailing any further actions and expected standards of performance. This will be provided to the staff member and a copy retained on the employee file, The Group Food & Beverage Manager will be included on this copy.

STAGE 2 - Written Warning(s)

In the event that unsatisfactory performance or conduct continues, the disciplinary process enters the written warning stage.

- A meeting between the employee and manager, shall be arranged preferably with 24 hours' notice and both should be provided with the opportunity to bring a support person.
- The direct manager advises the employee of the performance issues
- The employee is given the opportunity to respond to the concerns
- The employee's responses shall be considered. Further investigation of the issues may be undertaken.
- Where the performance deficiency is substantiated, actions required to rectify the performance issue are determined and communicated to the employee
- A review period shall be set during which the employees' performance will be monitored
- A record of the meeting shall be prepared detailing:
 - a) The reason for the meeting
 - b) An outline of actions to be taken to rectify the problem
 - c) The date on which performance will be reviewed
 - d) Advice of the consequence of continued unsatisfactory performance. The employee retains and copy, and a copy shall be placed on the employee's personnel file.
 - At the end of the review period, a meeting shall be arranged with the employee to discuss their progress towards meeting the performance or conduct requirements outlined. If the required improvement has not been achieved the disciplinary process may continue.

An employee can be issued with as many written warnings as deemed appropriate by the employer in an attempt to improve performance.



STAGE 3 – Performance Planning

Performance plans offer employers a way of helping employees who are struggling in their position. Instead of directly reprimanding or even terminating them, they propose a helpful plan and offer supporting materials for further aid. Performance plans have specific requirements, however, for more effective outcomes.

STAGE 4 - Final Action

In the event that unsatisfactory conduct or performance continues, the disciplinary process enters the final action stage.

- The Group Food & Beverage Manager advises the employee of the continuing performance issue(s)
- An interview between the employee, Group Food & Beverage Manager shall be arranged with 24 hours' notice
- The employee shall be given the opportunity to have a support person present
- The employee will be given the opportunity to respond to the performance issue(s)
- The employees response shall be considered, further investigation of the issues may be undertaken

Where the performance issues are substantiated, an appropriate sanction shall be determined. Where disciplinary action is considered the following courses of action may be adopted by the employer:

- Issue the employee with a written warning
- Transfer the employee to another role / department (if able)
- Withdraw certain privileges (above those prescribed in the award)
- Withhold a salary review (above those prescribed in the award)
- Demote the employee
- Suspend the employee
- Terminate the employee's employment

Final outcome will be confirmed in writing to the employee.

Please note that depending on the severity of the issue, the Group Food & Beverage Manager may opt to progress to the final action stage once an investigation has occurred. No member of staff / management has the authority to terminate an employee's employment except for the Proprietor of TAG. Recommendation can be made to the Proprietor prior to dismissal.

Formal Investigation

At any stage of the process the Group Food & Beverage Manager may solicit the support of an external party to complete the investigation and provide a recommendation for consideration.





15. WORK RELATED VIOLENCE & AGGRESSION POLICY

Purpose statement

Traverse Alpine Group is committed to providing a safe and healthy working environment where employees are not subjected to work-related violence or aggression. This policy was developed in consultation with employees, with the intent of supporting employees to prevent violence and aggression from occurring and to support those who are exposed to, or have witnessed, work-related violence or aggression.

Policy objectives

- Aggression and violence are not acceptable and will not be tolerated within Traverse Alpine Group.
- Appropriate action will be taken by the venue if aggression or violence occurs.
- Reporting incidents is vital and must be done immediately through the Swag app.
- Incidents will be investigated to identify all causes and determine how to prevent the incident from occurring again.

Definition

Work-related violence and aggression involve incidents in which a person is abused, threatened or assaulted in circumstances relating to their work. This definition covers a broad range of actions and behaviours that can create a risk to the health and safety of employees. It includes behaviour often described as acting out, challenging behaviour and behaviours of concern.

A range of sources can expose employees to work-related violence, including co-workers, customers, and members of the public.

Examples of work-related violence and aggression include:

- biting, spitting, scratching, hitting, kicking
- pushing, shoving, tripping, grabbing
- throwing objects
- verbal threats or abuse
- threatening someone with an object or weapon
- armed robbery
- sexual harassment and assault
- online harassment, threats or abuse
- assault with a weapon

Experiencing or being exposed to work-related violence and aggression can cause both physical harm and psychological harm from the impact of fear and distress. Work-related violence and aggression is a risk that Traverse Alpine Group seeks to eliminate, so far as reasonably practicable. And where it is not reasonably practicable to eliminate the risk, Traverse Alpine Group seeks to reduce the risk so far as reasonably practicable.



Typical hazards in the workplace

Work-related violence hazards may arise from a combination of the:

- work environment
- work tasks and how they are carried out
- way work is designed and managed
- engagements between employees and clients or members of the public
- engagements between employees

Typical hazards that give rise to work-related violence include:

- face-to-face interactions between members of the public and employees
- handling cash, drugs or valuables
- working alone, working in isolation and working in the community
- providing services to people with potentially unpredictable behaviour, such as those who are intoxicated, distressed, angry, confused, afraid or ill
- enforcement activities, for example, security work

Traverse Alpine Group recognises that work-related violence and the typical hazards which give rise to violence in the workplace can arise frequently in the hotel setting.

Traverse Alpine Group will as far as reasonably practicable, provide and maintain a safe working environment for all staff by reducing the risk of work-related violence in these high-risk settings.

Responsibilities

Employer Duties

The venue must, so far as reasonably practicable, provide and maintain a safe and healthy work environment for their employees, including independent contractors and the employees of independent contractors.

Employers' duties include providing and maintaining systems of work that are, so far as reasonably practicable, safe and without risks to health.

In line with their responsibilities, the employer must put in place controls to eliminate the risk of work-related violence, so far as reasonably practicable. If it is not reasonably practicable to eliminate the risk, the employer must reduce the risk as far as reasonably practicable.

The employer must ensure that the four-step risk management process is being followed:

- Identify hazards
- Assess risks if necessary
- Control risks
- Review control measures to ensure they are working as planned

WorkSafe's [work-related violence risk control measures selection tool](#) can help employers control the risks of work-related violence in workplaces.

The employer must provide and maintain safe systems of work, and give employees the necessary information, instruction, training, or supervision to do their job safely and without risks to health.

The employer must also consult with their employees and any health and safety representatives about health and safety issues that may directly affect staff.

Consultation about work-related violence must occur when:

- identifying or assessing hazards or risks in the workplace





- making decisions about measures to prevent and manage work-related violence risks
- making decisions about procedures, including procedures for consultation and monitoring and for resolving health and safety issues
- making decisions about information and training on work-related violence
- proposing changes to the work environment, equipment or systems of work that may affect the health and safety of employees

The employer must also provide information, instruction, training or supervision to their employees so they can perform their work in a manner that is safe and without risks to health.

Traverse Alpine Group seeks to provide and maintain a safe working environment and will consult with their employees, Operations Manager & Venue elected health and safety representative, on health and safety issues that may directly impact staff.

Traverse Alpine Group will ensure that all staff who report an incident involving work-related violence or aggression will receive follow up care from a member of the management team as per the *Incident Report Form* in Employment Hero

Employee duties

Employees must take reasonable care of their own health and safety in the workplace and the health and safety of others who their actions and omissions may affect. Employees must also cooperate with their employer's reasonable directions to comply with the OHS Act or Regulations.

Regarding work-related violence, employees' responsibility includes reporting violent incidents including near misses and following reasonable employer directives about how to conduct work to avoid or reduce the risk of exposure to violence.

Employees of Traverse Alpine Group are responsible for reporting violent incidents by use of the *Incident Report Form in Employment Hero*.

Manager / leader duties

Leaders at all levels, play an essential role in creating a safety culture that prioritises the prevention of work-related violence. Active and visible commitment to prevention and management of work-related violence from the top down is critical for driving positive change and ensuring continuous management of risks.

In particular, leaders are responsible for:

- setting and enforcing health and safety objectives and accountabilities
- ensuring effective safe systems of work to identify and control risks
- developing and promoting policy and key initiatives to support safety
- allocating resources to the prevention and management of work-related violence
- consulting with and creating opportunities for employees to speak up about risks and their ideas for managing those risks
- supporting different groups within and outside the organisation to understand their role in risk management and to work together to minimise risks
- modelling compliance with policies and other desired behaviour
- providing the support, information, feedback and resources for employees to do their job and manage work demands, including additional support during difficult events such as organisational change
- providing support and assistance for employees who are struggling to cope with the potential for or risk of work-related violence

Traverse Alpine Group is committed to the prevention and management of work-related violence from the top down, understanding that this is critical for driving positive change.





Risk Management

Traverse Alpine Group prioritises the prevention of work-related violence and physical and psychological injury and manages associated risks ensuring the below are adhered to:

- leadership team lead by example and are proactive in promoting employee safety
- policies and procedures are in place to prevent and manage work-related violence
- consults with employees and any Health and Safety Representatives (HSRs) about health and safety matters that directly affect or are likely to directly affect employees
- seeks out and implements new and improved ways of preventing work-related violence
- provides employees with the skills and knowledge necessary to do their work safely
- provides employees with the support and resources they need to do their work safely
- encourages open discussion and reporting of work-related incidents involving violence and aggression
- encourages employees to report and discuss emotional distress arising from exposure to work-related violence and provides appropriate support
- takes proactive steps to prevent and manage negative emotional responses arising from exposure to work-related violence
- follows the four-step process of managing work-related violence:

Step 1 Identifying hazards to find out what could cause harm to employees.

Step 2 Assessing risks to understand the nature of the harm the hazards could cause and the likelihood and seriousness of the harm.

Step 3 Controlling risks by determining the most effective risk control measures for any given circumstance, using the hierarchy of control and current industry best practice. The hierarchy of control is a step-by-step approach to eliminating or reducing risks in the workplace, so far as reasonably practicable. It ranks risk controls from the highest level of protection and reliability through to the lowest and least reliable protection. You can find out more about the hierarchy of control on *WorkSafe's* website: <https://www.worksafe.vic.gov.au/hierarchy-control>

Step 4 Monitoring and reviewing hazards and control measures to ensure prevention measures are working as planned and, when necessary, improved.

Furthermore, Traverse Alpine Group prioritises a positive and safe workplace culture by adhering to the following:

- Offering employees opportunities to speak up about issues and have input into decision making
- Clarity relating to roles, responsibilities and the desired outcomes they are working towards in preventing work-related violence
- Encouraging teams and groups across the organisation that can work well together to solve problems relating to work-related violence
- Recognising and rewards employees for prioritising safety

Traverse Alpine Group encourages a positive workplace culture and welcomes feedback from employees on how they can continuously improve the culture of the workplace.

Reporting work-related violence

When identifying and assessing the risk of work-related violence it is important to recognise that work-related violence is often under-reported, particularly in occupations where incidents occur on a regular basis.





Traverse Alpine Group understands that the following factors can deter employees from reporting work-related violence and will take steps to address these:

- reporting is time-consuming and complicated
- once an event is over, employees just want to forget about it
- beliefs that violence is just 'part of the job' so nothing can be done about it
- workplace culture of 'just getting on with it' or discouragement of reporting
- lack of understanding or definition of what is and isn't reportable
- thinking or knowing that nothing will happen if a report is made
- employees believe they will be blamed for the incident
- incidents are so common that only serious ones are reported

Traverse Alpine Group will actively encourage employees to report all incidents without fear of reprisal, discrimination or disadvantage to their role or career.

Reviewing the risks of work-related violence

A review of risk control measures can include an examination of the physical environment, work functions and tasks. A review of risk control measures should occur:

- at a regular time, for example, annually
- when employee or HSR feedback indicates risk control measures are ineffective or not as effective as they should be
- when a HSR or health and safety committee requests a review
- when there have been significant changes in the work environment or work tasks
- after an incident or near miss

Traverse Alpine Group will review its risk control measures regularly and welcomes feedback regarding current risk control measures that may have room for improvement.

16. RESPONSIBLE SERVICE OF ALCOHOL

Management and employees of Traverse Alpine Group advocate that patrons and guests and off duty staff consume alcohol as part of a social activity, in moderation and whilst having fun in our venues. As a business that serves alcohol, we have a duty of care to minimize the risk of harm to our staff, patrons and the wider community. We have a responsibility to display best practice in terms of our serving of alcohol and to set a positive example to our staff and other licensed venues in the area by complying with and where possible, exceeding mandatory compliance requirements.

Serving of Alcohol and Patron Duty of Care:

- Management and Staff have completed training in Responsible Service of Alcohol (RSA) to provide a complete understanding of the Liquor License and the venue/staff responsibilities.
- Our staff are aware of the RSA Policy and will adhere to provide a safe environment and identify any problems and intervene at the earliest stage.
- Management reserves the right to refuse service and entry at/to the venue at any time.
- Persons found to be consuming or distributing illegal substances to others will be reported to the Police.





Underage Patrons

- Traverse Alpine Group recognise that it is against the law to serve or supply alcohol to any person under the age of 18 and it is the responsibility of all staff to ensure that this law is adhered to.
- All staff must insist on viewing ID of any patron that appears to be under the age of 25. This ensures we stop minors from illegally drinking or being on premises without a responsible adult.
- Acceptable ID's include; Victorian drivers license (Learner, Probationary or Full License), Interstate Full License, Proof of Age Card and Passport. If the patron has an Interstate Learner or Probationary License a second form of ID is required (any ID with patrons full name is sufficient). **International Drivers License is not a satisfactory form of ID!** Passports are the only acceptable form of international ID. Digital ID's must be issued from a government bodies.
- Anyone under the age of 18 is not allowed on the premises without parental/guardian supervision. All minors must be off the premises by 10pm or when food service has finished (whichever occurs first).
- If a patron is found to be purchasing or providing alcohol to an underage guest both individuals will be asked to leave the venue. If they do not comply the police will be contacted to assist removing them.

TAG Responsible Service of Alcohol

Traverse Alpine Group has adopted the following policies and measures to fulfill its RSA commitment:

- Offering a range of drinks on premises, including a range of non-alcoholic beverages.
- Discourages excessive drinking.
- Double spirits are not served within our venues
- The service of shots is not permitted within the last hour of service.
- We seek to create an environment that discourages drunken, disruptive or violent behaviour.
- We do not encourage rapid or excessive consumption of alcohol through pricing.
- Venues displays all legally required RSA signs as a reference for staff and patrons.
- NO PROOF OF AGE, NO SERVICE
- When patrons are showing signs of intoxication staff will offer these patrons only non-alcoholic beverages, water and food if this still available. The patron will be closely monitored to ensure they do not continue to consume alcohol. As the snow environment can be very dangerous due to freezing temperatures, ice on roads, ice falling from buildings and potentially poor visibility. So we strive to ensure that the patron gets home safely and is sober enough to find their way home as well as encouraging them to leave with responsible friends or family members that can assist them in returning home safely.
- Argumentative, quarrelsome or unacceptably behaved guests or off duty staff will not be tolerated and will be asked to leave the premise by the duty supervisor. Refusal could enact trespassing laws and the Police may be called to assist with removal.
- Staff have been trained on this RSA Policy and are capable of implementing it if required.
- A dedicated RSA officer will be on shift while serving alcohol.

"Angel Shot" Policy – Patron experiencing abuse, harassment or violence

- Traverse Alpine Group agree to train all staff on how to manage a situation if patron attends a bar and asks for an "Angel Shot". This policy allows patrons to feel safe and supported by our staff to ensure they are free from abuse and violence within our venues.
- Traverse Alpine Group support this initiative to keep patrons safe.
- Traverse Alpine Group will promote this program where necessary via posters within our venues.

Traverse Alpine Group strives to foster responsible service of alcohol practices amongst patrons and staff. This is achieved by implementing and maintaining various harm minimisation and consumer protection measures as outlined in this policy.





17. SURVEILLANCE

Surveillance may be conducted in the workplace. If you are a new employee, the surveillance may already be in place and could start immediately on commencement of work.

Surveillance may be conducted using:

- internet usage recording devices, such as data capture, web browsing and email history captured on servers, and keystroke recognition.
- any form of visual recording devices including all types of cameras, such as CCTV cameras
- any form of audio recording devices and
- electronic recording devices in any part of the workplace.

The surveillance may be conducted at any time and any employee may be subject to surveillance. The surveillance may be continuous or intermittent at the Employer's discretion. The Employer may, at their discretion, disclose the surveillance records for any reason that is not barred by privacy legislation.

You may consult with the Employer regarding any concerns about the surveillance. All cameras are visible and recording devices (including cameras) will not be placed in bathrooms or change rooms.

The purpose of the surveillance is to ensure the safety and security of employees, visitors, and property. The Employer reserves the right to review and use the CCTV in disciplinary proceedings.

18. CASH HANDLING/TILL POLICY & PROCEDURES





Any discrepancies with regard to cash handling must be reported immediately to management. All discrepancies must be recorded and initialled.

Under no circumstances should any cash be removed from the till other than as change for purchases or to transfer cash from the till as instructed by your manager.

It is strictly forbidden to amend the pricing of any items without permission from your manager.

All required paperwork and payments/money must be returned to the office at the end of each day or when advised and discussed with the manager. You are responsible for the security of all payments and money until handed to management.

When submitting payments/money, you must adhere to all of the Employer's invoicing and payment procedures.

19. IT & COMPUTER POLICY

Virus protection

In order to prevent the introduction of virus contamination into the software system, the following rules must be observed:

- unauthorised software including public domain software, magazine cover disks/CDs, applications, or internet downloads must not be used and
- all software must be virus checked using standard testing procedures before being used.

Use of computer equipment

In order to control the use of the Employer's computer equipment and reduce the risk of contamination, the following rules will apply:

- the introduction of new software and applications must first of all be checked and authorised by management before general use will be permitted
- only authorised employees are permitted access to the Employer's computer equipment
- only software that is used for business applications may be used on the Employer's computer equipment
- no software may be brought onto or taken from the Employer's premises without prior authorisation and
- unauthorised copying and/or removal of computer equipment and/or software will result in disciplinary action up to and including termination

Internet policy

The purpose of this policy is to provide a framework to ensure that the expectations and rules relating to the use of the internet while performing duties for the Employer are clear.

Authorised employees are encouraged to make use of the internet as part of their professional activities. This includes, but is not limited to, accessing the internet on Employer devices. Attention must be paid to ensuring that published information has relevance to normal professional activities before material is released in the Employer's name. Where personal views are expressed, a disclaimer stating that this is the case should be clearly added to all correspondence.

The availability and variety of information on the internet means that it can be used to obtain material reasonably considered to be offensive. The use of the internet to access and/or distribute any kind of offensive material, or material that is not work-related, leaves an individual liable to disciplinary action up to and including termination.





The Employer will not tolerate the use of the internet at work for unofficial or inappropriate purposes, including:

- accessing websites which put the Employer at risk of viruses, compromising copyright or intellectual property rights
- using Employer devices to access the internet for inappropriate or illegal purposes
- using social media in breach of the Employer's social media policy
- accessing the Employer's internet on personal devices
- connecting, posting or downloading any information unrelated to their employment and, in particular, pornographic or other offensive material and
- engaging in computer hacking and other related activities or attempting to disable or compromise the security of information contained on the Employer's computers.
- You are reminded that these activities may constitute a criminal offence.

Emails

The use of the work email system (work email) is encouraged as its appropriate use facilitates efficiency. Used correctly, it is a facility that is of assistance to the Employer. However, inappropriate use causes a number of problems, including distractions, time wasting and legal claims. The policy sets out the Employer's position on the correct use of work email.

Unauthorised or inappropriate use of work email may result in disciplinary action up to and including summary termination.

Work email is available for communication and matters directly concerned with the legitimate business of the Employer. Employees using work email should:

- comply with Employer communication standards
- only send emails to those to whom they are relevant
- not use email as a substitute for face-to-face communication or telephone contact
- not send inflammatory emails (i.e. emails that are abusive or may be perceived as abusive)
- be aware that hasty messages sent without proper consideration can cause upset, concern or misunderstanding
- if the email is confidential, ensure that the necessary steps are taken to protect confidentiality and
- be aware that offers or contracts transmitted by email are as legally binding on the Employer as those sent on paper.

The Employer will not tolerate the use of work email for unofficial or inappropriate purposes, including:

- any messages that could constitute bullying, harassment or other detriment
- personal use (eg social invitations, personal messages, jokes, cartoons, chain letters or other private matters)
- on-line gambling
- accessing or transmitting pornography
- social media
- transmitting copyright information and/or any software available to the user or
- posting confidential information about other employees, the Employer or its customers or suppliers.

Monitoring

The Employer considers any and all data created, stored or transmitted upon the systems (the Systems) as work product and as such, expressly reserves the right to monitor and review any data upon the Systems, including your usage and history, on an intermittent basis without notice.

In addition to this, the Employer has the right to protect its business interests and confidentiality. This includes the right to survey, audit and/or monitor the Systems, including but not limited to:





- monitoring sites users visit on the internet
- monitoring time spent on the internet
- reviewing material downloaded or uploaded and
- reviewing emails sent and received.

Information reports will be available to the Employer which can subsequently be used for matters such as system performance and availability, capacity planning, cost re-distribution and the identification of areas for personal development.

For the avoidance of doubt, the Employer reserve the right to monitor all internet and email activity by you for the purposes of ensuring compliance with the Employer's policies and procedures and for ensuring compliance with the relevant regulatory requirements and you hereby consent to such monitoring. Information acquired through such monitoring may be used as evidence in disciplinary proceedings.

20. MOTOR VEHICLE POLICY

General Requirements

You may be required to use a motor vehicle to enable you to efficiently perform your duties.

Where travelling in the course of duties, the motor vehicle is considered to be a workplace and the Employer recognises it has health and safety obligations in respect of this. The Employer will ensure that company motor vehicles are registered and insured in accordance with the relevant legislation.

You must at all times comply with the Motor Vehicles policy in this Handbook. It is your responsibility to see that any Employer motor vehicle is not used by anyone other than authorised persons.

If you are driving a motor vehicle with Employer branding on display, you are representing the Employer at any time whilst driving or on the road. You must therefore drive in a manner that is considerate of other road users. Any complaint about a driver will be investigated and disciplinary action may result.

Employee Responsibilities

You are responsible for ensuring you comply with any Employer policies and procedures relating to motor vehicles and their use. In particular you must:

- possess a current driving licence and management's authority to drive during the performance of your duties.
- produce your driving licence for scrutiny by management at any time as requested and
- inform the Employer immediately if you are disqualified from driving.

When operating a motor vehicle in the performance of your duties, you must observe and obey the relevant road laws in the state or territory in which you are driving. In particular, you must:

- adhere to the appropriate speed limit at all times
- wear the restraints provided at all times when travelling in the motor vehicle
- ensure that you are not affected by alcohol and/or drugs at the time of driving
- report any defects or issues with the motor vehicle to the Employer as soon as reasonably practical
- ensure that the motor vehicle is maintained in safe working order





- ensure that only authorised passengers are transported and are kept safe while doing so and
- ensure that authorised passengers use the restraints provided

Using a Private Vehicle for Employer Purposes

When using your own vehicle in the performance of your duties, you are responsible for ensuring the vehicle is roadworthy and in a presentable condition. You will be responsible to register, insure and service any private motor vehicles used in the performance of your duties.

You must ensure that whilst driving your motor vehicle to perform your duties, it is clean, free of rubbish and personal items at all times, and in a safe and good working order.

You are responsible for washing the motor vehicle, and for ensuring that appropriate levels of oil, water and tyre pressure are maintained.

Use of Mobile Phone While Operating a Motor Vehicle

You must operate mobile phones in compliance with all road rules and in particular ensure:

- you do not use a mobile phone whilst driving unless via an approved hand free or cradle device
- you limit your usage whilst using an approved device to short conversations only
- you do not use SMS, video and/or email whilst driving and
- you do not hold or touch a phone at any time whilst driving unless the motor vehicle is legally parked (even if you are just passing it to a passenger).

Fixtures, Fittings & Modifications

No fixtures such as aerials, roof racks, towing apparatus, or stickers may be attached to any Employer vehicles without prior written permission.

No change or alterations may be made to the manufacturer's mechanical or structural specification of the vehicle.

Cleaning and Maintenance

When you drive one of the Employer's vehicles, it is your responsibility to ensure that it is kept clean and tidy and free from rubbish and personal items at all times and that it is returned to the Employer in that condition after use. Smoking in Employer vehicles is not permitted.

Any maintenance or repair work, or replacement of parts, including tyres, must be approved in advance by the Employer, and reimbursement will only be made against production of an authorisation. When requested by the Employer you must ensure servicing is carried out. Full details of the work required, and the cost involved must be given.

Before you use one of the Employer's vehicles, and on its return, you are responsible for ensuring that the oil and water levels, battery and brake fluid and tyre pressures are maintained and that the tread of all tyres conforms to the minimum legal requirements.

The Employer reserves the right to request to deduct the cost of the valet from your pay where you fail to adequately clean the vehicle.





Fuel

Company bought fuel is to be used for business related travel only. Odometer readings are to be entered at the time of the purchase of fuel.

You must ensure that you adhere to all business requirements for fuel related purchases which may include, but is not limited to, specific locations for purchases, type of products that can be purchased and spend limits on purchases.

Fines

We will not be held responsible for any fines (eg parking, speeding, tolls etc) incurred by you whilst working for the Employer. If we receive the fine on your behalf, we may pay the fine and reserve the right to request to deduct the cost from any monies owing to you.

Tolls/Tags

Unless contrary arrangements exist in writing, the Employer will only reimburse you for road pass/tolls/tags used on Employer business. Any use of a toll road pass/tag outside of work may result in the amount of the toll being deducted from your wage.

Accident Procedure

If you are involved in an accident you must follow the Emergency Procedures policy and notify management as soon as possible in accordance with the Reporting Injury or Incidents Policy.

Loss

In the case of theft of one of the Employer's vehicles, the police and the Employer must be informed immediately. Full details of the contents of the vehicle must also be given. If any contents are stolen from the vehicle, the police and the Employer should be notified immediately.

Please note that only Employer property is insured by the Employer and you should make your own arrangements to cover your personal effects.

You must always secure the vehicle and its contents and turn on any alarm system that is fitted to the vehicle. The contents should be stored out of sight, preferably in the boot or rear. If a vehicle is stolen, we are required to prove to the insurance company that there has been no negligence and, therefore, we must hold you responsible in the event of such negligence.

Permitted Use

Subject to the restrictions already stipulated, Employer vehicles may only be used for authorised business, unless previous arrangements for private domestic or social use have been agreed in advance. They may not be used for the carriage of passengers for hire or reward, nor may they be used for any type of motoring sport, including racing, rallying or pace making, whether on the public road or on private land.

On periods of leave, you may be required to return the Employer vehicle to the Employer, unless otherwise agreed with management.

Personal Liability

In the event of an at fault accident whilst driving one of the Employer's vehicles or where any damage to an Employer vehicle is due to your negligence or lack of care, the Employer reserves the right to insist on you rectifying the damage at your own expense or paying the excess part of any claim.





Repeated instances may result in disciplinary action/and or the use of Employer vehicles being withdrawn.

21. SOCIAL MEDIA

Traverse Alpine Group (TAG) and its brands understands that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, the use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established this policy for appropriate use of social media. This policy covers the below social media channels, as well as any others that may not be listed below.

Guidelines

In the rapidly expanding world of electronic communication, social media can mean many things. Social media includes all means of communicating or posting information or content of any sort (images, video, text, podcasts and more) on the Internet, whether or not associated or affiliated with TAG as well as any other forms of electronic communication. This policy covers the following social media channels as well as any others not listed.

- Weblogs or blogs
- Journal or diary posting
- Personal websites
- Podcasts
- Social networking sites such as Facebook, Instagram, LinkedIn, YouTube, TripAdvisor, Open Table, Google, WhatsApp, Twitter, Snapchat or affinity websites
- Web bulletin board or chat rooms.

The same principles and guidelines found in the TAG policies are the three basic beliefs that apply to your activities online.

- Ultimately, you are solely responsible for what you post online.
- Before creating online content, consider the risks and rewards that are involved.
- Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow associates or otherwise adversely affects the company, its employees, customers, suppliers, people who work on behalf of TAG or TAG's legitimate business interests may result in disciplinary action up to and including termination.

Know and follow the rules

Carefully read TAG's Workplace Behaviour Policy as it outlines what is expected regarding conduct, and especially relating to discrimination & harassment. You must ensure your online posts are consistent with these policies. Inappropriate postings that may include discriminatory remarks, inappropriate videos or images, copyright information, harassment, and threats of violence or similar inappropriate, unlawful conduct, or inappropriate or aggressive language, will not be tolerated and may subject you to disciplinary action up to and including termination.

Etiquette and Engagement

- Always be fair and courteous to fellow employees, customers, other venue staff, suppliers or people who work on behalf of TAG.
- Keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers or speaking to a supervisor. Posting inappropriate or offensive posts or criticism of others may constitute harassment or bullying. If a work related issue arises, please talk to your Venue Manager or a member of TAG's Management rather than posting online.





- Avoid deleting or ignoring comments posted by customers on social media sites. Instead and only if you have been authorised to do so, please comment and reply respectfully and professionally on behalf of TAG. If you are unsure of an appropriate response, before responding please discuss your response with Pip Hunt PR & Marketing Manager or your Venue Manager.
- If you are not authorised to respond, and you see a complaint on one of TAG's social media platforms that either has not be responded to professionally, or not responded to at all, please do not respond. Instead please notify your Venue Manager or PR & Marketing Manager Pip Hunt.
- If there is a crisis, under no circumstances are employees of TAG permitted to engage with the Media, or speak on behalf of TAG on any Social Media platform unless given prior consent in writing from management.
- All employees of TAG have a responsibility to maintain a high level of confidentiality when dealing with any matter that is considered sensitive, confidential or private. This applies to all of the TAG (and associated brands) social media accounts, and any access an employee may hold on any given social media platform.

Be honest and accurate

- Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly.
- Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched.
- Never post any information or rumours about TAG, fellow associates, members, customers, suppliers, people working on behalf of TAG or competitors.
- TAG creates its own social media content. If using other sources for images or content, please ensure that the source is credited clearly on the post.
- If you come across any fake or imposter TAG accounts, please report this directly to Pip Hunt PR and Marketing Manager.

Post only appropriate and respectful content

- Maintain the confidentiality of TAG's trade secrets and private or confidential information. Trades secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, policies, procedures or other internal business-related confidential communications.
- Do not create a link from your blog, website or other social networking site to a TAG website without identifying yourself as a TAG employee
- Express only your personal opinions. Never represent yourself as a spokesperson for TAG. If TAG or our associated brands are the subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of TAG, fellow employees, customers, suppliers or people working on behalf of TAG. If you do publish a blog or post online related to the work you do or subjects associated with TAG, make it clear that you are not speaking on behalf of TAG. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of the Traverse Alpine Group."

Using social media at work

- Unless given permission from PR and Marketing Manager Pip Hunt or your Venue Manager, no content should be shared on TAG's social media pages without prior approval.
- Refrain from using social media while on work time or on equipment we provide, unless it is work-related as authorised by your manager or TAG's PR & Marketing Manager, Pip Hunt or your Venue Manager.
- Do not use TAG email addresses to register on social networks, blogs or other online tools utilised for personal use.
- After/before work hours, you must not post personal social media content on your own page while still in a TAG or associated brands uniform.





Retaliation is prohibited

TAG prohibits taking negative action against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

Roles and Responsibilities

- Social Media content creation and strategy development is the responsibility of the PR and Marketing Manager.
- Additional content can be collected by approved employees, under the supervision of Management and Venue Managers. This can be uploaded to dedicated internal sites such as dedicated TAG What's App Groups, and can be shared on social media channels by The PR and Marketing Manager, Venue Managers or approved staff only. Content for Social Media Stories can be collected by all Staff Members, but can only be posted online by Venue Managers or appointed social media employees after approval from Venue Managers or PR and Marketing Manager.
- Social Media account monitoring is the shared responsibility of the PR and Marketing Manager and individual venue managers or approved staff members. Venue managers or staff appointed to assist in the Social Media at each venue are responsibility for responding to all direct messages on both Instagram and Facebook.
- All social media comments must be acknowledged, and/or commented on within 24 hours by Venue Manager or a previously appointed staff member unless there is discussion to be had about the response.
- TripAdvisor and Open table comments will be responded to weekly by a previously appointed staff member.

Media contacts

Under no circumstances should Employees speak to or engage with the media or engage with the Media on any Social Media platform unless given prior consent in writing from management. All media inquiries should be directed to Pip Hunt at pr@traversealpine.com.au

Monitoring

When employees engage in social media activities using the organisations' IT systems, the business will collect and retain information about that activity, including the content of any communications. The purpose of collecting this information will be to ensure that the interests of co-workers and the organisation are not adversely affected by the conduct of that employee. The information will be kept secure and will only be disclosed to persons within the organisation as is necessary to ensure compliance with this policy.

Access to social media may be restricted whilst complaints against individuals are investigated.

22. MOBILE PHONES & DEVICES

Staff mobile phones and devices are only permitted for work related duties. If you are expecting an important personal call due to an emergency, you are to notify your manager and the call may need taken back of house.





23. EMPLOYEE MEALS & BENEFITS

Employee meal & benefits provided under the following conditions:

- One knock-off drink is available to each team member per shift worked, when arranged with the venue/restaurant manager.
 - All Knock Off Drinks need to be charged to a manager's account by the Venue/restaurant manager.
 - Beer, house wine, RTDs and soft drinks are all that is available to staff for knock-off drinks.
- One meal per day is available to staff whilst on shift within their venue of work – staff meal arrangements will vary on venue logistics.
- Venue Managers, in conjunction with the F & B Manager have the ability to award excellent behaviour and service with gift vouchers.
- Free post mix soft drink while on shift and \$2 coffee/tea while on shift.
- The TAG Team are welcome to a 15% discount on food & beverage within all TAG venues in non-peak service times.
- Astra Day Spa will notify the TAG Team if it has any large time of availability to offer staff team discounts.

Abuse of any staff meals and benefits may result in disciplinary action up to and including termination.

24. EMPLOYEE PARKING

Pre-paid employee car parking is available at Howman's Gap Parking Area, by the ticket gate. Permit holders are able to drive and drop luggage at ATS and then take their vehicles back to Howman's and catch the shuttle service to the resort. Permits can be obtained via Alpine Resorts on (03) 5758 1200. We will provide you details to Alpine Resorts to confirm your employment which will ensure you are provided with the correct parking pass.





25. EMPLOYEE INPUT & FEEDBACK

Some of the most practical and effective ideas come from you – the staff. You are the people who deal with the customer's firsthand on a daily basis throughout the period of service. For this reason, we welcome and encourage staff to put forward any suggestions that they may have. Speak to your Restaurant Manager or email to jobs@traversealpine.com.au about any initiatives because all ideas are good ideas!

26. FRIENDS & FAMILY

Friends and family are welcome to the venue however this should not distract employees from their job. Discounted drinks and/or food to friends and family are not permitted and if staff are found to have abused the policy it will lead to performance management.

27. THEFT

Any employee who is found to have stolen from the venue will undergo performance management which may lead to termination of employment. Irrespective of the value, stealing has a serious effect on the operation of a business and staff are reminded of integrity and trust in these matters.

28. LOST PROPERTY

- If staff find items (lost or forgotten) they are to be handed to the manager on duty immediately.
- If the property is a bag, purse, wallet, etc it must not be opened unless witnessed by a department head.
- The item is to be labelled with the date and location and stored securely
- Lost property to be recorded in end of day report.

29. STAFF ACCOMMODATION HOUSE RULES

The House Rules are for the safety and comfort of all residents and exist to ensure that everyone enjoys living in the accommodation and no one is disturbed as a result of residents' actions or inactions. Staff accommodation areas are for Traverse Alpine Group employees only. Please also be respectful of residents and hotel guests from other providers on your walk home.

Security:

- Keep your personal belongings secure. Always keep in your room and/or storage lockers (where available). For missing or damaged belongings, you have left unattended we take no responsibility.
- Please don't leave the door key (if issued) assigned to you unattended. If you lose your door key, please advise management immediately. Lost door key will be charged \$20.
- For security reasons some parts of the property are under video surveillance
- Any unauthorised use, theft or damaging of the property or other guests/employee property will be reported to the authorities.
- Excessive consumption of alcohol, use of drugs and weapon possession in the property is strictly prohibited.





- Fire Evacuation Plan is located at back of the entrance door to every room. You must respond to fire alarms by vacating the building. Failure to vacate when an alarm sounds may result in disciplinary action. Do not re-enter the building until you are informed it is safe to do so.

Staff Rooms & Common Areas:

- As we are one of the larger employers in Falls Creek our staff accommodation venues are well known within the village. We pride ourselves on creating enjoyable and comfortable living environments for our staff and we ask in return you respect other guest's and staff's enjoyment within the village and accommodation. Excessive noise after 10pm within accommodation will not be tolerated and will place your status within staff accommodation at risk.
- Overnight stay and stopover of non-residents in the property is prohibited.
- Monthly room & common space inspections will be carried out.
- Smoking and vaping are prohibited in every room and on balconies. Smoking and vaping are permitted in designated smoking areas (check with property manager).
- Naked flames, candles and tea-light candles in rooms are prohibited.
- Please respect the house rules regarding noise and don't be loud after 10pm or before 8am
- Please keep rooms clean and tidy, including bathroom and kitchenette area (If applicable)
- Only domestic electrical appliances e.g., hair dryers, shavers, irons and straighteners may be used, and residents are to ensure that such appliances are in good working order. All appliances must be switched off, disconnected and left in a safe condition after use.
- If asked by management, please participate in set tasks to creating a clean and harmonious living environment for all residents.

Disciplinary Actions

Failure to adhere to these policies will result:

1. First Instance – verbal warning
2. Second Instance – Written Warning
3. Final Instance – Termination of Licence to Occupy and ask to remove all belongings and persons from premises within a designated time period (Usually 24 hours).

