

Star Hotels Group Policies

January 2021

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INTRODUCTION TO STAR

WELCOME TO STAR HOTELS GROUP!

You are joining a proud and privately-owned hospitality management group that specialises in operating bars, restaurants, gaming rooms, function spaces, accommodation facilities and liquor retail outlets throughout Queensland and South Australia.

Star Group is Queensland's largest independently owned and operated pub and liquor retail group with a portfolio of licenced venues, retail liquor outlets and accommodation venues.

OUR JOURNEY

It all began in 1998 when we purchased our first hotel and soon after, another two hotels. With a rapidly growing portfolio, in 2009, we became the Star Hotels Group.

Our love for the hospitality industry and passion for providing the ultimate customer experience has only grown across the years. Leading us to today, where we are the largest independently owned hospitality group in Queensland.

WHAT WE OFFER?

Licensed Venues

From buffets to a la carte restaurants and sports bars to cocktail lounges, we cater for all occasions.

Accommodation

From 4-star hotel rooms to cabins and bungalows, comfort and affordability is our primary focus.

Bottleshops

Over 60 locations and rapidly growing, Star Liquor strives to provide quality products and great value for money.

Gaming

Offering first class services in all locations, our goal is to create a unique experience for every customer.

WHERE ARE WE?

The Star Group portfolio is spread right across Brisbane, all the way up to Far North Queensland and down to South Australia.

The portfolio includes an array of unique venues that range from stylish and modern hotels to traditional local pubs, along with the Star Liquor, Sense of Taste and Bob's Bulk Booze liquor retail chains.



OUR HOTELS

Star Hotels Group has a number of Hotels across Queensland and South Australia.



Bargara Lakes Tavern
Bargara QLD



The Australian Hotel
Murgon QLD



Hotel Brandon
Brandon QLD



Stafford City Tavern
Stafford QLD



Runcorn Tavern
Runcorn QLD



Gladstone Reef Hotel
Gladstone QLD



Crown Hotel
Innisfail QLD



The Beaudesert Hotel
Beaudesert QLD



Holdfast Hotel
Glenelg SA



Hotel Maroochydore
Maroochydore QLD



Hotel West End
South Brisbane QLD



Hotel Pacific
Southport QLD



Hotel Richlands
Richlands QLD



Railway Hotel
Beaudesert QLD



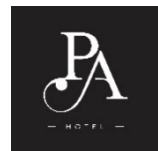
Central Hotel
Bowen QLD



Kalamia Hotel
Ayr QLD



Railway Hotel
Yeppoon QLD



Park Avenue Hotel Motel
Rockhampton QLD



Windaroo Tavern
Windaroo QLD



Raceview Hotel
Raceview QLD



Hotel West End
Townsville QLD



OG Hotel
Adelaide SA



Maroochy Bridge Hotel
Maroochydore QLD

OUR LIQUOR

Star Liquor

Star Liquor retail chain has rapidly grown over the last few years, with a combination of warehouse sized stores and Star Liquor bottle shops

Our liquor retailing capabilities provide shoppers with exceptional customer service, convenience and low everyday prices.



Sense of Taste

Sense of Taste is all about the experience in store with a hand-selected range and many available to sample.

Sense of Taste provides customers with an interactive experience that incorporates education, demonstrations and tastings, alongside boutique craft beers, small batch spirits and limited release wines.



Bob's Bulk Booze

Bob's Bulk Booze is the newest brand within the Star Liquor Group. Bob's is all about providing the best prices and convenience.

His stores are about ensuring that both products and people are brought together in an environment that is fun, exciting and conveniently located, with genuinely honest customer service.



OUR ACCOMMODATION

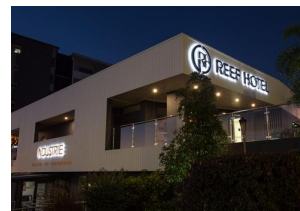
Star Hotels Group has 7 accommodation venues across Queensland.



Kingsford Smith Motel
Brisbane QLD



Don Pancho By The Beach
Bargara QLD



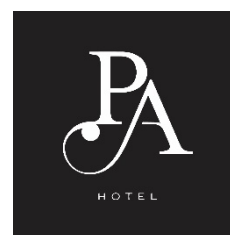
Gladstone Reef Hotel
Gladstone QLD



The Australian Hotel
Murgon QLD



Hotel Brandon
Brandon QLD



Park Avenue Hotel Motel
Rockhampton QLD



Rydges
Townsville QLD

STAFF DISCOUNTS

After you have completed three months of continued service with Star Hotels Group you will receive a Staff Card. This can be accessed via the Star Rewards mobile app.

Staff Card Discounts Include:

- A 50% discount at any time for up to 4 people when dining in with family and friends
- A 20% food discount on major special event days (e.g. Melbourne Cup, Mother's Day).
- Complimentary room hire for Functions at Venues along with a 20% food discount.
- A 10% discount on items in the retail stores. Not available on sale items.
- \$75 per night in a standard room at all accommodation venues. Subject to events, School Holidays and Availability.
- 7% discount on members pricing levels for all items not on special already (excludes Tobacco)
- Silver Fleet Pricing on Toyota vehicles, which includes:
 - 5 year unlimited kilometre warranty
 - Potential eligibility for GST credits as well as tax deductions via depreciation
 - Capped price servicing with Toyota Service Advantage
 - Minimum vehicle retention of none months or 15,000km



-
- Access to thousands of new, demonstrator and used cars with AP Eagers. Benefits include:
 - Average fleet or preferential pricing saves customers between \$3000 - \$6000 on a new vehicle purchase (may be more depending on price of the vehicle)
 - If greater market competitive price on the new vehicle is not reached, you will receive a \$100.00 fuel card

Please refer to the Staff Incentives and Rewards Policy for full Terms and Conditions.

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

The Below Listed Policies / Documents Interact with this Policy:

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

ACCIDENT PROCEDURE

Your first concern is your safety and the safety of others. Assess the danger to yourself and others - don't rush in if another life is threatened.

Only employees with a current first aid certificate may administer first aid.

In the event of an accident:

- Do not panic.
- Immediately notify your Manager and/or call an ambulance if required.
- The phone number to call for an ambulance in Australia is triple zero (000).
- Do not move an injured person unless a life-threatening situation exists -look for a response - Check circulation and pulse
- Ensure their airway passage is clear and if necessary, administer mouth-to-mouth resuscitation
- Apply compression to serious bleeding and use disposable gloves.
- Send urgently for help if you are unable to do emergency first aid
- Comfort the injured person and reassure them that help is on the way.
- Do not try to move the person except to prevent further injury.
- Shock can be more life threatening than the injury.
- Keep the person warm and as comfortable as possible.

Once the injured person is being helped by Management or Paramedics:

- Assist Management by obtaining names, phone numbers and addresses of the persons injured and anyone who witnessed the accident.
- Incident reports should be completed as soon as possible.
- Report only what you saw. Do not speculate about what you believe caused the accident.
- If a procedural flaw is identified as a result of an accident, new work guidelines will be drawn up to prevent similar accidents in the future.

Discussing Incidents/Accidents:

- Never speak to any media outlets; always direct them to a Manager.
- Never make a comment that could be considered an admission of liability from the venue or a fellow employee.
- Never discuss incidents while in the venue or within the hearing of guests.
- Make no comment on the circumstances or description of the incident.

Ensure you know the location of the first aid kits. If equipment is removed from the first aid kits other than in an emergency, disciplinary action may be taken.

FIRST AID IN THE WORKPLACE CODE OF PRACTICE 2015

<https://www.safeworkaustralia.gov.au/system/files/documents/1705/mcop-first-aid-in-workplace-v3.pdf>

CRISIS REPORTING

Remember: Only employees with a current first aid certificate may administer first aid!

ANSWERING THE PHONE

Every contact you have with our customers affects the way they perceive our business. This includes how you handle telephone calls. When you answer the phone, you are representing the venue and speaking with a potential customer. Make sure you find out how to use the telephone system correctly, so that you do not run the risk of cutting the caller off.

External Calls

If Management requires you to answer the phone the correct way is: **Good morning/afternoon/evening/, thank you for calling (The venue), this is (your name). How may I help you?**

- It is important to be polite, courteous and helpful at all times.
- When taking a message, remember to record it. Check with your Manager if there is a designated message book.
- Record the full name and phone number of the caller, who the message is for, the reason for the call, time and date of the call and your name.
- Always follow up an inquiry or message to ensure the correct person gets the message. Do not assume someone else will relay the message.
- If you cannot answer any questions, always refer to your Manager or offer to ring the caller back with the information. Be sure to ask the name and number of the caller and write them down.
- If you need to put a caller on hold, make sure you ask them and wait for their response.
- Tell them why you are placing them on hold. Do not leave them for more than sixty (60) seconds without contact.
- Thank the caller for holding when you return to the line.
- Note if the phone rings differently for internal and external calls.

Internal Calls

If Management requires you to answer the phone for internal calls, the correct way is to state: **(Your department) and (your name).**

Remember: A smile on your face when you answer the phone ensures your voice is friendly!

ANTI-DISCRIMINATION AND EQUAL OPPORTUNITY POLICY

KEY POINTS

- **Star is an Equal Opportunity Employer.**
- Areas of activity in which it is unlawful to discriminate include, but not limited to;
 - Sex, Relationship status, Pregnancy, Parental Status, Age, Race, Impairment, Religious belief or activity, Political belief or activity, Trade union activity, Lawful sexual activity, Gender identity, Sexuality, Family responsibilities
- If you believe you have been discriminated against, you have the right to lodge a complaint with your manager. Complaints should be lodged immediately.
- **Investigation process:**
 - employee to contact manager and advise them of alleged discrimination
 - manager will commence an investigation
 - investigator shall advise the relevant parties of the findings

Star Hotels Group (“Employer”) is committed to ensuring a workplace free from unlawful discrimination. Discrimination that is prohibited under the relevant discrimination and industrial relations legislation is unacceptable and will not be tolerated under any circumstances.

Star Hotels Group is an equal opportunity employer. At all stages of the employment relationship (recruitment and selection, terms and conditions of work, training and professional development opportunities, promotion and transfer, retirement, redundancy and termination) staff will be treated on their merits and valued according to how well they perform their duties.

WHAT IS UNLAWFUL DISCRIMINATION?

The *Anti-Discrimination Act 1991* (Qld), as amended, provides that it is unlawful to discriminate against people on the basis of a defined attribute in an area of activity.

Discrimination is defined under the Act as including:

Direct discrimination occurs when a person (or a group of people) is singled out for worse treatment, compared to others in similar circumstances, because of one or more the attributes list below. Direct discrimination may involve:

- Making offensive ‘jokes’ about another worker’s racial or ethnic background, sex, sexuality, age or impairment;
- Expressing negative stereotypes about particular groups or using stereotypes as a basis for decisions about work eg. ‘Women with young children shouldn’t work’ or ‘Older workers can’t learn new skills’;
- Using selection processes based on irrelevant attributes such as age, race or impairment rather than on skills really needed for the job.

Indirect discrimination occurs when one rule applies to all, but results in disadvantage to a person (or group of people) because they are unable, or less able to comply with the rule because they have an attribute listed below, whether this is intended or not. For example, not considering the provision of reasonable adjustments would disadvantage a person with an impairment who may be able to perform the essential parts of the job in a different way.

WHAT ARE THE ATTRIBUTES FOR WHICH IT IS UNLAWFUL TO DISCRIMINATE?

Discrimination on the following attributes is unlawful:

- Sex: male or female
- Relationship status: single, married, divorced, widowed, de-facto
- Pregnancy: is or is capable of being pregnant, expressed desire to be pregnant, perceived likelihood of becoming pregnant
- Parental status: whether or not a person is a parent (includes step, adoptive, foster parent or guardian)
- Breastfeeding: a mother breastfeeding her child (permitted everywhere)
- Age: the age, or perceived age, of a person (young or old)
- Race: colour, descent, ancestry, ethnicity, ethnic origin, nationality, national origin
- Impairment: A condition (previous or existing) illness or disease, physical, intellectual or sensory disability, condition that impairs thought process and perception of reality, reliance on wheelchair or assistance dog, total or partial loss of a bodily function, malformation or disfigurement
- Religious belief or activity: holding or not holding, engaging in or not engaging in or refusing to participate in a religious belief or activity
- Political belief or activity: engaging in or refusing to engage in political activities; holding or not holding political views
- Trade union activity: being a member or not a member of a union
- Lawful sexual activity: a person's status as a lawfully employed sex worker
- Gender identity: a person's identification as a member of the opposite sex or as indeterminate sex and seeking to live as a member of a particular sex
- Sexuality: heterosexuality, homosexuality, bisexuality
- Family responsibilities: to care for or support any member of a person's immediate family (e.g. child, partner, grandparent, parent, sibling, stepchild, adopted child etc)
- Association with, or relation to, a person identified on the basis of any of the above attributes.

WHAT ARE THE AREAS OF ACTIVITY IN WHICH IT IS UNLAWFUL TO DISCRIMINATE?

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

In work and work related areas it is also unlawful to discriminate in the area of pre-work (ie. during the recruitment and selection process).

In the workplace, discrimination can occur between an employer and a potential or current employee, between two (2) or more employees, or between employees and contractors, guests or patrons.

RESPONSIBILITIES OF MANAGERS AND EMPLOYEES

Employee responsibilities include:

- Complying with this policy;
- Not engaging in unlawful discrimination; and
- Reporting incidents* to their managers.

* This means that any employee who suspects that unlawful discrimination is occurring, or sees an instance of unlawful discrimination, must report the incident/s to their manager. Failure to do so may be viewed as the employee causing or aiding the unlawful discrimination.

Manager responsibilities include:

- Monitoring the work environment for unacceptable behaviour;
 - Modelling acceptable behaviour;
 - Promoting this policy and training staff to identify and prevent discrimination; and
 - Treating all complaints seriously, and confidentially, and referring the complaint immediately to the People Support Team.
-

WHAT SHOULD I DO ABOUT DISCRIMINATION?

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

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

In the event the complaint is about the Manager, the complaint should be lodged with People Support Team.

INVESTIGATION PROCESS

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

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

Step 2: The Manager shall, upon receipt of the details of the complaint, commence an investigation into the complaint. The manager shall notify the People Support Team and their Line Manager. This may involve interviewing witnesses, the complainant, the alleged discriminator, and seeking other information to allow them to determine whether discrimination has occurred.

At this step the Manager may also seek for an external party, such as QHA, to undertake the investigation.

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

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

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

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

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

IMPLICATIONS OF DISCRIMINATORY BEHAVIOUR

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

Where, following a thorough investigation, an employee is found to have engaged in discriminatory behaviour, the employee may face disciplinary action including termination of employment.

In addition, where an employee is found to have deliberately fabricated allegations of discrimination, that employee may face disciplinary action including termination of employment.

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

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

The Below Listed Policies / Documents Interact with this Policy:

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

APPLYING FOR LEAVE

Both casual and permanent employees have certain leave entitlements, with some paid, and some unpaid. These minimum entitlements for all employees are provided under the National Employment Standards (“NES”). However, if an employee is covered by a Modern Award or an Enterprise Agreement, their leave provisions will be provided as per these industrial instruments where they provide the same or better conditions.

The below table depicts the minimum leave entitlements available to employees in accordance with the NES and as reflected in other relevant legislation:

TYPE OF LEAVE	Permanent Employee	Casual Employee
Annual Leave	Paid as per the NES	No entitlement to this leave
Personal Leave	Paid as per the NES	No entitlement to this leave
Carer’s Leave	Paid as per the NES / Unpaid where paid entitlement exhausted	Unpaid as per the NES
Compassionate Leave	Paid as per the NES	Unpaid as per the NES
Long Service Leave	Paid as per the NES and the <i>Industrial Relations Act 2016</i> (QLD)	Paid as per the NES and the <i>Industrial Relations Act 2016</i> (QLD)
Community Service Leave (including Jury Service Leave)	Unpaid generally, however Jury Service Leave element is paid to a limit of 10 days per occasion, as per the NES	Unpaid as per the NES
(NES Unpaid) Parental Leave	Unpaid as per the NES	Unpaid as per the NES
(Government Paid) Parental Leave	Paid subject to Government approval as per the <i>Paid Parental Leave Act 2010</i>	Paid subject to Government approval as per the <i>Paid Parental Leave Act 2010</i>
Family and Domestic Violence Leave (FDV leave)	Unpaid as per Modern Award for award-covered employees and as per the NES for all employees	Unpaid as per Modern Award for award-covered employees and as per the NES for all employees

Paid and unpaid leave entitlements are provided by Star Hotels Group (“Employer”) in accordance with the Fair Work Act 2009, as well as a Modern Award (if one applies to the employee) in relation to FDV leave, as FDV leave is dealt with in both the Fair Work Act 2009 and Modern Awards. Long Service Leave is provided for in the Industrial Relations Act 2016.

APPLYING FOR LEAVE

Employees are required to complete an Application for Leave Form and submit the form to their manager no later than 4 weeks prior to the leave sought, wherever possible. The exception to this is where personal/carers’ leave, compassionate leave or FDV leave is sought.

Once the Employer has approved the leave sought, the employee will be notified of this.

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

NOTICE OF PERSONAL/CARER'S LEAVE AND FDV LEAVE

Employees unable to attend work due to personal illness or injury, or to care for an immediate family member or member of the employee's household who requires care due to illness, injury or an unexpected emergency are required to notify the employee's manager as soon as practicable. Should employees need to access FDV leave, they should also notify the employee's manager as soon as practicable. Ideally this is prior to the shift commencing so that alternative rostering arrangements can be made. The employee should advise the employer of the period (or expected period) of either form of leave.

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

EVIDENCE REQUIREMENTS FOR PERSONAL/CARER'S LEAVE AND FDV LEAVE

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

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

NOTICE TO TAKE LEAVE

ANNUAL LEAVE

Award-based Employees

In accordance with the Hospitality Industry (General) Award 2020 ('the Award'), Star Hotels Group may require the employee to take annual leave by the giving of at least four weeks' notice as part of a close-down of its operations.

Excessive Annual Leave Accrual

Star Hotels Group may direct the employee to take annual leave by giving of at least 8 weeks' but no more than 12 months' notice where the employee has excessive annual leave accrual*, where genuine attempts to reach agreement about when to take the leave have been made and agreement cannot be reached.

* excessive annual leave - more than 8 weeks' paid annual leave accrual, or 10 weeks for a shiftworker as defined under the Award.

Award-Free Employees

In accordance with the NES, Star Hotels Group may require the employee to take a period of paid annual leave, but only if the requirement is reasonable.

LONG SERVICE LEAVE

Star Hotels Group may direct the employee to take long service leave by the giving of at least 3 months' written notice of the date on which the employee must take at least 4 weeks' long service leave where the Employer and employee cannot agree on the time when long service leave is to be taken.

UNAUTHORISED ABSENCE / EXCESSIVE ABSENTEEISM

Monitoring of employee absence will occur.

Where absenteeism is deemed excessive (ie. average of more than 10 days of personal/carer's leave per year) or a pattern of absenteeism is established (eg. directly before or after rostered days off or annual leave, or on weekends or public holidays), discussions will be initiated with the employee to determine reasons for the absenteeism.

The employee must work with their Employer to consider and discuss options to reduce their absenteeism.

Where the reasons and/or evidence provided does not satisfy the Employer that the absenteeism is for genuine reasons and/or where the employee has been noted as being on unauthorised absence multiple times over a period, the employee may be subject to disciplinary action including termination of employment.

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

The Below Listed Policies / Documents Interact with this Policy:

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

ARMED ROBBERY POLICY

KEY POINTS

- An armed robbery is a dangerous and stressful event
- **The safety of employees and customers is the top priority** - stock and cash are insured and can be replaced.
- **During the event:**
 - never attempt to stop the offender or in any way
 - stay calm and quiet and comply with demands
 - makes your actions deliberate and open and tell the offender what you are doing
 - make mental notes of the offender's physical features
- **After the event:**
 - take note of the direction of travel and mode, secure premises,
 - call the police and keep the line open
 - advise supervisor/manager
 - separate any witnesses and ask them to remain until the police arrive,
 - do not speak to any media or people not involved in the event
- Employees witnessing suspicious behaviour should report this to their supervisor/manager immediately, who will then contact the authorities where required.

An armed robbery is a dangerous and stressful event. This policy will complement existing safety and security measures in place. However, as Star Hotels Group ("Employer") cannot guarantee an armed robbery or other theft will not occur, it is vital that employees are aware of how to behave before, during and after an armed robbery.

POLICY STATEMENT

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

ARMED ROBBERY AND HOLD-UP PROCEDURE

To minimise the risk to employees and to others during an armed robbery or theft of any kind employees are required to familiarise themselves with all of the information below and to act in a manner which does not jeopardise the safety or security of themselves, Star Hotels Group, other employees or others in the workplace.

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

Employees should also:

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

Where on duty and involved in an armed robbery take the following steps:

During the event

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

After the event

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

CONTACTS

In the event of an armed robbery, contact the following people:

- **Police – Dial 000** (keep line open) – also use if an Ambulance is required.
- Your Manager on Duty

CASH HANDLING PROCEDURES

Use extreme care, professionalism and accuracy when counting, exchanging and handling cash. You are NEVER permitted to serve yourself at any time or to ring up your own sale on any cash register.

Cash Handling:

- All sales must be cashed off at the time of sale.
- Type into the till the amount of money the customer gives you. The till will provide the amount of change.
- Your till is to be counted at the beginning and end of each shift and expected to balance at all times.
- Void/mistake receipts must have your name and void written on the receipt.
- Only a Manager can authorise a void/credit transaction.

Negative and Positive Variances:

- Variances indicate poor cash handling skills. Should a variance occur, a complete review will be undertaken as to who is responsible and how it occurred.
- A positive variance is as serious as a negative variance. If a positive variance does occur it remains the property of the venue. Any attempt to use such variances to balance other tills will be considered theft. Only Managers have the delegation to allocate monies from one float to other.
- Staff are responsible for their own tills. It is in their interest to ensure the accuracy of the balance of their till at the commencement and completion of each shift. Any discrepancy, under or over, is to be reported to the Duty Manager immediately. Consistent unexplained discrepancies will result in disciplinary action being taken.

Tills will be checked at any time to ensure accuracy.

It is policy that no employee is authorised to extend credit or lend money to anyone (employees or customers). Removing money from a till, float or safe for this purpose will be considered theft. Employees found breaching this policy will be subject to instant dismissal and possible prosecution. Exceptions to this policy may be made only with written authorisation from the Manager.

GUIDE TO HANDLING AND TRANSPORTING CASH
<https://www.safeworkaustralia.gov.au/system/files/documents/1703/guide-handlingtransporting-cash.pdf>

Remember: Always double check cash or change exchanges. Your tills are your responsibility!

CHEMICAL HAZARDS

Care must be taken whilst using and handling chemicals or hazardous substances. Safety precautions such as the use of Personal Protective Equipment (PPE) must be used when using any hazardous substance classified as dangerous goods.

Information regarding such substances can be found on the Safety Data Sheets (SDS) which are located in the chemical store location for each product. The SDS contains important information to enable the safe management of the risk from any hazardous substance exposure.

You are expected to know how to read and interpret the SDS for any hazardous substance you are required to use in the workplace. If you have any concerns or do not understand any component on the SDS contact your Manager.

You are not to use ANY chemicals or hazardous substances unless you have been trained in their correct use. Please inform your Manager if you have not received such training.

- At no time must chemical containers be used for food storage.
- Chemicals are to be stored away from food and food areas.
- All equipment cleaned with chemicals must be thoroughly rinsed before being use for cooking, food handling or storage.
- Always use cleaning agents in the correct dilution and never mix them with other cleaning agents.
- Wear PPE at all times.
- Be careful to point aerosols away from you. Do not fool around with chemicals (for example, spray them at another person)
- Always clean equipment, including cloths mops and pads after use in the appropriate manner.

HAZARDOUS SUBSTANCES HANDLING PROCEDURE VIDEO

Remember: An SDS is designed to help protect you from any dangers associated with the use of chemicals!

COVID-19

Cleaning and Disinfecting during COVID-19

Regular cleaning of your environment at home, in your car and at work is ESSENTIAL because droplets from a COVID infected person can fall on a surface and be transferred to someone else's hands if they touch the surface.

You should regularly clean with a detergent solution, according to the manufacturer's label, frequently touched surfaces such as;

- Tables and benches
- Railings
- Doorknobs and handles
- Light switches

Laminated menu's and buzzers must be cleaned with a disinfectant solution between customer use.

Remember to check the product label for any precautions you should take when using it, such as wearing gloves or making sure you have good ventilation.

COVID-19 Tips for the Workplace

- Clean your hands regularly - wash hands with soap and water or alcohol-based hand rubs, wipes or sanitisers - your venue will have plenty of sanitising products available.
- Practice social distancing - ensure that there is ALWAYS 1.5m between you and your team members.
- Practice respiratory etiquette - cover your nose and mouth with a tissue or flexed elbow when coughing or sneezing and ensure that the tissue is disposed into a bin immediately.

Other tips include;

- Put marks on the floor to ensure that customers stand at least 1.5 metres away from the counter and from each other
- Practice hand hygiene between customers
- Make sure tables and chairs have at least 1.5 metres between other tables and chairs
- Ensure that surfaces and menus are regularly wiped down

(QLD ONLY)

If you haven't completed the mandatory Queensland Government / TAFE Queensland COVID SAFE Work Training for Dining in, you can do so, by following these instructions;

- You MUST go to the Queensland Government COVID SAFE Training. You will first need to register, and create an account to complete the training. Click on the link below to commence this set up process.
- Once you have completed the COVID SAFE Training with Queensland Government / TAFE Queensland, return to this window, you MUST upload the TAFE Queensland COVID SAFE Work Training for Dining in certificate to your qualifications under QLD Government COVID SAFE Training.

<https://go.tafeqld.edu.au/covid-safe.html>

And finally, we need all employees to download the COVIDSafe application. This app is safe and easy to use!

<https://apps.apple.com/au/app/covidsafe/id1509242894>

<https://play.google.com/store/apps/details?id=au.gov.health.covidsafe>

National COVID-19 Safe Workplace Principles

Recognising that the COVID-19 pandemic is a public health emergency, that all actions in respect of COVID-19 should be founded in expert health advice and that the following principles operate subject to the measures agreed and implemented by Governments through the National Cabinet process.

1. All workers, regardless of their occupation or how they are engaged, have the right to a healthy and safe working environment.
2. The COVID-19 pandemic requires a uniquely focused approach to work health and safety (WHS) as it applies to businesses, workers and others in the workplace.
3. To keep our workplaces healthy and safe, businesses must, in consultation with workers, and their representatives, assess the way they work to identify, understand and quantify risks and to implement and review control measures to address those risks.
4. As COVID-19 restrictions are gradually relaxed, businesses, workers and other duty holders must work together to adapt and promote safe work practices, consistent with advice from health authorities, to ensure their workplaces are ready for the social distancing and exemplary hygiene measures that will be an important part of the transition.
5. Businesses and workers must actively control against the transmission of COVID-19 while at work, consistent with the latest advice from the Australian Health Protection Principal Committee, including considering the application of a hierarchy of appropriate controls where relevant.
6. Businesses and workers must prepare for the possibility that there will be cases of COVID-19 in the workplace and be ready to respond immediately, appropriately, effectively and efficiently, and consistent with advice from health authorities.
7. Existing state and territory jurisdiction of WHS compliance and enforcement remains critical. While acknowledging individual variations across WHS laws mean approaches in different parts of the country may vary, to ensure business and worker confidence, a commitment to a consistent national approach is key, including a commitment to communicating what constitutes best practice in prevention, mitigation and response to the risks presented by COVID-19.
8. Safe Work Australia (SWA), through its tripartite membership, will provide a central hub of WHS guidance and tools that Australian workplaces can use to successfully form the basis of their management of health and safety risks posed by COVID-19.
9. States and territories ultimately have the role of providing advice, education, compliance and enforcement of WHS and will leverage the use of the SWA central hub in fulfilling their statutory functions.
10. The work of the National COVID-19 Coordination Commission will complement the work of SWA, jurisdictions and health authorities to support industries more broadly to respond to the COVID-19 pandemic appropriately, effectively and safely.

CODE OF CONDUCT

KEY POINTS

The obligations of an employee to an Employer under are to have:

- Respect for the law and Star Hotels Group policies
- Respect for persons
- Integrity
- Diligence
- Economy and Efficiency

The scope of this policy covers Managers, employees and contractors.

Our business is committed to delivering services with integrity, efficiency and care with the highest standard of professionalism and accountability.

All parties involved in the business have a responsibility to treat everyone with respect and dignity. As representatives of Star Hotels Group we have a responsibility to engage in the highest level of business integrity, acceptable conduct and be accountable for personal decisions made.

This Code of Conduct is a guide for all Star Hotels Group employees and contractors in how to fulfil all responsibilities in making fair decisions, identifying acceptable conduct and developing a positive culture at Star Hotels Group.

VALUES

Star Hotel Group has a commitment to the underlying values of:

- Managing risk for the safety of employees, patrons and contractors of the public.
- Valuing the contribution of all.
- Respecting confidentiality, integrity and honesty.
- Open, respectful and honest communication.
- Recognition and valuing equity and diversity.
- A professional work ethic.

STANDARDS OF CONDUCT

As an employee you are required to be familiar with and to comply with the five (5) standards of conduct as set out in this Code of Conduct.

1. Respect for the law and Star Hotels Group policies.
2. Respect for persons.
3. Integrity.
4. Diligence.
5. Economy and Efficiency.

RESPECT FOR THE LAW AND STAR HOTELS GROUP POLICIES

Under this principle you must:

- Uphold the law and comply with all relevant legislation including the *Work Health and Safety Act 2011*, *Anti-Discrimination Act 1991* and *Fair Work Act 2009*.
- Comply with company policies and procedures.
- Accept responsibility and accountability for your conduct and decision-making.
- Be fair just and reasonable in exercising authority.
- Obey lawful and reasonable workplace direction.
- Acknowledge the rights of others to challenge your decision – making.
- Provide accurate and timely information in response to queries from authorized bodies.
- Maintain legally required business records.
- Respect the privacy of Star Hotels Group and all persons.

RESPECT FOR PERSONS

Under this principle you must:

- Comply with all policies and contribute to the safe working environment of Star Hotels Group.
- Respect the dignity, equity and diversity of others.
- Be honest, fair and impartial in the performance of your workplace duties.
- Communicate with sensitivity and respect.
- Be tolerant of the views and ideas of others.
- Refrain from making any disparaging or untruthful remarks about employees, patrons, competitors or suppliers.
- Work with your colleagues in fostering good working relations at all levels.
- Not physical or verbally abuse any patron, supplier, worker or other party.

INTEGRITY

Under this principle you must:

- Consider the interests of Star Hotels Group in all your workplace activities.
- Model positive conduct and enhance the reputation of Star Hotels Group.
- Be honest, fair and impartial in the performance of your workplace duties.
- Be honest in your application process with us.
- Use Star Hotel Group resources only for the intended purpose deemed by Star Hotels Group.
- Apply all correct and relevant financial Management practices when dealing with Star Hotels Group money.
- Report to Star Hotels Group any potential, actual or perceived conflict of interest.
- Refuse gifts and/or commissions that fall outside the normal commercial business practice.
- Not steal or misappropriate monies or property (belonging to the company, patrons, suppliers, other workers or any other party).
- Not use inappropriate language or verbal communication (for example swearing, derogatory terms, offensive or aggressive tone).

DILIGENCE

Under this principle you must:

- Perform all duties to the best of your ability with diligence, professionalism and attention.
- Contribute to a productive and safe working environment.
- Attend work in a fit state to safely and diligently carry out your duties.
- Develop and maintain levels of knowledge and skills in line with your responsibilities/position.
- Avoid conduct that reduces the diligence of others.
- Respond appropriately to all reasonable direction.
- Comply with relevant dress standards.
- Maintain confidentiality.
- Seek to achieve high standards of performance and professionalism when dealing with patrons of Star Hotels Group.

ECONOMY AND EFFICIENCY

Under this principle you must:

- Use the resources of Star Hotel Group to achieve the greatest return for the business
- Avoid waste of business resources.
- Improve efficiencies.
- Maintain assets and use them economically and only for the approved purposes.

CONFLICT OF INTEREST

Star Hotel Group understands that you may choose to hold a second job in addition to your role with us. Under this policy you must:

- advise your Manager prior to seeking secondary employment (or for new employees, at the time of appointment).
- Not accept a second position that may give rise to a conflict of interest (for example, secondary employment in the same industry [whether with a competitor, a contractor, or client]), or secondary employment that creates a potential workplace health and safety issue (for example working a second job for long hours may impact on your own and co-workers safety here).

Should you choose to accept a position which Star Hotel Group believes creates a conflict of interest, you may unfortunately forfeit your position with the company and will be given notice to this effect.

Star Hotel Group promotes a working environment where professional conduct is expected of all employees. An employee who is found to be in breach of the Code of Conduct may be subject to disciplinary action which may include dismissal.

The Below Listed Policies / Documents Interact with this Policy:

- *All other Policies and Procedures issued by the Employer relating to employee conduct and performance*
- *Discipline and Termination Policy*

COMPLAINTS, CONFLICT AND GRIEVANCE HANDLING POLICY

It is the intention of Star Hotels Group (“Employer”) that all grievances and/or disputes raised by employees are dealt with promptly and efficiently. All employees have a right to have a grievance or dispute in the workplace heard without fear of unfair treatment or victimisation.

Employees with a grievance or dispute should immediately raise the matter with the employee’s manager.

This policy applies to grievances and disputes otherwise not provided for in another policy of Star Hotels Group.

COMPLAINTS

Star Hotels Group is committed to managing and resolving grievances and or complaints in a transparent, timely and meaningful way. This policy acknowledges that employees, patrons, and members of the public; dealing with Star Hotels Group have a right to provide feedback and make complaints; or if they are an employee, lodge grievances about Star Hotels Group policies, procedures and services.

Complaints and Grievances will be managed by:

- Providing a clear and transparent process for lodging, managing and actioning a complaint.
- Protecting the confidentiality and privacy of complainants.
- Ensuring fair objective and professional assessment of complaints.
- Providing timely resolution of complaints.
- Ensuring continuous business improvement in the reduction of complaints.

Star Hotels Group is committed to resolving complaints and grievances promptly.

DEFINITIONS

A workplace ***grievance*** may involve any act, omission, situation or decision, related to the work environment, that an individual believes is unfair, unlawful, unjust or discriminatory. It may also include acts of workplace/sexual harassment, bullying, victimisation, vilification, discrimination and occupational violence.

Conflict occurs as a result of disagreement between individuals or groups and may often be more of a ‘social’ nature rather than an ‘operational’ nature.

Disputes occur more due to a difference in interpretation of matters such as Awards, or Employment Contracts.

HOW TO RESOLVE A GRIEVANCE

If you feel that you have a grievance, conflict or dispute Star Hotels Group encourages you to take action. Inappropriate behaviours or actions will not be tolerated here and generally, they will not go away unless something is done.

Complaints can be handled either formally or informally. The time frame for resolution will depend on the seriousness of the complaint and the necessary steps. The process followed by Star Hotels

Group may include informal discussions, mediation or formal investigation. In any of these formal processes, you are entitled to have the presence of a support person.

It is important to note that certain grievances, conflicts or disputes may be work, health and safety issues and may be treated as such in so far as the relevant obligations and responsibilities may be applied.

Star Hotels Group reserves the right at any time, to engage the services of an external provider to assist in the process of handling a grievance, conflict or dispute in an appropriate manner.

Preliminary Action - Complainants are encouraged to try to settle any grievance directly with the person(s) concerned if they feel safe doing so.

Informal Procedure - If the preliminary action fails or the complainant does not feel safe to raise the matter with the person concerned, they should inform their immediate Manager of the matter and together they should attempt to resolve it.

When a complainant has a grievance against their immediate Manager (their one up Manager), the complainant may refer the grievance in writing to their Manager's Manager (their two up Manager).

INFORMAL DISCUSSIONS

In the interest of maintaining working relationships, wherever possible, Star Hotels Group will work with you to deal with the complaint informally. Experience shows that the informal method can generally be quicker and less adversarial, requires less 'proof' and 'evidence gathering', result in better communication and maintains confidentiality and working relationships better than if a formal procedure is used. Having said this, if you choose to deal with the complaint formally, we will respect and support you in this choice.

The following Resolution framework is suggested for those employees with a desire to resolve matters as positive adults:

- All employees are invited to discuss matters with each other openly and positively;
- If matters cannot be resolved efficiently and professionally, the employee demonstrating positive intentions to solve the matter may contact their Manager for assistance;
- The Manager may see the parties individually, or as a group, to resolve any outstanding and festering matters;
- Where this informal approach is unsuccessful, the Manager may decide on and enforce a fair and equitable solution to be implemented by all parties.

MEDIATION

Mediation between you and the other person(s) is designed to discuss the issues which have been raised and work towards finding a suitable outcome for all parties. During this process the 'mediator', (normally a Manager or external facilitator), will play an impartial role aimed at guiding discussions between the parties, encouraging each of the employees to identify the crucial issues and explore options for an outcome, help you to negotiate and implement options for an agreement and importantly, take into account any real or perceived power differences between the parties.

Should you not be satisfied with the outcome of this mediation, you may request a formal investigation into the allegation.

FORMAL INVESTIGATION

In the case of extremely serious allegations or where you feel extremely uncomfortable about being a part of a mediation or informal discussion, Star Hotels Group may carry out a formal investigation.

You need to be aware that these matters are taken seriously and whilst confidentiality will be maintained as much as possible, Star Hotels Group may need to discuss the complaint with the other party and any other witnesses or relevant team members. The objective of a formal investigation is to resolve the conflict which prompted the complaint and to effectively control risk.

Any investigation will be aimed at establishing the facts and circumstances of the situation and making a finding in relation to the allegations raised. The procedure will vary depending on the circumstances but may include:

- Receiving the complaint in writing from the complainant (this should detail the person(s) involved including any witnesses, dates and times of events, copies of any relevant documents, and the impact the complainant feels has been had on him/her);
- Reviewing any background information or documentation;
- Informing all parties of time frames and processes;
- Meeting with the person making the complaint and deciding on the seriousness of the complaint (whether it constitutes inappropriate behaviour/actions);
- Meeting with any other people involved in the complaint including the person against whom the complaint is made;
- Seeking and assessing any relevant evidence;
- Determine the investigation findings and informing the parties of the outcome; and
- Implementing any decided course of action.

The outcome of the investigation will be communicated as appropriate to the parties involved.

FURTHER AVENUES

If after the above processes to settle the dispute have been genuinely attempted by all parties involved, the dispute remains unresolved, there are two possible avenues:

- 1) Star Hotels Group will engage the services of an external mediator/investigator to review the situation objectively; or
 - 2) Notification of the existence of the dispute may be given to the Fair Work Commission for mediation and conciliation.
-

NATURAL JUSTICE AND STATUS QUO

It is important to note that throughout the process, the principles of natural justice will apply including:

- the person who is the subject of concern must be informed of all the allegations in relation to his/her behaviour;
 - that the person against whom the allegations have been raised will be presumed innocent until allegations are proven true;
 - he/she must have a full opportunity to put his/her case;
 - all parties to the complaint must have the right to be heard;
 - all relevant submissions and evidence must be considered;
 - irrelevant matters must not be taken into account; and
 - the decision-maker must be impartial, fair and just.
-

Star Hotels Group will keep you informed at all times as to the progress of the complaint and will also keep the other party(s) informed of the process.

Throughout the process the status quo existing prior to the complaint being made, will continue throughout the settlement/investigation process and normal work shall continue except in the case of a genuine safety issue. Where there is a genuine safety issue, any employee involved must comply with a reasonable direction given by Star Hotels Group to perform other available work.

Where there is a genuine health and safety concern or Management deems the complaint sufficiently serious, an employee may be stood down during the course of the grievance, conflict and dispute handling process.

OUTCOMES

If any of Star Hotels Group employees are found to have subjected others to sexual harassment, discrimination, vilification, or workplace harassment or bullying, then Star Hotels Group may, subject to procedural fairness, take disciplinary action against them. Depending upon the circumstances and seriousness of the incident(s), this may include:

- Gaining a commitment from one or more persons to cease, and not to repeat, the behaviour;
- Providing targeted training regarding prevention of unacceptable workplace behaviours;
- Offering support to the person making the complaint;
- Offering support to the person against whom the complaint is made;
- Disciplinary action, up to and including a warning, counselling, demotion or dismissal, against the person found responsible for discrimination; and/or
- Disciplinary action, up to and including a warning, counselling, demotion or dismissal against the person making a complaint of discrimination if, after investigation, the complaint is found to have been malicious or vexatious.

ROLES AND RESPONSIBILITIES

All person/s associated with the Informal and Formal Resolution procedures should maintain confidentiality and only discuss the grievance with those who have responsibility for dealing with the grievance.

All employees are expected to conduct themselves in a manner which respects the rights and welfare of Star Hotels Group and show competence, care, good faith and compliance with instructions, policies and procedures in the performance of their duties.

If you are making a complaint, or have had a complaint made against you, it is your responsibility to communicate openly and honestly with those involved in the process and to participate in all reasonable activities to resolve the issue.

It is recommended that before making a complaint you consider what the concerns are, what support mechanisms are available to you (request counselling if needed), what outcome(s) you would like, and Star Hotels Group trust that you acknowledge the consequences of making malicious or frivolous complaints.

Managers have a responsibility to try to prevent problems and settling grievances informally in the workplace where possible. It is the responsibility of management to ensure that complaints are taken seriously and dealt with fairly, promptly and confidentially and also to protect both the person making the complaint and the person against whom the complaint is made, from victimisation or being disadvantaged in their employment conditions or opportunities in any way.

It is the **complainant's** responsibility to raise the issue(s) of the grievance as soon as possible with the other party/parties and agree to be involved in settling the issue(s) prior to lodging a formal grievance.

The Below Listed Policies / Documents Interact with this Policy:

- *Discipline and Termination Policy*
- *Employee Grievance Form*

COMPUTER, EMAIL AND INTERNET POLICY

KEY POINTS

- Acceptable computer usage for personal email and internet by employees must,
 - Be moderate in time,
 - Not incur unnecessary or significant cost for Star Hotels Group,
 - Not be used to endanger, offend, discriminate, harass or sexually harass another person, or contravene other laws, and
 - Not interfere with the employment duties of the employee or his or her colleagues.
- It is recommended that individual social networking profiles do not reference the employee's place of employment
- Employees may be asked to provide explanation for information contained within online public domains where it relates to the profitability, reputation or viability of the Star Hotel Groups.
- Where the Employer is satisfied that unacceptable use of a Star Hotels provided computer, email or internet has occurred, employees may face disciplinary action, including termination of employment

This policy sets out guidelines for computer, email and internet use by employees of Star Hotels Group ("Employer"). The primary purpose for which access to the internet is provided by Star Hotels Group to its employees is to assist them in understanding and carrying out the duties of their employment.

In addition to use for work purposes, employees may use computers, email and internet access provided by Star Hotels Group for reasonable private purposes provided it is consistent with the 'Acceptable Use' guidelines below.

Star Hotels Group owns the information technology system used in the workplace and employees should have no expectation of privacy when using work provided facilities for private use as Star Hotels Group may conduct occasional monitoring of system activity including reviewing work provided emails and checking internet usage and access.

ACCEPTABLE USE

Acceptable Use is deemed as that use by employees of Star Hotels Group computer for personal email and internet usage, provided that **in each case the personal use has been authorised**.

Such use must:

- Be moderate in time,
- Not incur unnecessary or significant cost for Star Hotels Group,
- Not be used to endanger, offend, discriminate, harass or sexually harass another person, or contravene other laws, and
- Not interfere with the employment duties of the employee or his or her colleagues.

The following are examples of where employees may use the internet access provided by Star Hotels Group:

- Work-related purposes;
- Utilising any other internet service or protocol for personal purposes after obtaining permission to do so from management.

WHAT IS NOT ACCEPTABLE USE

Except in the course of an employee's duties, or with the express permission of Star Hotels Group, the internet access provided by Star Hotels Group may not be used for:

- Accessing pornographic, illicit or inappropriate material;
 - Causing any other person to view content which is pornographic, illicit or inappropriate;
 - Personal commercial purposes;
 - Sending unsolicited bulk email;
 - Disseminating confidential information of Star Hotels Group;
 - Any illegal purpose;
 - Causing interference with or disruption to any network, information service, equipment or any user;
 - Causing disruption to scheduled work tasks (including excessive time spent accessing the internet and / or at inappropriate times)
 - Disseminating personal contact information of officers or employees of Star Hotels Group without their express consent;
 - Downloading or requesting software or media files or data streams that the employee has reason to believe will use a greater amount of network bandwidth than is appropriate – this includes music or games; and
 - Use of social networking sites, except in accordance with the 'Private Use' guidelines below.
-

USE OF SOCIAL NETWORKING SITES – PRIVATE USE

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

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

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

Star Hotels Group recommend that individual social networking profiles not include reference to the employee's place of employment. Even where the profile has privacy settings in place, 'friends' or 'contacts' who read posts may share those posts to external parties, including Star Hotels Group, meaning the posts can be very public.

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

UNACCEPTABLE USE IS PROHIBITED BY THE EMPLOYER

Where the Employer is satisfied that unacceptable use of a Star Hotels Group provided computer, email or internet has occurred, employees may face disciplinary action including termination of employment or contract in accordance with the Star Hotels Group *Discipline and Termination Policy*.

The Below Listed Policies / Documents Interact with this Policy:

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

CONFINED SPACES

Some spaces present silent yet deadly danger to your safety. In places such as drains and tanks, oxygen levels can be so low you will lose consciousness should you enter them. Alternatively, they may contain high concentrations of gases, which can immediately overcome even the strongest person.

The keg room uses cylinders of carbon dioxide and nitrogen to allow soft drinks and beer to be dispensed. An uncontrolled leak of these gases could create an atmosphere unsafe to breathe.

Even though your venue will have maintenance practices in place to ensure that any leak is quickly detected, only authorised employees who have been specifically trained in recognising the dangers of gas leaks, are allowed to access the keg room. Ensure you fully understand the safety procedures related to the CO2 monitors before entering the cold room.

Remember: No one is to access the keg room without authorisation!

CRIMINAL GANGS IN LICENSED VENUES

Under the Summary Offences Act 2005

<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2005-004>, it is illegal for a person to enter a licensed venue, if they are wearing or carrying certain prohibited items (outlined below) which are associated with an identified organisation.

Prohibited item is defined in the Liquor Act as meaning: “an item of clothing or jewellery or an accessory that displays—

- The name of an identified organisation
- The club patch, insignia or logo of an identified organisation (i.e. 'colours')
- Any image, symbol, abbreviation, acronym or other form of writing that indicates membership of, or an association with, an identified organisation, including
 - The symbol '1%'
 - The symbol '1%er'
 - Any other image, symbol, abbreviation, acronym or other form of writing prescribed under the Act.

As a licensee or staff member you can be fined **heavily** for knowingly allowing a person wearing or carrying prohibited items to enter or remain on the premises. You do not commit an offence and will not be fined if you have taken reasonable steps to refuse, exclude or remove a person wearing 'colours', or if you reasonably believe it was not safe or practical to refuse, exclude or remove the person wearing the colours.

Please click on the following link for a full list of identified organisations and their insignia.

CRIMINAL GANGS <https://www.business.qld.gov.au/industries/hospitality-tourism-sport/liquor-gaming/liquor/compliance/criminal-gangs>

Remember: Your safety comes first. Refer all matters to Management!

CULTURAL COMPETENCE

We are committed to providing a positive workplace atmosphere that embraces cultural diversity.

Australia's workforce is extremely diverse, comprising people of different;

- Cultural backgrounds
- Religions
- Ages
- Genders
- Abilities
- Lifestyles

As an employer we acknowledge that different perspectives and experiences exist as a result of these differences.

Being culturally aware and adaptable is everyone's responsibility and all staff benefit from developing their understanding of different cultures and perspectives by building respectful relationships.

Engaging with colleagues with different cultural backgrounds provide opportunities for skill acquisition and knowledge and information exchange through cross cultural interaction. Working in a culturally diverse environment also creates cultural competency through direct personal interactions benefiting further interactions with customers and / or stakeholders.

Our principles for maintaining a culturally competent venue are;

- ***Respect for diversity***
- ***Awareness of diversity***
- ***Understanding of diversity***
- ***Adapting to diversity***

CUSTOMER COMPLAINTS

Dealing with customer complaints can be a trying task, however it must always be handled with utmost care.

Effective techniques for dealing with complaints include:

- Provide an empathetic ear, assuring them that the complaint will receive due consideration and remember a big, friendly smile can work wonders.
- Remain calm and friendly at all times so the customer realises that you are interested and concerned about their complaint.
- Do not take a complaint from a customer personally. Try to remain calm and professional.
- Thank the customer for the information. It is better to know the problem exists so it can be rectified as soon as possible.
- Focus on solutions and the future, not the past.
- Determine quickly whether you need to involve your Manager.
- Always ensure you follow through when dealing with a complaint.
- DO NOT promise that you will amend the matter, especially if it is out of your authority or control.
- Always inform your Manager of customer complaints.

Any physical violence or threatening behaviour must be reported to your Manager. Physical violence is an unlawful act.

Remember: A happy customer may tell one person; an unhappy customer has the potential to tell hundreds. Bad news travels fast!

CUSTOMER RELATIONS

Customers are the most important component of our business and they should be treated as such.

Our customers are individuals who possess their own set of unique beliefs, opinion, prejudices, likes, dislikes and feelings as you do. Customers pay our wages by purchasing the goods and services we provide.

With this in mind, you need to remember:

- Your primary objective is to look after our customers, regardless of your position or work area.
- Help customers to feel comfortable, relaxed and important.
- You are employed because of our customers and therefore they should not be considered as interruptions to your work but the reason for it.
- Customers will not tolerate inattentive, inefficient, off-hand service and nor will your Manager.
- Always greet customers sincerely and deal with everyone equally.
- Patience and tolerance should always be practised with all customers to minimise any risk to you, other employees or the personal safety of a customer.
- Remain professional in your position. Do not become too familiar with your customers as it may lead to unwanted problems!

Remember: If customers are being difficult, a friendly smile may assist in diffusing the situation!

DISPOSAL OF USED SYRINGES

In the event you may have to dispose of a used needle, you should follow these guidelines.

- DO NOT attempt to recap the needle.
- Use the sealed, puncture-resistant container provided.
- Always use latex/rubber gloves.
- Place the container on the ground beside the needle/syringe.
- Pick up the needle/syringe by the middle of the barrel.
- Keep the sharp end of the needle/syringe facing away from you at all times.
- Place the needle/syringe in the container, sharp end first.
- Place lid securely on the container, holding the container at the top.
- Place the sealed container into rubbish bin.
- Remove gloves and wash hands with running water and soap.

Remember: Needle-stick injuries can be extremely hazardous to your health!

DRESS AND HYGIENE POLICY

First impressions are lasting impressions. As representatives of Star Hotels Group, each employee's personal and professional presentation is very important.

GENERAL UNIFORM STANDARDS

All employees are required to present themselves for work in a clean, professional, well-groomed and hygienic manner. Star Hotels Group ("Employer") requires all employees to maintain the following standards of good grooming and hygiene while at work:

Hair	<ul style="list-style-type: none"> • Clean, well-groomed style kept off the face; • Long hair should be tied back from the face or worn up; • Unnatural hair colouring is not allowed (e.g. bright colours).
Face	<ul style="list-style-type: none"> • Men should be cleanly shaven, and moustaches and beards must be neatly trimmed; • Women may wear subtle make-up only (e.g. blusher, lipstick and light eye make-up).
Nails	<ul style="list-style-type: none"> • Nails must be clean and neatly manicured. Where nail polish is worn, it must be a subtle colour and not be chipped; • Employees required to handle food are <u>prohibited</u> from wearing nail polish for Work Health and Safety reasons.
Jewellery	<ul style="list-style-type: none"> • Subtle jewellery may be worn but is limited to one small earring per ear, 2 rings per hand, a necklace and a wrist watch; • No leather necklaces or bracelets; • Employees required to handle food are <u>prohibited</u> from wearing rings or a watch; • No further jewellery may be worn unless written authorisation is given by the Employer.
Body Art	<ul style="list-style-type: none"> • Tattoos, piercings or any other body art on your skin is not allowed to be visible. All such markings must be covered while on duty unless written authorisation is given by the Employer.
Hygiene	<ul style="list-style-type: none"> • Bathe or shower daily and use an effective deodorant; • Wash hands regularly and always after visiting the bathroom; no chewing of gum is allowed • Brush teeth daily and be conscious of your breath; • Wear only light aftershave or perfume; • Any visible cuts or abrasions must be completely covered with an adhesive bandage (which must be food grade if required to handle food) or other adequate cover. This is for Work Health and Safety reasons.
Dress	<ul style="list-style-type: none"> • Uniform must be worn at all times while on duty; • Where a uniform is not supplied, black slacks (not jeans) or skirt, white shirt and closed in black leather shoes (not sneakers) must be worn; • Dress should be of neat appearance and clothes must be properly ironed; • Appropriate footwear must be worn depending on the nature of your work.
Personal Protective Equipment (PPE)	<ul style="list-style-type: none"> • Where PPE is provided by the Employer for workplace health and safety purposes, it must be worn at all required times in the required manner.

HOTEL EMPLOYEES

Hotel Employee

Uniform Standards - Hotel Employee



- All employees must wear the correct uniform. Attire should be clean and pressed.
- Uniform consists of Star Hotel's shirt and black pants or knee length skirt with black stockings. Shirt must be tucked in, and pants full length.
- Cargos, jeans and tights do not comply with uniform standards.
- Star apron is to be worn during a shift.
- Footwear and socks should be clean. Shoes are preferably leather and closed in. Both shoes and socks must be black.
- Name badge should be visible at all times and positioned over the left breastbone.
- Hair must be neat, tidy, clean and of natural colour. If hair is longer than shoulder length, it is a requirement that it remain tied back neatly at all times.
- It is preferable that employees are cleanly shaven however if you do have facial hair it must be trimmed and neat.
- Jewellery must be tasteful, limited and discrete.
- Facial piercings are not permitted.
- Facial tattoos should not be visible.
- Visibility of any tattoo is at the discretion of the Hotel Manager.
- For additional warmth singlets or undershirts may be worn under Star branded uniform. These garments should not be visible.



Kitchen Employee

Uniform Standards - Kitchen Employee

Chef's

- Traditional white or black jacket.
- Black or checkered pants.
- Chef's cap. Necktie optional.
- Footwear consists of Chef's clogs or safety boots.
- Name badge should be visible at all times and positioned over the left breastbone.
- Hair must be neat, tidy, clean and of natural colour. If hair is longer than shoulder length, it is a requirement that it remain tied back neatly at all times.



Catering Assistants and Kitchen Hands

- Plain black t-shirt.
- Black pants.
- Black cap and apron.
- Footwear consists of Chef's clogs or safety boots.
- Name badge should be visible at all times and positioned over the left breastbone.
- Hair must be neat, tidy, clean and of natural colour. If hair is longer than shoulder length, it is a requirement that it remain tied back neatly at all times.



Hotel Manager

Uniform Standards - Hotel Manager

- All managers must wear corporate attire which should be clean and pressed.
- Corporate attire should have sleeves and armpit coverage. Dress pants or knee length skirt with black stockings are worn. Shirt must be tucked in, and pants full length.
- Cargos, jeans and tights do not comply with uniform standards.
- Footwear and socks should be clean. Shoes are preferably leather and closed in.
- Name badge should be visible at all times and positioned over the left breastbone.
- Hair must be neat, tidy, clean and of natural colour. If hair is longer than shoulder length, it is a requirement that it remain tied back neatly at all times.
- It is preferable that employees are cleanly shaven however if you do have facial hair it must be trimmed and neat.
- Jewellery must be tasteful, limited and discrete.
- Facial piercings are not permitted.
- Facial tattoos should not be visible.
- Visibility of any tattoo is at the discretion of the Hotel Manager.



RETAIL EMPLOYEES

Male Retail Employees

Uniform Standards - Male Retail



- All employees must wear the correct uniform. Attire should be clean and pressed.
- Uniform consists of Star Liquor shirt and black pants. Shirt must be tucked in, and pants full length.
- Belts must be black leather.
- Cargos, jeans and tights do not comply with uniform standards.
- Footwear and socks should be clean. Shoes are preferably leather and closed in. Both shoes and socks must be black.
- Name badge should be visible at all times and positioned over the right breastbone.
- Hair must be neat, tidy, clean and of natural colour. If hair is longer than shoulder length, it is a requirement that it remain tied back neatly at all times.
- It is preferable that employees are cleanly shaven however if you do have facial hair it must be trimmed and neat.
- Jewellery must be tasteful, limited and discrete.
- Facial piercings are not permitted.
- Facial tattoos should not be visible.
- Visibility of any tattoo is at the discretion of either your Area Manager or Hotel Manager.



Female Retail Employees

Uniform Standards - Female Retail



- All employees must wear the correct uniform. Attire should be clean and pressed.
- Uniform consists of Star Liquor shirt and black pants or knee length skirt with black stockings. Shirt must be tucked in, and pants full length.
- Cargos, jeans and tights do not comply with uniform standards.
- Footwear and socks should be clean. Shoes are preferably leather and closed in. Both shoes and socks must be black.
- Name badge should be visible at all times and positioned over the right breastbone.
- Hair must be neat, tidy, clean and of natural colour. If hair is longer than shoulder length, it is a requirement that it remain tied back neatly at all times.
- Jewellery must be tasteful, limited and discrete.
- Facial piercings are not permitted.
- Facial tattoos should not be visible.
- Visibility of any tattoo is at the discretion of either your Area Manager or Hotel Manager.



Winter Retail Uniform

Winter Uniform - Retail

Winter Jackets

- Each store is supplied with a Star branded jacket that is to be used for cold room stocking and on load days when outdoors.
- Star branded jackets may be worn at all times and purchased at own cost.



Standard Winter Uniform

- Black long sleeve Star branded undershirt is worn under standard Star Liquor shirt.



Winter Vests

- Star branded vests may be worn at all times and purchased at own cost.



SUPPORT OFFICE EMPLOYEES

Uniform Standards - Support Office

- All employees must be clean and well-groomed.
- Clothing must be appropriate, project professionalism and adhere to a business attire.
- Clothing should be clean, pressed and in good condition.
- Business attire should have sleeves and armpit coverage.
- Skirts should be knee-length or longer.
- Shirts should be tucked into full-length pants
- Facial hair is permitted provided it is trimmed and neat.
- No sneakers are to be worn.



DRUGS, ALCOHOL AND SMOKING POLICY

The consumption of drugs or alcohol while on duty poses an unacceptable risk to the health and safety of the affected employee, other team members and persons in the workplace including customers, guests and suppliers. Breaches of this policy will not be tolerated and failure to comply with this policy may result in an employee facing disciplinary action including termination of employment or contract.

THE CONSUMPTION OF DRUGS

The consumption of non-prescription drugs, including illicit drugs or the consumption of prescription drugs in a manner not in accordance with medical advice, immediately before or during working hours or on Star Hotels Group (“Employer”) premises is strictly prohibited.

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

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

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

If the test returns a positive result (ie. one or more drug substances have been detected in their bodily system) then this may be considered a breach of this policy and may result in disciplinary action, up to and including termination of employment.

Where an employee refuses to take a drug test when directed, such refusal will be considered to constitute a failure to follow a lawful and reasonable direction given by the Employer and may lead to disciplinary action including termination of employment.

Star Hotels Group recognises that each situation is unique and therefore a case by case assessment will be made in each individual circumstance as to the appropriate disciplinary action, if any.

THE SELLING OR SUPPLYING OF DRUGS

Employees found to be selling or supplying drugs on Star Hotels Group premises to any person, or to be in the possession of such substances will be immediately terminated for serious misconduct, and the matter will be referred to the police.

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

THE CONSUMPTION OF ALCOHOL

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

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

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

If the test returns a positive result (ie. alcohol has been detected in their bloodstream) then this may be considered a breach of this policy and may result in disciplinary action, up to and including termination of employment.

Where an employee refuses to take a blood alcohol test when directed, such refusal will be considered to constitute a failure to follow a lawful and reasonable direction given by the Employer and may lead to disciplinary action including termination of employment.

Star Hotels Group recognises that each situation is unique and therefore a case by case assessment will be made in each individual circumstance as to the appropriate disciplinary action, if any.

Staff consuming alcohol on premises in a licensed area when not rostered for duty must refrain from excessive alcohol consumption and maintain the Employer's reputation by behaving responsibly and appropriately. At no time are employees permitted to consume alcohol whilst on shift.

Staff are allowed to purchase one (1) knock off drink at the end of trade. Staff must pay for all alcoholic drinks. If employees wish to have a knock off drink at the end of their shift and the Hotel is still open for trade, they must purchase their drink within 30 minutes if still in uniform. If staff wish to remain at the Hotel for longer, or sit in Designated Outdoor Smoking Areas, they must be out of uniform.

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

THE PURCHASE OF ALCOHOL

Employees may only purchase alcohol outside of work hours.

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

SMOKING

Star Hotels Group operates in a non-smoking environment, in accordance with the relevant legislation, however it recognises some staff are smokers, and has established the below guidelines to accommodate the needs of smokers.

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

Smoking is prohibited in the work area especially in view of customers. Designated smoking areas for employee use are located in areas convenient to staff, yet out of view of customers.

Cigarette disposal facilities are provided in this area and staff are required to use them at all times. Littering of cigarette butts is prohibited and any staff member found to be littering may be subject to disciplinary action.

Employees must also have regard to the *Dress and Hygiene Policy* in relation to ensuring there is no lingering smell of smoke.

In the event of a smoker seeking to quit smoking, Star Hotels Group will provide the employee with information on quit programs and provide the necessary and reasonable support to the employee.

The Below Listed Policies / Documents Interact with this Policy:

- *Discipline and Termination Policy*
- *Dress and Hygiene Policy*
- *Fitness for Duty Policy*

DUTY OF CARE

All employees in hospitality have a duty of care to their customers over and above the mechanics and philosophy of service. This means it is your responsibility to maintain a clean and safe environment, free of hazards and harassment.

QLD Always abide by legislative requirements such as:

- The Work Health and Safety Act 2011
<https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-2011-018>
- The Liquor Act 1992 <https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-1992-021>
- Where applicable the Gaming Machine Act 1991
<https://www.legislation.qld.gov.au/view/pdf/2017-01-01/act1991-007>
- And Anti-Money Laundering and Counter-Terrorism Financing Act 2006
<https://www.legislation.gov.au/Details/C2019C00011>.

SA Always abide by legislative requirements such as

- The Work Health and Safety Act 2012
<https://www.legislation.sa.gov.au/LZ/C/A/WORK%20HEALTH%20AND%20SAFETY%20ACT%202012.aspx>
- The Liquor Licensing Act 1997
<https://www.legislation.sa.gov.au/LZ/C/A/LIQUOR%20LICENSING%20ACT%201997.aspx>
- Where applicable the Gaming Machines Act 1992
<https://legislation.sa.gov.au/LZ/C/A/GAMING%20MACHINES%20ACT%201992.aspx>
- And Anti Money Laundering and Counter-Terrorism Financing Act 2006.
<https://www.legislation.gov.au/Details/C2019C00011>

The legislation is in place to assist us in the duty of care of our customers, which in turn helps protect us!

Employee responsibilities are:

- Advise Management or security if any customer is behaving in a dangerous manner or has concerns, problems or distress.
- Log all incidents on the venue incident form. Be sure to include date, time, name of customer (if known) and a brief description of the event or action.
- In an emergency, assist and direct customers to exits in an orderly fashion.
- Maintain clear walkways and passages to avoid impeding normal or emergency access.
- Be familiar with the location of fire installations and the correct application and operation of fire hoses and extinguishers.
- Keep the floor as dry as possible to reduce chances of accidents and remove all rubbish and broken glass.
- If glassware is broken in the vicinity of ice wells, raspberry cordial must immediately be sprayed onto the ice. The well must then be emptied, cleaned and refilled as soon as possible.
- Keep all bars, dry bars, tables and surfaces free of empty glassware, crockery, cutlery etc.
- Keep all amenities, including toilets, clean, dry and stocked at all times.
- Complete Toilet Checklist.

Remember: Duty of care is the responsibility of everyone!

ELECTRICAL SAFETY

Consider all electrical apparatus to be 'live'. NEVER tamper with electrical equipment.

- NEVER use electrical equipment or touch sockets with wet hands. Water readily transmits electricity and an electrical shock may result.
- Switch off electrical equipment before plugging in or pulling out a plug.
- Before using electrical equipment check for faults: fraying cords, bent plug, broken wheels, protruding wires, water damage.
- Never leave machines switched on when they are not in use.
- Any damaged or loose cables, wires, power points or switches are to be immediately reported to Management.
- Do not tamper with electrical equipment and report all faults.
- Only qualified and competent Electrical/Technical trade people are to repair electrical items and/or outlets.

Safety is as simple as ABC. (Always Be Careful!)

SAFE WORK AUSTRALIA – ELECTRICAL SAFETY

<https://www.safeworkaustralia.gov.au/electrical-safety>

Remember: Safety can distinguish you. Lack of electrical safety can extinguish you!

EMPLOYEE GUIDELINES AND BENEFITS

Please remember you represent the Star Hotel Group, both on and off duty, and are required, at all times, to maintain our high standard of presentation and practice.

Breaks

http://awardviewer.fwo.gov.au/award/show/MA000009#P987_80203

- Generally, breaks are thirty (30) minutes however the allocated time could vary from day to day. If you are required to work more than six (6) hours a day, you are entitled to a thirty (30) minute unpaid meal break that must be taken within six (6) hours of starting your shift.
- If you have been working for almost six (6) hours, please inform your Manager. This includes remote bottle shops. Please note that remote stores are not to be closed unless you need to use the toilet. If you do need to use the toilet, please call the liquor barn Manager before you do so and ring again once you have returned. The maximum time that any remote store is to be closed is no longer than 5 minutes. You are not permitted to drink alcohol or socialise with customers during break times.

Camera Surveillance

You need to know that we use best practice standards for CCTV (https://publications.qld.gov.au/dataset/bcf03d20-ff59-4678-bdc7-2adfce2ee520/resource/449ff56c-217a-4e58_902dc4e1dfaadc53/download/cctvguide080316.pdf), to enhance the safety of employees and customers, and to investigate any unlawful activities.

Our venue complies with any requirements and obligations under the Liquor Act 1992 and the Liquor Regulation 2002 including;

- Operation and Placement of CCTV
- Technical requirements for CCTV requirements
- Privacy and CCTV Recordings
- Storage and retention of CCTV recordings
- Maintenance of the equipment

For further information, please visit the www.business.qld.gov.au (<https://www.business.qld.gov.au/industries/hospitality-tourism-sport/liquorgaming/liquor/training/management-compliance/complying/cctv-requirements/cctvlegislation>) website.

Career Opportunities

Wherever possible we promote current qualified employees before recruiting from outside the business. All applications are to be made via email to Management. You must have completed three (3) months in your current position, prior to applying for a transfer.

Change of Personal Details including your Phone Number

It is very important you make any changes to your personal details such as address, phone number, tax exemption status, bank details and the name and number of emergency contact persons online. You do this by editing your online Employee Profile. When you change any details, Management and administration are automatically notified by email.

Computer and Internet Access

Employees who have access to workplace computers or internet connection are to only use the facilities for work related purposes. Any employees found accessing personal networking, games, sexually explicit sites etc. will be subject to disciplinary action or immediate dismissal.

Confidentiality

You must not use or reveal, either for your own benefit or anyone else's, any confidential information which you may acquire during your employment. This obligation will still apply to you after your employment with the venue has ended. Information includes all records, reports, documents, e-mails, information and all matters connected with or related to the operation of any venue property or any other business conducted by the employer.

Disciplinary Proceedings

Inefficient work performance, breach of policy and procedure, deliberately placing the business in financial loss, or breach of government regulations, may result in disciplinary action that may include verbal warnings, written warnings, and possible termination of employment. Management has the right to use any warnings, in any order, depending on the circumstances of the offence or breach of policy including dismissal without notice.

Eating and Drinking

Do not eat or drink in public view in uniform. Eating whilst on duty is strictly forbidden, except during designated break periods. Employees are permitted to consume water (and/or externally purchased drinks) whilst on duty but this must be consumed away from the public view.

Employee Facilities

You are provided with an employee room where you can take your breaks. Ask your Manager where your personal valuables can be stored. Please leave the area clean, and remove all dirty plates and glassware. Do not leave it to your co-worker to clean up after you.

Employee Only Areas

Customers are NOT permitted to enter employee only areas unless written authorisation is given by the Manager. Employee areas are the 'back of house' areas where customers do not see, including the kitchen, break rooms, employee bathrooms and offices.

End of Shift Drinks

It is Star Group policy that we allow employees to purchase one (1) knock off drink at the end of trade. Employees must pay for all alcoholic drinks. If employees wish to have a knock off drink at the end of their shift and the Hotel is still open for trade, they must purchase their drink within half an hour if still in uniform. If staff wish to remain at the Hotel for longer, or sit in Designated Outdoor Smoking Areas, they must be out of uniform.

Equipment

If you need to borrow equipment from another area, firstly seek permission from your Manager. Please return it as soon as you have finished with it.

Gambling

Gambling in any form while on duty is strictly prohibited.

Lost and Found Property

All lost property found on the premises is to be handed to your Manager. If something of personal value is found (e.g. mobile or jewellery) ensure you alert all bar employees. This will increase the chance of the owner retrieving the item. No lost or found property is to be taken off the premises.

Mental Health & Wellbeing

Your wellbeing is important to us and we are committed to creating an environment where you are safe both physically and mentally. We all play a role in creating a mentally healthy workplace and you should always behave respectfully and show care and kindness to your work colleagues at all times.

Mobile Phones

Mobile phones are to be stored in the back of house. No incoming calls on your personal mobile are to be answered during your shift. Mobiles are to be switched off or put on silent during work hours. You may however use your phone on your official break time to attend to any incoming matters. If you must talk on your mobile phone at this time do so quietly or away from others.

Meetings - Staff/employees

Staff (employee) meetings will be held from time to time as deemed necessary by Management. These meetings are not compulsory; however it is strongly recommended that you attend. If you are unable to attend you are required to give notice to your Manager.

Notice Board

All employees are expected to read all notices on the notice board at the beginning of every shift. You will be expected to be aware of all information posted on the notice board.

Off Duty

Management, when deemed appropriate, reserves the right to insist that employees leave the venue immediately after finishing their shift. Off duty employees are permitted to frequent the venue under the following conditions:

- You must be out of uniform.
- You must set a good example to customers and fellow employees.
- You are restricted from entering any employee areas.
- You must not disrupt working employees.
- If Management asks you to vacate an area or change your behaviour you must comply with their requests quickly and quietly.
- Gambling is NOT permitted.

QLD ONLY - If you stay at the venue after your shift and sustain an injury, you may not be covered by Work Cover as your journey home following your shift was delayed/deviated. Please visit WorkSafe QLD <https://www.worksafe.qld.gov.au/rehab-and-claims/injuries-atwork/what-happens-after-a-claim-is-made/journey-claims> for more information.

Open Door Policy

You are always welcome to see your Manager to discuss any issues or questions about your job or the venue.

Parking - Employee

Employees may park in the Hotel's car park, but may not use premium car parks near entrances or the Liquor Barn. Check with your Manager for designated staff parking areas. Please take care not to make any noise that may disturb our neighbours when arriving or departing the venue.

Performance Review

Your on the job performance will be regularly evaluated by your Manager. This involves a formal discussion and assessment where both parties review past performance and jointly set goals to enhance future performance. The discussion also provides an opportunity for two-way communication and feedback.

Personal Records

Safeguards are established regarding personnel records to ensure security and confidentiality. Your personal information (e.g. your legal name, your Australian tax file number and contact details) along with other work-related particulars will be maintained in the strictest manner. Personal information provided to us will only be used and/or disclosed in accordance with your consent and/or legislative requirements.

Promotions and Promotional Stock

All bonus stock and all promotional products and tools received from any source are the property of the Star Hotel Group. As an employee you and your direct family are forbidden from participating in any promotional activity that involves prizes, or taking any promotional products that are intended to promote sales of the product, or as a value add.

Relationships - Internal

Relationships between employees are not encouraged. Should a relationship transpire, it must not be visible to your Manager or customers or interfere with your work performance.

Relationships – External

Your partner or family is welcome to visit and participate in the venue activities when you are on duty. However, they are not to interfere with your work performance in any way.

Security Inspections

Management reserves the right to conduct random searches of employee lockers and bags. The search will be conducted with respect for an employee's privacy. The employee should open their bag and remove any item obscuring a clear view of the contents. No personal bags or parcels are to be stored in the work area whilst on duty.

Smoking

Smoking on duty is strictly forbidden. Smoking specific breaks will not be permitted. If you wish to smoke on your designated breaks you must not be visible to customers or the general public, smoke only in the designated smoking area and ensure that you take measures to mask the smell on your breath and clothes.

Superannuation

All employees receive superannuation in accordance with the Commonwealth Superannuation Guarantee legislation. If you do not nominate a fund our default fund is Intrust Super. Salary sacrifice options for personal contributions are available to all employees.

Tips & Gifts

- A gratuity or tip is a sum of money, gift or donation tendered to an employee for a service performed over and above the purchase price.
- Star Hotel employees are discouraged from accepting and gratuity/tip or other benefit from a customer within the hotel, including gaming, bars, restaurant and retail. Please quietly discourage your customer from giving gratuities. They may speak to the Manager if they have an issue with accepting this policy.
- If you do receive a gratuity, please make your Manager aware immediately.
- All gifts received from customers and suppliers including free promotional stock or supplier funded tickets, must be handed to your Manager on Duty and written in the gift register. The Venue Manager or Retail Manager must seek approval from their Group Manager before distributing gifts back into the business or to the staff.

Theft or Property Damage

- Employees are not permitted to remove property of any type. This includes taking money, transfer of or misuse of employee discounts or rewards, unauthorised consumption, discounting, receiving or giving of food and/or beverages.
- Any deliberate damage to venue property will not be tolerated. Care must be taken when using property including equipment, machinery, trolleys or moving furniture. Take particular care not to cause any damage to floors, walls, door jams, mirrors etc. Any property damage must be reported to your manager immediately.
- Any employee found in breach of this policy will be subject to instant dismissal and possible prosecution.

Training

Staff training will be provided to employees from time to time as deemed necessary by management. Attendance for those selected to attend specified training is compulsory.

Transfer of Stock

Please ensure the correct method of recording interdepartmental stock transfer is adhered to. If you are not sure of the procedure, please ask. All items must be recorded.

Venue Assets

Stock takes are performed on an ongoing basis in all locations. It is not expected that stock variances exist without explanation. Stock is not to be loaned or borrowed. Any personal take-away purchases from retail are to be transacted by the Manager or Supervisor. A receipt must be retained. Money is not to be loaned or borrowed. Do not borrow money from your work mates. Do not lend money. Tools, building materials, display stands etc. are not to be removed from the property.

Remember: You represent our venue when you are in uniform. Be a proud employee!

EVACUATION PROCEDURES

The aim of evacuation is to safely clear the venue of all employees and customers in the shortest possible time.

At all times ensure all walkways and exits are clear from obstruction and be aware of the location of the assembly areas.

Should the venue require evacuation:

- Keep everyone calm.
- Follow instructions from the Manager.
- Evacuate customers to the designated Emergency Assembly Area.
- If safe to do so, ensure all employees and customers have vacated all areas of the venue including back of house, toilets etc.

The Role of a Manager:

- Enlist the assistance of employees to evacuate customers and give clear and precise directions.
- Ensure that all employees and customers have vacated back of house areas and toilet facilities etc.
- Ensure that employees and customers leave via designated exists and marshal as directed.
- Ensure that exits are clear of obstruction, both at the exit and approaching the exit, and also that designated thoroughfares are kept clear.

The Role of an Employee:

- Assist Managers in an evacuation by following their instructions.
- Keep everyone calm; do not encourage panic.
- Switch cash registers off at the wall if possible.
- At all times maintain clear walkways to exits.
- Do not use the phone unless instructed to by the Manager.

The Emergency Assembly Area is clearly marked on the venue's Fire Evacuation Plan. Remain in the Assembly Area until notified by the Manager and/or the attending Fire Officials.

Remember: The main duty of employees is to ensure as far as practical, the safety of customers and their orderly evacuation from the danger zone to an assembly area!

FIRE EVACUATION PLAN

It is important that you familiarise yourself with the FEP of the venue.

Our FEP includes:

- Building information.
- Evacuation Coordinator.
- Evacuation Coordination Procedures.
- Emergency Evacuation Procedures.
- Method of operation of firefighting equipment.
- Person responsible for giving General and First-Response Evacuation Instruction.
- Name of the Fire Safety Adviser (FSA).
- Emergency Assembly Area.

FIRE EVACUATION PLAN / To view a copy of the FEP, please see your manager.

Remember: You will be expected to familiarise yourself with the information on this document and how to respond in case of an emergency!

FIRST AID POLICY

First aid is available to all employees and customers in the event of illness or injury on Star Hotels Group premises. A qualified First Aid Officer will be on shift at all times.

In accordance with clause 26.12 of the *Hospitality Industry (General) Award 2020*, employees covered by this Award who are appointed First Aid Officers will be paid an allowance as provided in the Award.

All employees should be aware of who the First Aid Officer is on shift and be familiar with the location of the First Aid Kit.

The First Aid Officer is responsible for the First Aid Kit and will hold a Senior First Aid qualification.

The First Aid Officer will:

- Recommend actions regarding use, contents, modifications and maintenance of the First Aid Kit;
- Administer first aid to employees and customers when necessary;
- Ensure the First Aid Kit is accessible whenever employees are at work;
- Check and replenish contents of the First Aid Kit; and
- Ensure equipment and contents of the First Aid Kit are within the expiry dates.

Ensure you are familiar with where the First Aid Kit is located in your workspace.

FITNESS FOR DUTY POLICY

KEY POINTS

- Employees should not report to duty if that are unfit for work
- If an employee believes a colleague is unfit for work, they should report this without delay to their Manager
- If an employee is determined to be unfit for work, the employee must comply with any direction to leave the workplace
- Employees must declare any pre-existing injuries and illnesses prior to commencing work for Star Hotels Group

Star Hotels Group is committed to ensuring the workplace health and safety of all persons in the workplace. For Employers this is ensuring they take the necessary steps to address workplace health and safety concerns as they arise and on an ongoing and regular basis. For employees, this obligation extends to complying with an Employer's workplace health and safety directions.

FITNESS FOR DUTY

Star Hotels Group expects that all employees and contractors will carry out the full range of assigned tasks and responsibilities associated with their role. Star Hotels Group expects all employees to present for work in a fit and capable state able to meet the requirements of their assigned roles.

Employees should not present for work in a limited capacity as a result of:

- A non-work related injury or illness;
- The consumption of alcohol;
- The effect of drugs (prescription, pharmaceutical or illicit); and/or
- Fatigue.

An employee's ability to safely carry out their role may be affected by their level of physical or mental wellbeing, the existence of a medical condition or any influence of alcohol or drugs. Where a Manager considers that an individual may not be able to safely perform their role, the matter will be discussed with the employee concerned.

If a Manager forms a judgment that the person is unable to safely carry out their full range of duties, then that employee may be asked to leave the Star Hotels Group premises and not return until they are deemed fit for duties. Employees may be required to obtain medical clearance before being deemed fit to return to work.

LEGISLATIVE PROVISIONS

Fitness for duty is covered under the provisions of the *Work Health and Safety Act 2011*, and this legislation will apply in conjunction with this policy.

Section 19 of the *Work Health and Safety Act 2011* states:

(1) "A person conducting a business or undertaking must ensure, so far as reasonably practicable, the health and safety of –

a) Workers engaged, or caused to be engaged by the person: and

b) Workers whose activities in carrying out work are influenced or directed by the person; while workers are at work in the business or undertaking.

MANAGER, EMPLOYEE AND CONTRACTOR EXPECTATIONS

Star Hotels Group expects that all employees are accountable to:

- Maintain a level of personal fitness required to meet the requirements of their role;
 - Attend work in a state that does not limit their ability to meet these requirements;
 - Advise their Supervisor or Manager before commencing work of any factor that may influence their fitness for duty;
 - Employees and Contractors are also obliged to report to their Supervisor or Manager any other person in the workplace that they have reason to believe may be unfit for work.
-

PRE-EXISTING AND NON-WORK RELATED INJURIES AND ILLNESSES

Pre-existing injuries and illnesses

Prior to accepting a position with Star Hotels Group, any potential employee must disclose any pre-existing injury or illness that may impact the performance of, or be aggravated by, their proposed role.

This includes any known allergies or other medical conditions that may impact on an employee's ability to perform their proposed role.

Non-work related injuries and illnesses

Star Hotels Group expects that an employee will report any non-work related injury or illness that may affect their ability to perform, or be aggravated by, their assigned role. Star Hotels Group reserves the right to request an employee obtain a suitable clearance for duties after any such injury or illness.

ALCOHOL AND DRUGS

Prescription or Pharmaceutical Medication

Prior to the commencement of work on any given day, employees must report to their Supervisor or Manager any medication being taken that carries a warning that the person's judgement or ability may be impaired.

Alcohol and Illicit Drugs

Star Hotels Group expects all employees to act lawfully and responsibly when dealing with drugs and alcohol. Star Hotels Group reserves the right to request employees undergo drug and/or alcohol tests including random breath tests throughout their employment/engagement.

Employees are not to participate in any work-related activities while under the influence of alcohol or illicit drugs. Should you attend work and it is suspected that you are under the influence of illicit drugs or alcohol, Star Hotels Group reserves the right to perform a drug and/or alcohol test or pass judgement through observation as to your physical and mental capacity to perform your role safely.

If you are deemed unfit to commence or return to work, you will be asked to leave the premises and take leave without pay until such time that you are fit to return to work. Where reasonable, Star Hotels Group may require the employee to provide reasonable evidence of their fitness for duty. Recurrence of such an incident may, subject to procedural fairness, result in disciplinary action.



Star Hotels Group strictly forbids the possession or consumption of illicit drugs within the workplace. Any employee found to be in possession of or consuming these items may, subject to procedural fairness, receive disciplinary action. Star Hotels Group also strictly forbids the consumption of alcohol during an employee's work hours unless expressly permitted by management. Any employee found to be consuming alcohol may, subject to procedural fairness, receive disciplinary action.

FATIGUE

Star Hotels Group expects that employees present for work suitably rested and able to maintain sufficient concentration for their entire shift without the effects of fatigue. In instances where a Manager observes an employee is unable to safely complete their assigned role due to fatigue that employee may be asked to leave the Star Hotels Group premises until such time as they are sufficiently rested enough to perform their role safely.

INSTRUCTION TO NOT ATTEND WORK

Star Hotels Group reserves the right to not allow an employee or contractor to either commence or continue their assigned work in any instance where Star Hotels Group believes this is reasonably required to ensure the safety of all employees and visitors to the workplace.

Where an employee is requested to leave the workplace, the employee will be deemed sick with the time deducted from the employee's personal leave accruals. In the event the employee does not have sick leave accruals, the time off shall be noted as an authorised and unpaid absence.

The Below Listed Policies / Documents Interact with this Policy:

- *Drugs, Alcohol and Smoking Policy*

FLEXIBLE WORK ARRANGEMENTS

Star Hotels Group (“Employer”) recognises the need to explore mutually agreeable options that can assist both employees and Employers to balance the continually changing demands of work, life and family. Star Hotels Group is committed to ensuring that, where possible, employees have access to a healthy work-life balance.

This Policy provides guidelines in the effective operation of flexible work arrangements. The successful implementation of flexible work arrangements depends on the awareness, co-operation and commitment of employees and managers to the administration of the work arrangements, as well as the creation of a culture that supports flexibility.

This Policy aims to:

- Assist both employees and managers think strategically about flexible options within the context of the operational requirements of the organisation.
- Provide guidance to employees and managers in the administration of flexible work arrangements.
- Encourage a culture within the Star Hotels Group workplace that supports flexibility whilst achieving a high level of service delivery.

ELIGIBILITY FOR FLEXIBLE WORK ARRANGEMENTS

Flexible work arrangements are available to employees in line with the National Employment Standards of the Fair Work Act 2009, and where a modern award applies to the employee’s position, the requests for flexible working arrangements clause as per the relevant modern award. Any flexible arrangements entered into are to be agreed between the Star Hotels Group and the employee seeking the flexible work arrangement.

To be eligible to request flexible working arrangements:

- A permanent employee must have completed at least 12 months continuous service immediately before making the request.
- A casual employee must have been engaged on a regular and systematic basis for at least 12 months, and have a reasonable expectation of continuing employment on a regular and systematic basis.

The request must be in writing and detail the changes sought and the reasons for the change.

The Employer must consider the request, and where a modern award applies to the employee’s position, discussions will take place, as per the relevant modern award’s request for flexible working arrangements clause, in order to genuinely try to reach agreement.

The Employer must provide a written response within 21 days of receiving the request. An Employer can only refuse the request on reasonable business grounds. If the request is refused, the Employer must include the reasons for the refusal in the written response. Where a modern award applies to the employee’s position, the response will include information as required by the relevant modern award’s request for flexible working arrangements clause.

In considering requests for flexible work arrangements, Star Hotels Group must be satisfied that the arrangements continue to meet organisational needs, are cost neutral, do not impact negatively on the work of other employees, or service delivery and are easy to manage and implement.

DETERMINING SUITABILITY FOR FLEXIBLE WORK ARRANGEMENTS

When determining the suitability of flexible work arrangements, consideration should be given to factors that may impact on the organisation and employees, such as:

- The ability to ensure the health and safety of employees;
- The ability to provide supervisory coverage during the total span of working hours;
- The ability to maintain ongoing operational communication;
- The ability of existing staff to respond to 'emergency' deadlines if employees are unavailable that day or time.

In determining the applicability of flexible work arrangements to the various positions, particular consideration should be given to the critical nature of positions and the necessity for the incumbent in these positions to be in regular attendance in order to meet the requirements of the role.

It is essential that consideration be given to the requirements to attend staff days, staff meetings and team meetings when negotiating flexible work arrangements within a team/area.

The successful implementation of flexible work arrangements within Star Hotels Group will be dependent on:

- The evaluation and continued monitoring of the impact of flexible work arrangements on service provision, productivity and employee health and wellbeing;
- The availability of employees to continue to meet the operational needs of a department across the working day;
- The consideration of any implications for the supervision and safety of employees whose working hours span beyond the "standard day";
- The increased emphasis on the use of technology to ensure ongoing communication is maintained;
- Employees being flexible, accessible and available if required;
- Transparent and consistent decision making and consultation in relation to flexible work arrangements; and
- Regular review of the effectiveness of the implementation of flexible work arrangements.

IMPLEMENTING FLEXIBLE WORK ARRANGEMENTS

Any flexible work arrangement agreed to by both the Employer and employee will be documented in writing and shall be placed on the employee's personnel file.

FOOD HANDLING AND HYGIENE

If you are handling food, you are required to have the appropriate skills and knowledge in food safety and hygiene.

Under the (QLD) Food Act 2006 <https://www.legislation.qld.gov.au/view/pdf/inforce/2007-07-01/act-2006-003>,
(SA) FOOD ACT 2001 <https://www.legislation.sa.gov.au/LZ/C/A/FOOD%20ACT%202001.aspx>
and (SA) Food Safety Standards Australia
<https://www.foodstandards.gov.au/industry/safetystandards/Pages/default.aspx>

Star Hotels have a Food Safety Program and Food Safety Supervisors (FSS) who are responsible for all handling, preparation and storage of food.

Be sure you know the venue's procedures and follow them to the letter!

As stated in the Queensland Government Food Safety Program, you must:

- Take all practicable measures to ensure your body, anything from your body, and anything you are wearing does not contaminate food or surfaces likely to come into contact with food.
- Take all practicable measures to prevent unnecessary contact with ready-to-eat food.
- Ensure outer clothing is of a level of cleanliness that is appropriate for the handling of food.
- Cover any exposed bandages and dressings with highly visible waterproof coverings.
- Not eat over unprotected food or surfaces likely to come into contact with food.
- Not sneeze, blow or cough over unprotected food or surfaces likely to come into contact with food.
- Not spit, smoke or use tobacco or similar preparations in areas in which food is handled.
- Always store food in the correct method, at the correct temperature, according to your Food Safety Program.
- Always use the designated toilet facilities.
- Immediately inform the food safety supervisor and/or do not report to work if you have one or any of the following symptoms of food-borne disease: diarrhoea, vomiting, fever, sore throat with, fever, jaundice, discharge from ears nose or eyes.

You must not:

- Bite your nails or lick your fingers before handling food.
- Pick or scratch your nose.
- Touch or comb your hair in the kitchen.
- Use fingers or food contact utensil (ladles) to taste food. Use another spoon and only use it once.
- Wear your apron in the toilet, during meals and breaks. Apron must be properly kept in a designated place.
- Keep personal belongings in drawers or cabinets inside food preparation area.

All personal belongings should be kept at the back of house.

No food, cosmetics, medicines, magazines or newspapers are to be kept in the food production area.

QLD GOVERNMENT FOOD SAFETY FACT SHEETS
(<https://www.health.qld.gov.au/publichealth/industry-environment/food-safety/default.asp>)
FOOD ACT 2006 and FOOD STANDARDS CODE
<https://www.health.qld.gov.au/publichealth/industry-environment/food-safety/regulation/act-standards>

SA Further resources for food businesses can be found here:
<https://www.sahealth.sa.gov.au/wps/wcm/connect/Public+Content/SA+Health+Internet/Protecting+public+health/Food+standards/Resources+for+food+businesses/>

Remember: Food handling safety is a priority and your responsibility by law!

GENERAL CONDUCT POLICY

The following requirements apply to employees of Star Hotels Group ("Employer"):

BAGGAGE INSPECTION

Star Hotels Group reserves the right to inspect any bags brought into or taken out of the premises by employees. Please make them available to your manager upon request. No bags or parcels are to be kept in the work area while on duty.

BAR / RESTAURANT

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

CONSUMPTION OF FOOD AND DRINK

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

CONTINUITY OF WORK

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

CUSTOMER SERVICE

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

Remember and exercise the following regarding customer service:

- Always greet customers/patrons/guests sincerely and deal with all of them equally;
- Be polite and never argue;
- Always look directly at the customer/patron/guest when speaking to them;
- The customer/patron/guest does not like to feel overcharged or under-served therefore the better your service, the greater the impression of you and the venue;
- Never comment about a customer/patron/guest or have a discussion about a customer/patron/guest with other customers/patrons/guests or staff;
- Sunglasses should not be worn whilst conversing with customers/patrons/guests; and
- All customer/patron/guest complaints must be brought to the attention of your manager/supervisor with the appropriate *Customer Complaint Form* completed.

DRUNK AND DISORDERLY BEHAVIOUR

Star Hotels Group customers/patrons/guests want to relax when they come to our venue. There are times though that a minority, especially if under the influence of alcohol, can act abusively or even violently and spoil the atmosphere for others.

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

ACCOUNT FOR MONIES RECEIVED

Employees who, as part of their duties, have responsibility for handling money belonging to their Employer or to the Employer's clients and customers/patrons/guests, are required to take reasonable care in carrying out their duties and account for all money received.

In addition, where an employee uses their Employer's resources and equipment to earn profits, they have a legal obligation to hand over to the Employer those profits, except where the Employer gives express or implied permission for an employee to retain profits received. The most common example is where the Employer has allowed an employee to keep any tips received during the course of their employment.

CONFIDENTIAL INFORMATION

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

For example, a breach of this duty would occur where an employee discloses to either a non-staff member and / or a competitor of the Employer, details of the Employer's daily takings, profit and loss information or important customer lists which the Employer has expended time and resources developing.

This obligation will still apply to you after your employment with Star Hotels Group has ended. Information includes all records, reports, documents, e-mails, information and all matters connected with or related to the operation of any venue property or any other business conducted by the employer.

OWNERSHIP OF INVENTIONS AND RESEARCH IN THE COURSE OF EMPLOYMENT

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

GAMBLING WHILE ON DUTY

Gambling, including the use of gaming machines (e.g. pokies and Keno) whilst on duty is strictly prohibited. If the employee works in gaming, it is illegal to gamble at the Star Hotels Group premises either on or off duty. Any gaming employee found in breach of this policy may be subject to disciplinary action including termination of employment or contract.

LEAVING AFTER SHIFT

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

LOST AND FOUND

Employees must hand in any items found on workplace premises. Anything of value whatsoever not belonging to the employee or Star Hotels Group (e.g. money, jewellery or any other personal affects) are to be handed to the Manager on duty. No lost items are to be removed from the premises. Any employee found in breach of this policy may be subject to disciplinary action including termination of employment or contract.

If something of personal value is found (e.g. mobile or jewellery) ensure you alert all bar employees. This will increase the chance of the owner retrieving the item.

MEDICAL/EMERGENCY PROCEDURES

In the interests of ensuring the health and safety of employees and customers, patrons and guests, all employees must ensure that they are familiar with the procedures for evacuating the workplace and their responsibilities in emergency situations. It is important for all employees to be aware of the Employer's *Workplace Health and Safety Policy* and safety procedures such as where the hose reels, fire extinguishers and fire blankets are located. It is also necessary for all employees to attend fire and emergency evacuation drills.

If an employee is involved in an incident either at work or when travelling to or from work, they must report it to their manager/supervisor as soon as possible, otherwise it may jeopardise any workers' compensation claim. The reporting of incidents in the workplace is also an obligation under work health and safety legislation.

MOBLIE PHONES

Mobile phones are to be stored in the back of house. No incoming calls on your personal mobile are to be answered during your shift. Mobiles are to be switched off or put on silent during work hours. You may however use your phone on your official break time to attend to any incoming matters. If you must talk on your mobile phone at this time do so quietly or away from others.

NO FREE ALCOHOL

Employees are not entitled to free alcohol. All alcohol must be paid for. Employees may only purchase sealed alcoholic drinks to consume away from the Employer's premises.

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

NO FREE FOOD AND DRINK

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

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

PARKING

All employee vehicles are to be parked in the parking area away from entrance to premises. Parking bays to the entrance of Hotels / Retail Stores and the Support Office are strictly for patrons and or visitors. Employees requiring safe assistance to their vehicle should request help from their manager. Employees must drive away from the premises in a quiet and orderly manner.

CUSTOMER/PATRON/GUEST PAYMENT FOR MEALS, DRINKS AND ALCOHOL

All customers/patrons/guests are required to pay full price for meals, drinks and alcohol, except where a valid authorised discount applies. Giving away free items or selling such items at less than the specified price without express approval from the Employer will be considered theft and may result in termination on the basis of serious misconduct.

PERSONNEL RECORDS

It is important that up-to-date records are kept of employee personal details. Employees must ensure they update any changes to their address, telephone numbers or emergency contacts as well as any additional experience or qualifications gained at any time on their Employment Profile in the relevant Employment System from time to time and to their Manager.

PUNCTUALITY OR ABSENCE FROM WORK

Work schedules and workloads require that only a certain number of people are employed for each area of Star Hotels Group. When an employee is late or absent, it increases the load of others causing inefficiencies in the system of work.

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

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

All absences are without pay, unless it is a bona fide authorised absence for personal / carer's leave or other authorised paid leave (permanent employees only). All instances of absence from duty will be recorded on the employee's personnel record.

GENERAL STAFF ETIQUETTE

Both on and off duty, employee habits, language and behaviour reflect on the presentation and image of Star Hotels Group. Consideration of others is necessary at all times in both customer and staff areas. For example, comments posted on online networking/social media sites are considered by management to be behaviour which constitutes off duty conduct.

Noise level in and around customer/patron/guest areas must be kept to an absolute minimum. Management requests that radios and CD/DVD players and other devices, not be played during working hours.

When dealing with customers/patrons/guests, employees must refrain from making statements or being involved in discussions which are of a political, religious, gender, sexuality or racial nature or that may otherwise potentially breach Anti-Discrimination legislation. Expressing personal views in relation to these areas will therefore not be tolerated by management.

Management, when deemed appropriate, reserves the right to insist that employees leave the venue immediately after finishing their shift. Off duty employees are permitted to frequent the venue under the following conditions:

- You must be out of uniform;
- You must set a good example to customers and fellow employees;
- You are restricted from entering any employee areas;
- You must not disrupt working employees;
- If Management asks you to vacate an area or change your behaviour you must comply with their requests quickly and quietly;
- If the employee works in gaming, it is illegal to gamble at the Star Hotels Group premises either on or off duty.

Where appropriate, disciplinary action may be taken for misconduct while an employee is either on or off duty, up to and including termination of employment.

STAFF FACILITIES

Employees are requested to remember that staff facilities are limited and must be treated with due care and respect.

Accordingly, all staff facilities must be used appropriately and left in a clean and tidy condition after use.

If you need to borrow equipment from another area, firstly seek permission from your Manager. Please return it as soon as you have finished with it.

Customers are NOT permitted to enter employee only areas unless written authorisation is given by the Manager. Employee areas are the 'back of house' areas where customers do not see, including the kitchen, break rooms, employee bathrooms and offices.

TELEPHONE CALLS

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

Phones and other equipment owned by Star Hotels Group are for business use only and unauthorised personal use will not be tolerated.

Where an employee is found to have misused the Employer's equipment and / or inappropriately used work time to make or receive personal calls, they may be subject to disciplinary action up to and including termination of employment.

TELEPHONE MANNER

Every point of contact our customers/patrons/guests have with Star Hotels Group affects how our service is perceived. This includes how telephone calls are answered.

The correct way to answer the telephone is to say:

- Good morning/afternoon/evening
- (Name of restaurant, hotel or Bottleshop)
- This is (your name)
- How may I help you?

It is important at all times to be polite, courteous and helpful. Employees must ensure they learn how to use the telephone system correctly so they do not run the risk of cutting callers off.

If it is not possible to correctly answer the caller's queries, always refer them to the relevant manager/supervisor or offer to ring them back with the information. In this situation employees must be sure to ask for and confirm the caller's name and telephone number.

TIME SHEETS

One of the means by which wages can be accurately calculated for work performed is through staff time sheets. Employees must complete their own time sheet on a daily basis. Start and finish times plus all breaks, including meal breaks must be specifically shown on the time sheet.

On the last day of each pay period, it is the responsibility of each employee to ensure that their time sheet is completed accurately, signed and provided to payroll. Misleading or false information on time sheets may be considered fraudulent and will not be tolerated under any circumstances. Where an employee is found to have engaged in this behaviour, this may result in disciplinary action up to and including termination.

TRANSFER OF GOODS

When obtaining goods from one area to be used in another area of the establishment, employees must ensure that the managers of each area are duly notified. When written records are used for such transfers, these records must be completed.

THEFT OR PROPERTY DAMAGE

Employees are not permitted to remove property of any type. This includes taking money, transfer of or misuse of employee discounts or rewards, unauthorised consumption, discounting, receiving or giving of food and/or beverages.

Any deliberate damage to venue property will not be tolerated. Care must be taken when using property including equipment, machinery, trolleys or moving furniture. Take particular care not to cause any damage to floors, walls, door jams, mirrors etc. Any property damage must be reported to your manager immediately.

Any employee found in breach of this policy will be subject to instant dismissal and possible prosecution in accordance with the *Discipline and Termination Policy*.

TRANSFER OF STOCK

Please ensure the correct method of recording interdepartmental stock transfer is adhered to. If you are not sure of the procedure, please ask your manager. All items must be recorded.



TIPS & GIFTS

A gratuity or tip is a sum of money, gift or donation tendered to an employee for a service performed over and above the purchase price.

Star Hotels Group employees are discouraged from accepting and gratuity/tip or other benefit from a customer within the hotel, including gaming, bars, restaurant and retail. Please quietly discourage your customer from giving gratuities. They may speak to the Manager if they have an issue with accepting this policy.

If you do receive a gratuity, please make your Manager aware immediately.

All gifts received from customers and suppliers including free promotional stock or supplier funded tickets, must be handed to your Manager on Duty and written in the gift register.

The Venue Manager or Retail Manager must seek approval from their Group Manager before distributing gifts back into the business or to the staff.

PROMOTIONS AND PROMOTIONAL STOCK

All bonus stock and all promotional products and tools received from any source are the property of the Star Hotel Group. As an employee you and your direct family are forbidden from participating in any promotional activity that involves prizes, or taking any promotional products that are intended to promote sales of the product, or as a value add.

WORKING HOURS/ROSTERS

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

Management does not object to the swapping of shifts as long as that shift is covered as per the scheduled time. Permission from management through the appropriate form must be granted prior to any shift swap.

No coercion or duress is to be used in approaching other employees to request a shift swap as this may constitute bullying/harassment. Any employee who is found to be applying duress on another employee to swap shifts may be subject to disciplinary action up to and including termination of employment.

WORK IN OTHER AREAS

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

WORK RELATED EMPLOYEE AREAS

It is important to note that cash registers in areas such as the bar and restaurant are the sole responsibility of the staff assigned to that area. Under no circumstances is any staff member to use or open any other cash register without express permission from the manager of that area. All equipment (including furniture) allocated to a particular area remains the sole responsibility of the employees in that area. Equipment must not be removed without seeking permission from employees in the relevant area. Such equipment must be returned to the area as soon as possible.

VENUE ASSETS

Stock takes are performed on an ongoing basis in all locations. It is not expected that stock variances exist without explanation. Stock is not to be loaned or borrowed. Any personal take-away purchases from Retail are to be transacted by the Manager or Supervisor. A receipt must be retained. Money is not to be loaned or borrowed. Do not borrow money from other staff. Do not lend money. Tools, building materials, display stands etc. are not to be removed from the property.

SUMMARY

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

The Below Listed Policies / Documents Interact with this Policy:

- *Anti-Discrimination and Equal Opportunity Policy*
- *Code of Conduct*
- *Computer, Email and Internet Policy*
- *Discipline and Termination Policy*
- *Out of Hours Conduct Policy*
- *Social Media Policy*

GOVERNMENT PAID PARENTAL LEAVE

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

Making payments under the PPL scheme is compulsory for all Australian Employers.

PPL

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

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

D&PP

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

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

Star Hotels Group (“Employer”) supports the PPL and D&PP scheme.

This policy does not cover all aspects of the PPL and D&PP scheme, rather, it provides guidance on the administrative elements of the scheme and employee obligations with regard to notifying Star Hotels Group.

APPLICATION PROCESS

PPL & D&PP Scheme

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

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

Employees making an application to the FAO are requested to notify their Employer of the application so that Star Hotels Group is aware the FAO may be in contact regarding the employee’s eligibility (as it relates to the Work Test).

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

PPL ELIGIBILITY

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

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

D&PP ELIGIBILITY

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

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

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

PPL PAYMENTS

Upon approval of PPL eligibility, the FAO will forward the value of the PPL payments to Star Hotels Group. Payments from the FAO will be made on a regular basis, as agreed between the FAO and Star Hotels Group.

Star Hotels Group will provide the PPL payment to the approved employee in accordance with the normal pay cycle in place at Star Hotels Group.

Payments will be made after Star Hotels Group has received payment from the FAO, and in the event the FAO has not provided the PPL payment in time for the pay cycle, an employee will be informed of this. Star Hotels Group is not obliged to provide a PPL payment in advance of receiving the FAO payment.

In certain circumstances, Star Hotels Group will not make the payments on behalf of the FAO, and the FAO will make the payments directly to the employee.

Those circumstances are where:

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

PRIMARY CARER – TRANSFER OF PPL

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

In the event of an employee no longer being the primary carer, for example, the employee wishes to return to work prior to the expiration of the 18 week period, the employee must notify Star Hotels Group immediately as the FAO must be informed.

KEEPING IN TOUCH DAYS

Keeping In Touch allows an employee on approved PPL to work for up to 10 days without it affecting their PPL. It is anticipated that 'keeping in touch' may be used for work activities such as planning sessions, meetings and training. An employee seeking to utilise this provision must first seek Star Hotels Group approval.

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

D&PP PAYMENTS

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

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

RETURN TO WORK REQUIREMENTS

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

With the agreement of Star Hotels Group, an employee can seek to reduce their period of NES unpaid parental leave. Should the reduction result in the employee returning to work prior to the expiration of 18 weeks PPL, PPL payments will cease. Star Hotels Group has a legal obligation to inform the FAO of when an employee is returning to work.

The Below Listed Policies / Documents Interact with this Policy:

- *(NES Unpaid) Parental Leave Policy*
- *Applying for Leave*
- *Application for Leave Form*

(NES UNPAID) PARENTAL LEAVE POLICY

Parental leave is provided for in the National Employment Standards (“NES”) as enshrined in the *Fair Work Act 2009*.

Star Hotels Group (“Employer”) recognises that parental leave is a basic employment entitlement that is necessary to achieve equality in the workplace and to balance both work and family responsibilities.

Star Hotels Group is committed to ensuring that, wherever possible, employees have access to a healthy work-life balance.

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

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

BASIC ENTITLEMENT

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

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

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

EMPLOYEE ELIGIBILITY

Star Hotels Group employees are eligible for the above unpaid parental leave if, prior to the expected date of birth or adoption placement, they are:

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

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

INTERACTION WITH GOVERNMENT PAID PARENTAL LEAVE SCHEME

NES provided parental leave is unpaid. However, from 1 January 2011, the Commonwealth Government’s Paid Parental Leave (“PPL”) scheme has been in place. The PPL provides a payment of up to 18 weeks at the National Minimum Wage.

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

Note: an entitlement to the NES provided parental leave does not automatically provide an entitlement to PPL.

EMPLOYEE NOTICE AND EVIDENCE REQUIREMENTS

Employees must give Star Hotels Group written notice of their intention to take parental leave at least 10 weeks before starting the leave; or if that is not practicable, as soon as practicable (which may be a time after the leave has started).

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

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

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

An employee seeking parental leave must provide the following evidence:

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

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

Star Hotels Group may also require medical evidence where a pregnant employee wants to continue to work within the 6 weeks prior to the expected date of birth. If required, this medical evidence should contain the following information:

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

REQUEST FOR ADDITIONAL ENTITLEMENT (UP TO 12 MONTHS)

Employees who take a period of unpaid parental leave may make a written request to extend the leave for a further period of up to 12 months (up to 24 months in total) immediately following the end of the available parental leave period. The request must be given to Star Hotels Group at least 4 weeks before the end of the initial parental leave period.

Star Hotels Group will give the employee a written response to the request as soon as practicable and no later than 21 days after receiving the request, stating whether the application is granted or refused as well as the reasons why. The request will only be refused based on reasonable business grounds.

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

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

TRANSFER TO AN APPROPRIATE SAFE JOB

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

This will occur where the pregnant employee gives Star Hotels Group evidence that she is fit for work, but that it is inadvisable for her to continue in her present position during a stated period because of:

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

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

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

If the employee is transferred to an appropriate safe job, Star Hotels Group will pay the employee for the safe job at the employee's full rate of pay (for the position she was in before the transfer) for the hours that she works during the period. If there is no appropriate safe job available, the employee is entitled to take paid 'no safe job leave' for the required period.

If the employee takes paid 'no safe job leave', Star Hotels Group will pay the employee at the employee's base rate of pay for the employee's ordinary hours of work during the period.

CONSULTATION

Employees on unpaid parental leave will be kept informed of any decision by Star Hotels Group that will have a significant effect on the status, pay or location of their pre-parental leave position. Star Hotels Group is committed to taking all reasonable steps to give employees information about any proposed changes and the opportunity to discuss the effects it may have on an employee's position and employment.

RETURN TO WORK GUARANTEE

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

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

The Below Listed Policies / Documents Interact with this Policy:

- *(Government Paid) Parental Leave Policy*

GROUNDS FOR DISMISSAL, DISCIPLINE AND TERMINATION POLICY

KEY POINTS

- **Investigation procedure:**
 - allegation that an employee has breached Code of Conduct
 - manager will immediately instigate an investigation
 - employee notified of allegation
 - meeting regarding allegations takes place
 - investigator considers all evidence and reaches a decision

- **Disciplinary action:**
 - If an employee:
 - completes a (PIP) and still does not meet standards; and/or
 - employee has breach Code of Conduct and/or Policies and Procedures; and/or
 - employee engages in misconduct
 - Disciplinary action that may apply includes:
 - First Written Warning;
 - Final Written Warning;
 - First and Final Written Warning;
 - Termination of Employment (With Notice); or
 - Summary Dismissal.

- **Termination procedure:**
 - People Support Team informed
 - A decision is made on employee's period of notice
 - Manager informs employee of decision to terminate and provides the employee with written statement

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

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

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

* Please note that the process outlined below may be amended, shortened or lengthened by Star Hotels Group ("Employer") depending on the individual circumstances.

INSTANT DISMISSAL

Instant dismissal may occur when a person commits one or more of the offences listed below. The following items, although not a full list, provide some practical examples that may result in dismissal without notice:

- Illegal activity – any illegal activity conducted in or adjacent to Star Hotels Group venues or retail stores that are illegal. The following are examples only and are not intended to be a definitive list:
 - i. Storing, trading selling or using illegal substances (drugs)
 - ii. Conducting raffles without a permit
 - iii. Trading in stolen goods

Note: We will dismiss for illegal activity we detect. Such a dismissal will not hinge upon charges being laid or a conviction being recorded.

- Unauthorised removal or misappropriation, unauthorized storage, transfer, borrowing or use of Star Hotel's property, including company cash, stock, vehicles or hired vehicles.
- Unauthorised discounting of stock goods or services provided to employees or customers.
- Provision of credit from the hotel or retail outlet to other employees or customers.
- Failure to report any known loss or misappropriation of company monies, stock or assets.
- Any damage caused intentionally or by careless or irresponsible behaviour that may result in Star Hotels' being liable for prosecution.
- Disclosure of information to non-authorized parties.
- Wilfully damaging company property and the abuse of or deliberate misuse of company owned, leased or rented property, including vehicles, machine or plant and equipment.
- Fighting, provoking a fight, or causing damage to another person.
- Possession of firearms, explosives, illegal items or publications, or in possession of unauthorised and dangerous weapons or illegal drugs.
- Sexually harassing, intimidating, bullying, excessive abuse or threatening a customer or fellow employee.
- Falsifying company records, i.e. stocktakes, or recording unauthorised hours on a timesheet.
- Failure to carry out lawful or legitimate instructions as requested by your Supervisor or a member of Management.
- Making false statements about any employee or the company.
- Wilful breach or Workplace health and Safety procedures and policies.
- Being on company property under the influence of alcohol or illicit drugs.
- Star Hotels may request that you undertake a drug test.
- Unauthorised out of hours entry to the Star Hotels venues or retail stores without permission.
- Unauthorised use of First Aid equipment – any staff member using or removing equipment form one of the kits except in an emergency.
- Overcharging: all items that can be scanned must be scanned (retail only). You must not deliberately overcharge a customer.
- Internal rorts: rorts of any nature that deprive a venue or retail outlet of true and accurate gross profit are not permitted.
- Playing either Poker machines or Keno: Hotel employees are not permitted to play keno or Poker machines at their venue of employment whilst employed by that entity. This includes whilst at work or off duty.
- TAB wagering: Hotel employees are not permitted to wager on the TAB at their venue whilst on duty at that entity. Employees may wager when not working, but are strictly forbidden from placing their own bets. Credit betting is not permitted.
- Behaviour that undermines the authority or your superiors or that brings disrepute to your place of employment, for example:
 - i. Rudeness or abusive language directed at customers

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- ii. Rudeness or abusive language directed at Management
 - iii. Causing damage or wilful involvement in causing damage to the venue or outlet.
 - iv. Giving or receiving free or discounted food/drinks.
- Failure to adhere to RSA or RSG practices.
-

DISCIPLINARY PROCEDURE

Investigation Procedure

Where there are allegations that an employee has breached the Employer's Code of Conduct, or other policies and procedures, or has otherwise engaged in misconduct, the manager/supervisor will immediately instigate a proper investigation of the alleged offence/s. The investigation may be carried out internally, or an external party may be engaged to undertake the investigation.

An employee who is the subject of allegations may be suspended on full pay during the investigation process. Note that a casual employee may not be required to work any shifts during the period of the investigation.

An action to suspend an employee does not reflect a belief of guilt – it is implemented to ensure the health and safety of parties to the alleged offence/s and/or to maintain the integrity of the investigation.

The activities of the investigator will be to collect relevant information relating to the allegation/s and interviewing any witnesses. The investigation will also involve meeting with the employee concerned.

Notification

The employee will be advised in writing of the following:

- That allegation/s have been received and an outline of those allegation/s;
- That an investigation has been initiated to determine whether the allegation/s are substantiated;
- The date, time and venue of a meeting to discuss the allegation/s;
- The name/s of the person/s who will be conducting the meeting;
- That the employee is invited to bring a support person to the meeting;
- That the purpose of the meeting is to discuss the details of the allegation/s and to provide an opportunity for the employee to give an explanation or mount a defense at the meeting; and
- That the employee is suspended on full pay while the investigation is undertaken (where applicable).

The letter must be provided to the employee providing a minimum of 24 hours' notice of the proposed meeting date and time.

The Meeting

At the meeting, the investigator must provide the employee with the details of the allegation/s.

The employee must then be asked to provide a response indicating whether:

1. They admit or deny the allegation/s; and
2. Any defense they wish to mount in relation to the allegation/s (including the names of witnesses); and/or
3. Whether there were any mitigating or special circumstances that warrant consideration.

The Evidence

The investigator must consider all of the evidence gathered through the investigation process and determine whether, on the balance of probabilities, the allegation/s are substantiated.

Where any allegation/s are substantiated, this may result in the employee being subject to disciplinary action. Where this is the case, the disciplinary action procedure below must be followed.

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

Disciplinary Action

Where an employee has completed a Performance Improvement Plan (PIP) in accordance with the *Performance Management Policy* and, following the review period, their performance still does not meet the required standard, disciplinary action may be initiated.

In addition, an employee may be subject to disciplinary action where an investigation has found them guilty of any of the following:

- Breaching the Employer's Code of Conduct; and/or
- Breaching other policies and procedures of the Employer; and/or
- Engaging in misconduct,

In all cases of potential disciplinary action, the following procedure must occur:

Written Notification

A written notice must be provided to the employee advising the requirement to attend a meeting. The notice must provide a minimum of 24 hours' notice prior to the scheduled meeting date and time.

The written notice must advise the employee of the following:

- The purpose of the meeting, including an outline of the ongoing poor performance / substantiated conduct to be discussed;
- That the employee is the subject of disciplinary action;
- The time, date and venue of the meeting;
- Who will be in attendance at the meeting representing management;
- That they can bring a support person to the meeting; and
- Contact information if they have any questions prior to the meeting.

Any disciplinary action taken must be appropriate. Disciplinary action that may apply includes:

- First Written Warning;
- Final Written Warning;
- First and Final Written Warning;
- Termination of Employment (With Notice); or
- Summary Dismissal.

Following meeting with the employee and obtaining their response to 'show cause' why they should not be subject to the proposed disciplinary action, the Employer must decide what action, if any, to take in all the circumstances having regard to the seriousness of the conduct and/or poor performance, fairness and consistency with similar cases and any previous performance counselling and/or written warnings previously issued to the employee.

The following should be used as a guide only as each case is unique and must be decided on its own merits.

First Written Warning

This outcome is appropriate in instances where the matter may have been addressed previously through Performance Counselling and/or is conduct that is on the lower end of serious.

In this case the employee is issued with a formal *First Warning Letter*. The letter must include:

- An outline of the performance and/or conduct that was discussed;
- The employee's response to those concerns;
- Clear advice that a written warning is being issued, and why it is being issued;
- Any improvement required, along with the period in which the employee should demonstrate the improvement;
- Offers of assistance to improve; and
- Clear advice that future instances will lead to further disciplinary action and ultimately dismissal.

A copy of this letter will be kept in the employee's personnel file.

Final Written Warning

If performance has either not improved or has declined further by the expiry of the review period set in the first written warning or there is a further instance of conduct for which a previous written warning was issued, a second meeting will be set, and that could result with a final written warning.

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

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

The letter should also refer to the first written warning and/or any formal performance counselling undertaken previously.

As this letter constitutes the employee's final written warning it must state that it is a final warning and that failure to improve and/or any future instances of misconduct will lead to termination of employment or contract. The letter should also refer to the written warnings previously given and/or any performance counselling undertaken.

First and Final Written Warning

Where the poor performance and/or misconduct of the employee is of a relatively serious nature, but not such that it warrants termination of employment, a First and Final Written Warning letter may be issued to the employee.

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

As stated above for the first written warning, the letter will set out the concerns raised at the meeting and the employee's response to those concerns. In addition, as the letter constitutes the employee's final written warning it must state that it is a final warning and that failure to improve and/or any future instances of misconduct will lead to termination of employment or contract. A copy of this letter will be kept in the employee's personnel file.

The letter should also refer to the seriousness of the issue being addressed and refer to any performance counselling undertaken previously.

Termination

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

TERMINATION OF EMPLOYMENT

Prior to implementing any component of this section of the Policy, managers/supervisors must have provided the employee with at least one written warning in relation to the performance / conduct being addressed.

The only exception to this will be where an employee is found, as a result of a full investigation, to have engaged in serious misconduct. Please refer to the '*Serious Misconduct*' section below.

Valid reasons for termination

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

- The employee's performance or capacity;
- The employee's conduct; or
- The operational requirements of the workplace.

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

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

Serious Misconduct

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

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

Conduct that is serious misconduct includes:

- (a) The employee, in the course of the employee's employment, engaging in:
 - (i) theft; or
 - (ii) fraud; or
 - (iii) assault; or
- (b) the employee being intoxicated at work; or
- (c) the employee refusing to carry out a lawful and reasonable instruction that is consistent with the employee's contract of employment."

If an employee is alleged to have been involved in serious misconduct the manager/supervisor must immediately conduct a proper investigation of the alleged offence in accordance with the investigation procedure set out in the '*Investigation Procedure*' section.

Depending on the nature of the alleged misconduct, the employee may be suspended with pay whilst the alleged conduct is being investigated. Note that a casual employee may not be required to work any shifts during the period of the investigation.

Following the investigation and the meeting with the employee to ask them to 'show cause' why their employment should not be terminated, the manager/supervisor will make a determination as to whether termination is appropriate. If termination is not appropriate, the manager/supervisor may wish to proceed with other disciplinary action.

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

Termination procedures

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

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

GUIDE, HEARING AND ASSISTANCE DOGS

A guide dog, hearing dog or assistance dog is specially trained to perform specific physical tasks and behaviours to assist a person with a disability and reduce their need for support to promote independence for the person to participate in the community.

A guide, hearing or assistance dog is not a pet or a 'companion' dog. Most people are familiar with the guide dogs used by people with vision impairment, however, there are many other dogs that assist people with a disability in their day-to-day activities, including dogs that:

- Alert people with a hearing impairment to a sound (hearing dog)
- Pull wheelchairs, carry and pick up items, or help people with mobility impairments, or alert and support people with medical conditions or psychiatric disorders when experiencing 'at risk' situations (assistance dogs)

The Guide, Hearing and Assistance Dogs Act

2009 (<https://www.legislation.qld.gov.au/view/html/asmade/act-2009-004>) ensures that every person who relies on a certified guide, hearing or assistance dog has the same access rights as others to public places and public passenger vehicles.

Persons in control of a public place, public passenger vehicle or place of accommodation can be fined up to 100 penalty units for refusing entry, refusing to provide service, or imposing a term that would separate the person with a disability from their certified dog. There are some exceptions relating to procedural areas and in such circumstances it might be reasonable to refuse access to a handler and their dog.

In addition to the Guide, Hearing and Assistance Dogs Act 2009, it is unlawful under the Anti-Discrimination Act 1991 (Qld)

(<https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-1991-085>) to discriminate by refusing entry or access to a public place because a person relies on a guide, hearing or assistance dog.

For more information visit [communities.qld.gov.au](https://www.communities.qld.gov.au/industry-partners/guide-hearing-assistance-dogs) (<https://www.communities.qld.gov.au/industry-partners/guide-hearing-assistance-dogs>)

Remember: Every person who relies on a certified guide, hearing or assistance dog has the same access rights as others to public places and public passenger vehicles!

HANDLING ICE

Ice **MUST** be handled with the same care that we use for handling food.

- Thoroughly wash hands with soap and water and dry hands with disposable paper towels before handling ice.
- Only use the scoops provided to extract ice from the machine.
- Do not use any other items for extracting ice.
- Hold the ice scoop by the handle, do not touch parts of the scoop that come into contact with ice.
- When leaving the machine, ensure that the scoop is hung on the hook provided and that all lids are shut.

Ice Machine Cleaning

- Storage compartments must be cleaned at least every fortnight to prevent bacteria. Growth of scum or slime should be regularly monitored and be cleaned regularly, at least fortnightly, to prevent the build up of bacteria. It should be monitored for any growth of scum or slime and immediately cleaned, if visible, according to the manufacturer's instructions.
- All ice must be removed and the storage compartment cleaned and thoroughly disinfected using applicable food grade products, followed by a thorough rinse if appropriate.
- Any ice that was removed for cleaning, must be disposed of and should not be returned to the machine.
- Ensure that the exterior of the machine, particularly the door of the storage compartment, is clean at all times.

(QLD ONLY) SAFE HANDLING OF ICE

https://www.health.qld.gov.au/_data/assets/word_doc/0022/441463/safe-handling-of-ice.doc

HOW YOU GET PAID

Be diligent in filling in the employment documents provided to ensure you are paid correctly.

Timesheet: It is your responsibility to complete a time sheet each day via Time Target, detailing starting and finishing times as well as all breaks. Misleading or false information on time sheets will not be tolerated, and disciplinary action may be taken, which could include dismissal.

All employees must clock on / off via Time Target. This includes start, finish and break times. Failure to do this will affect your pay.

Your employment is covered by the Hospitality Industry (General) Award
<http://awardviewer.fwo.gov.au/award/show/MA0000092010>

You will be paid weekly on Wednesday and payment will be by direct deposit into your nominated bank account.

Please note that your pay cannot be processed until you have completed all required online training and the following information is presented.

- Online Induction Completion
- Current RSA and/or RSG Certificate are uploaded and a hardcopy presented to your Manager
- A completed Tax File Declaration.
https://www.ato.gov.au/uploadedFiles/Content/IND/Downloads/TFN_declaration_form_N3092.pdf
- Completed Super Choice Form
https://www.ato.gov.au/uploadedFiles/Content/SPR/downloads/SUPER17983Super_annuation_standard_choice_form.pdf
- A nominated Bank Account.
- A copy of your Visa authorising your eligibility to work in Australia (if applicable).
- A copy of your Pre-Employment Health Declaration Form.
- A copy of your Food Safety Certificate – a requirement for chefs.

You MUST read the mutual obligations outlined in the Fair Work Information Statement
<https://www.fairwork.gov.au/ArticleDocuments/724/Fair-Work-Information-Statement.pdf.aspx>

Remember: If you have a query regarding your pay, speak with your Manager!

INDIVIDUAL FLEXIBILITY, ROSTERS AND ABSENTEEISM

Star Hotels Group (“Employer”) is committed to nurturing a workplace culture that supports flexibility and work-life balance, so that this workplace represents a diverse, skilled and motivated workplace capable of delivering quality and efficient services.

Work-life balance at Star Hotels Group refers to a person’s ability to effectively manage their paid work commitments with their career goals, personal, community and cultural responsibilities, interests and obligations. Practical options are available to assist employees to balance their work, family and other commitments in a successful and sustainable way.

Individual Flexibility Arrangements (“IFAs”) present an opportunity for individual employees covered by a modern award to seek flexible arrangements by varying the application of certain terms of the modern award which covers their employment. IFAs are allowable in accordance with the relevant provisions of the modern award.

The Employer and an individual employee may only enter into an IFA once the employee has commenced employment with the Employer. Any such agreement must be genuinely made without coercion or duress.

Employees wishing to enter into an IFA are encouraged to apply in accordance with the *Application for Individual Flexibility Arrangements* form.

Equally, the Employer may seek to enter into an IFA with an employee. Where this is the case, the Employer will provide the employee with a formal written proposal outlining the proposed IFA terms.

TERMS OF AN IFA

Employees subject to the Hospitality Industry (General) Award 2020 may agree with their Employer to vary the application of terms within the award concerning:

- Arrangements for when work is performed;
- Overtime rates;
- Penalty rates;
- Allowances; and
- Leave loading.

CONSIDERATIONS

The Employer will consider the following factors when determining whether an employee’s request for an IFA can be accommodated:

- The nature of the work performed in the employee’s current role;
- Staffing requirements of the relevant department/section;
- The amount of operational hardship imposed;
- The operational requirements of the business;
- How the employee will be better off overall under the IFA than they would have been if no IFA had been agreed to; and
- Relevant legislative requirements.

Please note that the above list is not exhaustive and other factors may be taken into account when considering an application.



APPLYING FOR AN IFA

An employee may apply for an IFA by completing an Application for Individual Flexibility Arrangements form. Applications are to be submitted to the employee's direct manager/supervisor.

All applications will be considered on the basis of the factors listed under the heading 'Considerations'.

Where an application is accepted, the terms of the IFA will be placed into written form and will be read in conjunction with existing employment contracts, with the terms of the IFA to apply to the extent of any inconsistency.

Where an application is unsuccessful, specific details as to why the application was unsuccessful will be provided. The employee's manager/supervisor may also discuss other arrangements as an alternative to the sought IFA. This will be subject to the operational and business requirements of the Employer.

REVIEW PERIOD*

All employees requesting IFAs are subject to a three (3) month review period.

The employee's manager/supervisor will meet with the employee on a monthly basis during the review period to discuss how the IFA is working and any coordination or performance issues that may arise from the new work arrangements.

Alterations to the IFA may be adopted to address any new issues or concerns from either party. Any alterations must be agreed to in writing and signed by the employee and manager/supervisor.

Subject to the right of termination by the employee and Employer, at the end of the three (3) month review period, the arrangements reflected in the IFA will continue provided it does not impose any undue hardship on the business.

TERMINATION OF THE IFA

Star Hotels Group or the employee may terminate the Agreement reflecting the IFA by giving 13 weeks' written notice to the other party, or at any time by written agreement between the employee and Employer.

Upon termination of the agreement reflecting the IFA (which shall be at the end of the notice period or at any time by written agreement), the employment conditions in place prior to the introduction of the agreement shall resume.

ROSTERS

Rosters are posted weekly in the Gaming bar. You are expected to work the roster allocated to you.

To view your roster online at any time, go to Human Force. Any request to swap or change your roster must have prior written approval from the Manager.

You may be required to assist in other areas of our venue depending on your training and skills. This provides an excellent opportunity for you to gain additional skills and experience.

You must arrive for your shift with ample time (at least ten (10) minutes) to check the notice board. You must be ready to start work, in the correct uniform and to receive instructions in relation to the upcoming shift, and at your rostered time.

ABSENTEEISM AND LATENESS

Continuity of Work

You must remain on duty for the entire course of your shift. You are not permitted to attend to personal affairs whilst on duty unless the Hotel Manager gives express prior approval.

Absenteeism and lateness

If you are unable to report for duty, you must speak to the Manager on duty directly by phone (text messages and emails are NOT acceptable) at least four (4) hours before your scheduled starting time. (In the case of an accident or emergency, this does not apply). If you are absent for more than one (1) shift, you must present medical evidence. Problems with cars, public transport and non-functioning alarm clocks are not acceptable reasons for absence or lateness. Repeated absences or lateness (which includes late return from breaks) may result in disciplinary action and possible termination of employment.

Abandonment of Employment

- If you are absent from work for two (2) consecutive rostered days without contacting Management of the reason for your absence, you will be taken to have abandoned your employment and your employment will be terminated forthwith.
- Termination of employment due to Abandonment of Employment shall be effective from the date of your last attendance at work.
- Before you are taken to have abandoned your employment, Management will take all reasonable steps over a seven (7) day period to contact you including by telephone calls, letter sent by registered post, courier, fax or an email, from Management to your last known contact details.

LEAVE

Permanent or salary employees are to inform their Manager via HumanForce a minimum of four (4) weeks before the required leave.

Casual employees should advise Management at least two (2) weeks prior. However, it is advisable to notify Management as early as possible to increase the chances of approval.

Leave Restrictions

Please be aware that in the Hospitality Industry leave restrictions may apply over the busy holiday periods, such as Christmas, New Year and public holidays. Approval of leave is at the Manager's discretion.



INFORMATION PROTECTION AWARENESS

1. Overview

Internet/Intranet/Extranet-related systems, including but not limited to computer equipment, software, operating systems, storage media, network accounts providing electronic mail, WWW browsing, and FTP, are the property of Star Group. These systems are to be used for business purposes in serving the interests of the company, and of our clients and customers in the course of normal operations.

Effective security is a team effort involving the participation and support of every Star Group employee and affiliate who deals with information and/or information systems. It is the responsibility of every computer user to know these guidelines, and to conduct their activities accordingly.

2. Purpose

The purpose of this policy is to outline the acceptable use of computer equipment at Star Group. These rules are in place to protect the employee and Star Group. Inappropriate use exposes Star Group to risks including virus attacks, compromise of network systems and services, and legal issues.

3. Scope

This policy applies to the use of information, electronic and computing devices, and network resources to conduct Star Group business or interact with internal networks and business systems, whether owned or leased by Star Group the employee, or a third party. All employees, contractors, consultants, temporary, and other workers at Star Group and its subsidiaries are responsible for exercising good judgment regarding appropriate use of information, electronic devices, and network resources in accordance with Star Group policies and standards, and local laws and regulation. Exceptions to this policy are documented in section 5.2

This policy applies to employees, contractors, consultants, temporaries, and other workers at Star Group, including all personnel affiliated with third parties. This policy applies to all equipment that is owned or leased by Star Group.

4. Policy

4.1 General Use and Ownership

- 4.1.1 Star Group proprietary information stored on electronic and computing devices whether owned or leased by Star Group, the employee or a third party, remains the sole property of Star Group. You must ensure through legal or technical means that proprietary information is protected in accordance with the *Data Protection Standard*.
- 4.1.2 You have a responsibility to promptly report the theft, loss or unauthorized disclosure of Star Group proprietary information.
- 4.1.3 You may access, use or share Star Group proprietary information only to the extent it is authorized and necessary to fulfill your assigned job duties.
- 4.1.4 Employees are responsible for exercising good judgment regarding the reasonableness of personal use. Individual departments are responsible for creating guidelines concerning personal use of Internet/Intranet/Extranet systems. In the absence of such policies, employees should be guided by departmental policies on personal use, and if there is any uncertainty, employees should consult their supervisor or manager.
- 4.1.5 For security and network maintenance purposes, authorized individuals within Star Group may monitor equipment, systems and network traffic at any time



4.1.6 Star Group reserves the right to audit networks and systems on a periodic basis to ensure compliance with this policy.

4.2 *Security and Proprietary Information*

- 4.2.1 All mobile and computing devices that connect to the internal network must comply with the *Minimum Access Policy*.
- 4.2.2 System level and user level passwords must comply with the *Password Policy*. Providing access to another individual, either deliberately or through failure to secure its access, is prohibited.
- 4.2.3 All computing devices must be secured with a password-protected screensaver with the automatic activation feature set to 10 minutes or less. You must lock the screen or log off when the device is unattended.
- 4.2.4 Postings by employees from a Star Group email address to newsgroups should contain a disclaimer stating that the opinions expressed are strictly their own and not necessarily those of Star Group, unless posting is in the course of business duties.
- 4.2.5 Employees must use extreme caution when opening e-mail attachments received from unknown senders, which may contain malware.

KNIFE SAFETY

If you must use a knife, know how to use it properly!

Knives must be used in an appropriate safe manner (trained to apprentice chef level):

- Store knives in a protective cover when not in use.
- Knives must be carried with caution from one work point to another.
- Knives must be laid flat on a bench or board when not in use.
- Keep fingers kept away from blade.
- Never force a knife through foods, never cut in the direction of hands or the body.
- Keep knives sharp. A sharp knife is safer than a dull one, because it requires less pressure and is less likely to slip.
- Use a plastic cutting board; never cut against a metal surface. Place a damp cloth under the board to prevent it from slipping.
- Use knives only for cutting, not for jobs such as opening bottles.
- DO NOT try to catch a falling knife; step back and let it fall.
- Knives and equipment are to be kept hygienically clean at all times.
- Never leave knives in sinks.

Remember: To prevent cuts, all knives and sharp tools and must be treated as hazardous implements!

LENDING STOCK

For the purpose of this policy, 'lending stock' or 'lend stock' involves the loan of Star Hotels Group ("employer") property to any person or organisation that is not employed by, or a subsidiary of, Star Hotels Group.

An employee can only lend stock to external parties with the written approval of Star Hotels Group. Written approval must include:

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

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

The Below Listed Policies / Documents Interact with this Policy:

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

MANUAL HANDLING

The risk of manual task injuries increases when a person is lifting loads beyond their capability, above shoulder height or below knee level.

- Special care must be taken when shifting loads that are unstable, unevenly weighted or of an awkward shape or size.
- Back injuries can be reduced with the correct posture and lifting techniques.
- Use mechanical lifting aids where possible.
- Push objects rather than pull them.
- Full glass collection racks are to be carried at hip height while being held with both hands, arms extended or at elbow height with one hand.

Safe Lifting Techniques

- Think about your personal, physical ability to handle the weight, size and shape of the load.
- Consider if you need assistance and 'team lift' where possible.
- Adequate hand and foot protection is essential.
- Ensure the direction you are to travel is free from obstacles and hazards.
- Lift close to your body.
- Feet shoulder width apart.
- Bend your knees and keep your back straight.
- Tighten your stomach muscles.
- Lift with your legs.
- If you are straining, get help.

HAZARDOUS MANUAL TASKS

<https://www.safeworkaustralia.gov.au/system/files/documents/1705/mcop-hazardous-manual-tasks-v2.pdf>

MANUAL HANDLING CARTONS

MANUAL HANDLING KEGS

Remember: There is a correct way to lift heavy weights. Follow the techniques to ensure your health and minimise the risk of injury!

MEAL BREAK AND STAFF MEAL POLICY

The intention of this policy is to set out the entitlements for employees of Star Hotels Group (“Employer”) in relation to meal breaks. An employee’s entitlement to a meal break is subject to the relevant provisions of the applicable modern award, Enterprise Agreement, or contract of employment.

HOSPITALITY INDUSTRY (GENERAL) AWARD 2020

All employees subject to the *Hospitality Industry (General) Award 2020* are entitled to the following breaks during a shift:

Working Time	Break Entitlement (Unpaid)	Break Entitlement (Paid)
Between 0 and 6 hours	No break	No Break
More than 6 hours and up to 8 hours	Unpaid meal break of no less than 30 minutes	No Break
More than 8 hours and up to 10 hours	Unpaid meal break of no less than 30 minutes	20minute paid break (which may be taken in 2 x 10minute breaks by mutual agreement between the employee and Employer)
More than 10 hours	Unpaid meal break of no less than 30 minutes	2 x 20minute paid breaks

All unpaid meal breaks must be taken in one continuous 30minute break, unless otherwise agreed by the Employer and individual employee.

Employees are not entitled to rest pauses, unless otherwise agreed by the Employer and individual employee.

Requesting an unpaid meal break

An employee that is required to work more than five (5) hours and up to six (6) hours may request to take an unpaid meal break of up to 30 minutes during their shift. Such a request must be made in writing by completing the employee form titled ‘Application for Unpaid Meal Break’. The request must be made before the commencement of a shift and will apply to all shifts undertaken by the employee of more than five hours and up to six hours, unless otherwise agreed by the Employer and individual employee. These arrangements can be reviewed at any time.

A request will be subject to the approval of the Employer. Star Hotels Group will not unreasonably refuse a request.

When breaks are to be taken

Star Hotels Group will endeavour to ensure that all meal breaks are spread evenly across an employee’s shift. Where an employee is entitled to an unpaid meal break, the break may be taken no earlier than two (2) hours after the employee starts work and no later than six hours after starting work, where practicable.

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

Entitlement to additional breaks

If an employee is required to work more than five continuous hours after taking an unpaid break, the employee will be entitled to an additional 20-minute paid break.

If an employee is required to work more than two hours' overtime after the employee completes their rostered shift, the employee will be entitled to an additional 20-minute paid break.

AWARD / AGREEMENT FREE EMPLOYEES

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

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

RECORDING REQUIREMENTS

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

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

STAFF MEALS ON DUTY

Salaried Staff Entitlements

Salaried staff such as Venue Managers, Assistant Managers, Duty Managers, etc. who are unable to take a break (physically cannot have a 30-minute break) are entitled to a complimentary meal up to the value of \$25. Retail Managers may be eligible for this entitlement at the discretion of the Business Coach.

For venues that are buffet sites, salaried staff are entitled to a complimentary meal as per the above policy, and will receive a complimentary buffet meal. It is the managers discretion if the timeframe is outside buffet hours and they may approve an a-la-carte meal.

Full-time, Part-time and Casual Entitlements

Full-time, part-time and casual staff are entitled to a 50% discount on their meals (before commencement of shift, on a break or after a shift has completed) for the staff member only.

Coffee

Team members can purchase an espresso coffee for \$2 to be consumed during their breaks in a rostered shift. This transaction is to be processed by another team member and rung up on the \$2 staff coffee key.

Salaried staff are entitled to one espresso per shift that must be recorded under management meals.

The Below Listed Policies / Documents Interact with this Policy:

- *Discipline and Termination Policy*
- *Staff Incentives and Rewards policy*

MENTAL HEALTH AND WELLBEING



https://www.youtube.com/watch?v=eNyd_Yq9mSM

The mental wellbeing of people at work is good for everyone and enhances personal and organisational resilience, and success. Everyone has a role to play, both in looking after their own mental health and creating a mentally healthy workplace.

We can all make a difference in the lives of those who might be struggling by having regular, meaningful conversations about life's ups and downs.

If you feel like something's not quite the same with someone you know – there's something going on in their life or you notice a change in what they're doing or saying - trust that gut instinct and take the time to ask them "Are you OK?"

Some things to watch out for;

WHAT ARE THEY SAYING?	WHAT ARE THEY DOING?	WHAT'S GOING ON IN THEIR LIFE?
<p>Do they seem:</p> <ul style="list-style-type: none"> • Confused or irrational • Moody • Unable to switch off • Concerned about the future • Concerned they're a burden • Lonely or lacking self-esteem • Concerned they're trapped or in pain 	<p>Are they:</p> <ul style="list-style-type: none"> • Experiencing mood swings • Becoming withdrawn • Changing their online behaviour • Losing interest in what they used to love • Unable to concentrate • Less interested in their appearance and personal hygiene • Behaving recklessly • Changing their sleep patterns 	<p>Are they experiencing:</p> <ul style="list-style-type: none"> • Relationship issues • Major health issues • Work pressure or constant stress • Financial difficulty • Loss of someone or something they care about

If you or your colleagues need professional support, you should contact your doctor, local health centre or one of the services listed [here](https://www.ruok.org.au/findhelp) <https://www.ruok.org.au/findhelp>. Family and friends can also call upon these services for advice and assistance on how to support someone who is struggling with life.

If you are having suicidal thoughts, please seek assistance by contacting your trusted healthcare professional or calling **Lifeline on 13 11 14**.

If you are concerned for your safety or the safety of others, seek immediate assistance by calling **Triple Zero (000)**.

MOTOR VEHICLE POLICY

The purpose of this policy is to protect Star Hotels Group assets and the safety of drivers, maintain company standards and outline expectations with regard to the use and maintenance of company vehicles.

This policy applies to all Star Hotels Group employees. Throughout this policy 'company' shall denote Star Hotels Group, unless otherwise stated.

VEHICLE ALLOCATIONS AND USAGE

Vehicles are only to be driven by:

- Employees who have a vehicle allocation incorporated in their salary package and have agreed to comply with this Vehicle Policy ('allocated driver'); or
- Employees for whom a completed, authorised and active Vehicle Use Authorisation form is held on record by the company.

Drivers must hold an appropriate and current driver licence. A copy of the driver's licence must be provided to the company prior to driving. Authorised drivers must notify their manager and the People Support team immediately if their licence is cancelled or suspended.

The People Support team or your manager will coordinate the completion of a Vehicle Allocation Record immediately before an allocated driver takes possession of a work vehicle. This document will be held on record by People Support. During working hours the vehicle may be required to be used by other employees of the company. Employees who do not have a vehicle allocation incorporated in their salary package, are to use company vehicles only if they have completed a Vehicle Use Authorisation form.

Smoking is not permitted in any vehicles. Vehicles are to be parked where possible, under cover. If an employee chooses to use their private vehicle for work duties and is involved in an accident, the company will not accept any responsibility or liability.

REPAIRS AND MAINTENANCE

The allocated driver is responsible for the vehicle and must report any required repairs to your manager. The vehicle is to be kept in good repair and well maintained at all times, including regular external and internal cleaning, and arrangement of vehicle services when due.

VEHICLE INSPECTIONS

Managers will coordinate half-yearly inspections of vehicles allocated to employees within their departments and will provide inspection records to the People Support team. Additional vehicle inspections will be made when an allocated vehicle changes drivers.

PRIVATE USE AND LEAVE

Company vehicles should not be used for private use. If there is a requirement to use the work vehicle for private use it must be infrequent. Company toll tags and/or fuel cards should not be utilised for personal use at any time. Vehicle insurance will only apply to the authorised driver (Star Hotels Group employee), therefore the vehicle should not be utilised by any other person. During an allocated driver's annual leave, the vehicle may be temporarily reallocated or returned to the Support Office.

ACCIDENTS

At the scene of an accident the driver is to:

- Make sure everyone is safe and call the ambulance or fire brigade if necessary.
- Contact the police and if they decline to attend, include this information on the incident report. If police attend, obtain the name and station location of the police officer.
- Do not accept responsibility for the accident.
- Obtain name, address, phone number, licence number, vehicle registration number and insurance details of all involved in the accident.
- If possible, obtain the name, address and telephone number of witnesses.
- If towing is required, contact your manager for assistance in sourcing a service.
- If possible and safe to do so, take photos of the scene and any vehicle damage.

Complete an Incident Report and submit it to AskHR@StarHotels.com.au, along with any photos of the scene and vehicle.

DAMAGE

Your manager will liaise with the Group's Chief Financial Officer to determine if an insurance claim will be made based on the details of the incident and damage. Any insurance claim submitted is to be in accordance with insurance company requirements. The CFO or direct reports will communicate with insurers and lodge the claim where applicable. Damage caused by driver carelessness or negligence must be repaired at the driver's expense. The difference between fair 'wear and tear' and damage caused by carelessness or negligence will be decided at the discretion of management. In the case of carelessness or negligence, employees are liable for repair costs or insurance excess, whichever is less. The value of repairs or excess may be deducted from the employee's wages or termination pay.

ADDITIONS AND MODIFICATIONS

Additions and modifications to vehicles must be approved by a senior manager. The company retain the right to revoke approval for additions or modifications at any time.

FINES AND PARKING OFFENCES

Drivers are responsible for all fines relating to the vehicle, including but not limited to parking offences and speeding fines. Payments are to be made by the due date. It is recommended that allocated drivers keep a Motor Vehicle Log Sheet that is to be completed when other individuals borrow the vehicle. This will protect drivers from any disputes regarding responsibility for fines. If the infringement notice is in the name of the company, your manager will coordinate the completion of a statutory declaration nominating the driver responsible for paying the fine. The fine will then be re-issued to the offending driver. Any reason for non-payment of fines should be documented and forwarded to your manager before contesting the fine.

POOL VEHICLES AND LOG BOOKS

At times, vehicles may be available in the fleet which are not allocated to a specific driver and are consequently deemed to be a pool vehicle. Pool vehicles are intended for short term use by approved drivers and the use and allocation of such vehicles will be coordinated by your manager upon approval from the Chief Financial Officer. Vehicle Log Books are kept in pool vehicles and are to be completed by the driver in each instance the pool vehicle is used.

ALLOCATED VEHICLES AND LOG BOOKS

Log Books will be issued by Star Hotels Group to all drivers of company vehicles each year, to be completed for the statutory minimum period (12 weeks). Completion of the log books can help reduce the company's Fringe Benefit Tax expense as well as reduce the employee's personal Reportable Fringe Benefits.

WORKPLACE HEALTH AND SAFETY

Drivers of company or leased vehicles have an obligation to operate within the parameters allowed by law, including but not limited to:

- Drive within the speed limit.
- Do not drive under the influence of alcohol or drugs.
- Do not drive in a manner so as to cause danger to the public or self.
- Do not drive an un-roadworthy vehicle (bald tyres etc.).
- Use safety devices fitted to vehicle (seat belts etc.).

Do not use a mobile phone that the driver is holding in the driver's hand while the vehicle is moving, or is stationary but not parked. Any breach of the above will void the insurance on the vehicle and make the driver subject to charges under the law and liable for any damage to the vehicle or vehicles, or other property, private or public. The driver could also become liable for damages through injury to third parties. A breach of the above parameters would also be in breach of workplace health and safety responsibilities. In particular, worker responsibilities under the Work Health and Safety Act 2011 include:

- Take reasonable care to ensure the safety of self and others.
- Comply with workplace health and safety instructions, policies and procedures as provided by the company, or that of the workplace at which you are present.
- Do not interfere with or misuse anything provided for health and safety purposes at the workplace.

Additionally, drivers are to arrange schedules with sufficient time to safely travel to the destination.

VEHICLE RETURN

When a driver is returning an allocated vehicle to Star Hotels Group after a period of use (e.g. exiting the company, reallocation of vehicle to the pool or to another driver), the vehicle is required to be returned in the below listed condition:

- All personal items removed.
- Interior of vehicle and boot vacuumed.
- Interior upholstery and glass cleaned.
- Seat covers clean, including washed and refitted if marked or dirty.
- Exterior of vehicle (including windows) washed.

If the vehicle is unable to be returned in the required condition, the company will arrange for detailing to be carried out on the allocated driver's behalf and may deduct \$100 from the employee's or candidate's wages or termination pay.

Pool vehicles are required to be returned in the same condition they were in when picked up from the pool, with:

- All personal items removed.
- Interior of vehicle and boot clean.

NOISE

Exposure to excessive noise can lead to both industrial deafness and tinnitus (ringing in the ears). Repeated exposure to loud noise (over 85db) over a period of time can cause temporary or permanent hearing loss which is very hard to recognise. At present nothing can be done to repair lost hearing ability.

Qld ONLY - Definition of 'unreasonable noise'

Under the Liquor Act 1992 "unreasonable noise now means noise that:

- Exceeds the limits (if any) prescribed by regulation; or
- Contravenes a compliance order that applies to the premises; or
- Contravenes a condition that applies to the licence or permit for the premises."

The venue is aware of this problem and attempts to never allow noise within the premises to exceed the 85db level. As an extra precaution, earplugs are available through Management upon request to all employees free of charge.

All employees are encouraged to reduce their exposure to excessive noise related risks. Wear the supplied ear protection when on duty.

For further information about managing noise and preventing hearing loss at work, please visit www.safeworkaustralia.gov.au.

(https://www.safeworkaustralia.gov.au/system/files/documents/1702/managing_noise_preventing_hearing_loss_work.pdf)

Remember: Prevention is better than the cure!

OUT OF HOURS CONDUCT POLICY

KEY POINTS

- Out of hours conduct is considered inappropriate if the conduct results in/with;
 - bringing Star Hotels Group into disrepute,
 - damaging the interests/brand/reputation of the Star Hotels Group,
 - and/or incompatibility with the employee's duty of good faith to Star Hotels Group
- Where an allegation of inappropriate out of hours conduct comes to the attention of management and a connection between the conduct and the workplace can be established, an investigation will take place in accordance the *Discipline and Termination Policy*
- Where the investigation concludes there was misconduct, Star Hotels Group will determine whether disciplinary action is appropriate, having regard to the *Discipline and Termination Policy*.

Employee conduct outside of working hours has the potential to negatively impact Star Hotels Group ("Employer") and/or other employees of this workplace. Therefore, Star Hotels Group has the right to protect their business brand and/or reputation where damage may be caused by employees, despite the conduct occurring outside of working hours.

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

The purpose of this Policy is to:

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

INAPPROPRIATE OUT OF HOURS CONDUCT

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

- Bringing the Employer into disrepute;
- Damaging the interests, brand or reputation of the Employer; and/or
- Incompatibility with the employee's duty of good faith to Star Hotels Group

Please note, the above list is not exhaustive.

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

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

THE INVESTIGATION PROCESS

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

DISCIPLINARY ACTION

Where an investigation into inappropriate out of hours conduct concludes with a finding that an employee has engaged in misconduct, Star Hotels Group will determine whether disciplinary action is appropriate, having regard to the *Discipline and Termination Policy*.

In determining the nature of disciplinary action to be taken, Star Hotels Group will take into account the following:

- The nature of the conduct;
- The extent to which the conduct adversely impacts the business or public reputation of Star Hotels Group;
- The degree of connection that exists between the conduct and the employment relationship;
- The effect of the conduct on the relationship between the Employer and the employee; and
- Any mitigating circumstances.

The Below Listed Policies / Documents Interact with this Policy:

- *Anti-Discrimination Policy*
- *Discipline and Termination Policy*
- *Social Media Policy*

PERFORMANCE MANAGEMENT POLICY

KEY POINTS

- The manager/supervisor will give informal feedback to the employee at any time.
- In addition, the employee will participate in annual formal performance reviews.
- When a performance issue is identified by the manager/supervisor, they should meet with the employee as soon as possible and have a meeting to discuss the matter (*informal counselling*)
- Meeting must be appropriately documented
- If, upon review there has been little or no improvement, a *formal counselling* process should be implemented.

It is the aim of Star Hotels Group (the 'Employer') to ensure that it provides the best service to its customers, patrons, guests. To achieve this objective, all areas of the Employer's business must perform at the highest possible level. This in turn requires each employee to perform their assigned duties, utilising their skills, knowledge and experience to the best of their abilities.

The Employer also aims to ensure that appropriate tools and procedures are in place to manage employee performance as well as to support employees to perform at their best.

Accordingly, the Employer will ensure that:

- Adequate training, resources and support are provided to assist employee performance;
- Performance of employees is monitored and regular feedback is provided to employees on their performance;
- Good performance is encouraged and rewarded where appropriate;
- Areas for performance improvement are identified and addressed in a timely way; and
- Performance management processes are implemented in a fair and reasonable way.

PERFORMANCE REVIEW

The Employer will implement procedures to monitor employee performance and provide regular feedback.

The manager/supervisor will give informal feedback to the employee at any time as part of normal supervision activities. In addition, the employee will participate in formal performance reviews on a regular basis. At a minimum these will be conducted as follows:

- Prior to the end of the employee's ***Minimum Employment Period****; and
- On an annual basis.

In conducting a formal performance review, the manager/supervisor will ensure that:

- A review meeting is organised and conducted in a private area;
- Performance feedback provided is objective, fair and reasonable and based on aspects of the position held by the Employee; and
- The review is documented using the *Performance Review Form*;

The employee must be given the opportunity to read, comment on and acknowledge the review.

Where career or performance development activities have been identified for implementation, it is the responsibility of the employee to ensure that these are implemented as required, with the assistance of the manager/supervisor.

Where areas of performance improvement have been identified, the manager/supervisor must monitor the employee to ensure that the required improvement has been achieved. If it does not improve within the designated period, performance counselling may be implemented as below.

* The **Minimum Employment Period** ('MEP') is provided under the S383 of the *Fair Work Act 2009*. Star Hotel's Group MEP is 6 months.

PERFORMANCE COUNSELLING

The Employer will implement performance counselling procedures where concerns relating to any one or more of the following (non-exhaustive list) occur:

- Fulfilment of position duties and/or responsibilities;
- Service and/or work quality or standards;
- Time management;
- Compliance with the Code of Conduct, policies and/or procedures;
- Punctuality and/or attendance (including completion of timesheets);
- Interpersonal communication and professionalism.

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

Informal Counselling

Where a performance issue is identified by the manager/supervisor, they should meet with the employee as soon as possible to discuss the matter.

The meeting should proceed in the following manner:

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

The meeting must be documented on a *File Note* and securely retained by the manager/supervisor as a record of its occurrence.

If, upon review of the employee's performance there has been little or no improvement, or the performance issue is significant, a formal counselling process should be implemented as detailed below.

Formal Counselling

Where a significant performance issue is identified by the manager/supervisor, or there is ongoing performance issues following an informal counselling meeting, the manager/supervisor should meet with the employee as soon as possible to discuss the matter.

The meeting should proceed in the following manner:

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

The meeting must be documented on a *Performance Improvement Plan* ('PIP') and placed on the employee's file as a record of its occurrence. The employee should be provided with a copy of the PIP confirming what was addressed at the meeting and any action required to be taken as a result.

If, upon review of the employee's performance there has been little or no improvement, a disciplinary process should be implemented as detailed in the *Discipline and Termination Policy*.

The Below Listed Policies / Documents Interact with this Policy:

- *Discipline and Termination Policy*
- *File Note Form*
- *Performance Improvement Plan Form*
- *Performance Review Form*

PROBATION POLICY

POLICY COMMITMENT

Star Hotels Group (“Employer”) is committed to a consistent approach to the application of probation processes within Star Hotels Group.

This policy gives managers a clear direction on assessing the suitability of a new employee’s capability and overall performance as well as ensuring that all legislative requirements are met.

SCOPE

This procedure applies to all Star Hotels Group employees on probation including those employees engaged under Subclass 457 Visas or other related visas.

This procedure does not apply to:

- Existing Star staff that have completed their probation period
 - Contractors/Consultants
 - Trainees, Apprentices and Internships
-

RESPONSIBILITY & AUTHORITY

Managers

All Managers are responsible for ensuring they fulfil the requirements set out in the Probation Policy and ensure the Probation meetings are conducted within a timely manner as stipulated in the Policy.

Probation Employees

- Participate in all induction and probation requirements;
 - Meet agreed performance expectations;
 - Maintain regular contact with their manager; and
 - Adhere to the Probationary Work Agreement and complete all relevant actions.
-

PROBATION

About Probation

The primary purpose of probation is to allow time for an employer to assess a new employee’s suitability for a role.

A probation period incorporates the establishment of clear performance and conduct expectations between a manager and new employee.

Probation also provides an opportunity for an employer to ensure a new employee is able to perform their duties effectively by providing support, development opportunities, and feedback.

Probation Period

The *Fair Work Act 2009 (Cth)* provides for a probation period of up to six months and Star Hotels Group has determined that the probation period should be set at six (6) months.

Waiver of Probation

All relevant employees are subject to a probationary period. However, the People Support Team or the employee's manager may waive the requirement for a probation period if satisfied that:

- The employee is assessed as having the necessary capabilities to carry out the duties of the role to the required standard; or
 - The employee has already undertaken the probation period on a fixed term contract or as a casual employee.
-

THE PROBATION PROCESS

Prior to commencement

The employee's manager must ensure they meet their obligations regarding probation prior to a new employee's commencement.

This includes ensuring that:

- The Employment Agreement of the employee includes the length of the initial probation period and other associated information;
- The employee is provided with their Position Description outlining the duties, responsibilities and expectations of the role.

Ongoing Performance Feedback and Assistance

A probationary employee should receive regular, informal, timely, and balanced feedback to develop the capability to achieve the required performance and conduct standards. During this process, additional performance support should be identified and provided as required.

To assist, it is recommended that during the probation period, the responsible manager should hold probation meetings with the employee to discuss progress, performance, and conduct. These meetings may be informal (on the job training) or formal.

These meetings should occur:

- Within the first four weeks of commencing;
- No later than three months after starting duty;
- no later than three weeks prior to the end of the probation period.

Additionally, Managers should:

- Closely monitor the employee's performance and conduct;
- Provide regular constructive feedback on the progress, performance and conduct of the employee;
- Ensure that positive efforts and achievements are acknowledged.

The employee is required to:

- Participate in all induction and probation requirements and fulfil performance expectations as requested;
- Maintain regular contact with relevant supervisor/ manager;
- Apply themselves diligently to acquiring the skills and knowledge necessary to perform the full range of duties required of the position; and
- Seek early assistance/intervention where difficulties are encountered.

UNSATISFACTORY PERFORMANCE AND/OR CONDUCT DURING PROBATION PERIOD

If the Employee's Manager observes unsatisfactory performance and/or conduct during the probation period, they must:

- Consult the People Support Team for advice as soon as the issue is identified;
- Discuss the specific nature of the issue with the employee as soon as practical (except where the disclosure may prejudice any investigation into allegations of misconduct);
- Agree on and document remedial steps or developmental action to be taken;
- Implement and monitor the agreed action;
- Continue to closely monitor the employee's performance and/or conduct; and
- Advise the employee of the consequences of not meeting the agreed standard.

Employees have an obligation to actively participate in any necessary remedial action.

DECIDE WHETHER TO CONFIRM OR DISMISS

It is Manager's responsibility to determine if the employee is suited to the position within the last two weeks of the six (6) month probation period. The employment system will provide a prompt to manager's when the employee has four (4) weeks remaining of their probation period.

Confirmation of Appointment

Where an employee's performance and conduct has been assessed as meeting the required standard during the probation period, employment can be confirmed no earlier than 2 weeks before the end of the six-month period.

To confirm the employee's appointment, the employee's manager must:

- The manager to notify the People Support Team of the decision made.

Confirmation of Dismissal

Where an employee is determined by their Manager to not have performed satisfactorily and consequently is not suited for the role, the manager should seek the People Support Teams approval and support to dismiss the employee.

A meeting will be held with the employee prior to the conclusion of their probation period.

No right of appeal

An employee who has their probation terminated during the probationary period has no internal right of appeal.

DEFINITIONS

Performance - Means performance of the employee's duties and personal conduct.

Probation Period – The period of time defined and agreed in which an employer assesses the suitability of a probationary employee for confirmation of employment of the employee in the role.

PRODUCT KNOWLEDGE

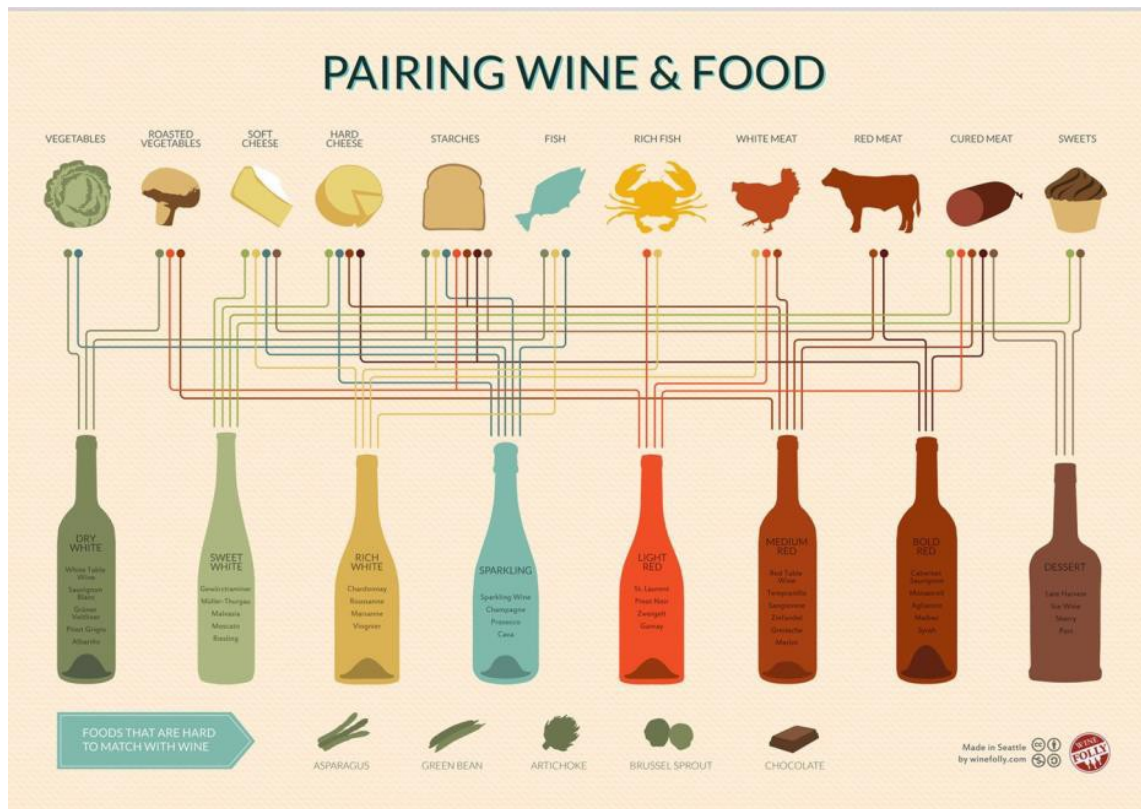
It is important when you are dealing with customers, that you are familiar with the venue's products on a wider range than just memorising the menu.

Understanding the specifics with each menu item gives you the opportunity to up sell additional products, gain customer's confidence in your suggestions and knowledge together with potentially maximising sales and enhancing the customers' experience.

- **How has the menu item been prepared?** This could include whether the item has been crumbed or battered? Grilled or fried? Boiled or poached?
- **How big is the menu item?** Is it big enough to share? What is the weight of the steak? Entrée size or main?
- **How much will it cost?** Although prices are listed on the menu, sometimes specials are not. Customers may not order specials as they could assume that they are expensive, so it is important when communicating the specials with your customers that you include the cost.
- **How is the menu item presented?** With salad dressing? With sauce? Garnish? With a steak knife?

It is as important to have strong product knowledge regarding the venues beverage offerings to ensure successful drinks sales that can also be complimented by food and beverage matching.

- Identify basic characteristics of beverages available from the venue – is this wine dry or sweet? Difference between ale and a lager? What is in a mojito?
- Key point with good food and beverage matching is that neither the food nor the beverage should overpower the other.



FOOD COMPONENTS	BEER FLAVORS	INTERACTIONS	EXAMPLE DISHES
GRAIN Farro, Arborio, Wild Rice, Polenta	CLEAN & CRISP American Amber Lager Bohemian-Style Pilsner	Complementary grain flavors balance hops while remaining light on the palate.	Creamy Risotto
BEANS & LEGUMES Lentils, Fava, Chickpeas, Green Beans	MALTY & SWEET English-Style Brown Ale German-Style Hefeweizen	Food adds richness to the beer while balancing salt and acidity.	Grilled Halibut with Pole Beans
SHELLFISH Clams, Scallops, Lobster, Crab	FRUITY & SPICY Belgian-Style Saison German-Style Hefeweizen	Beer brings out salinity and natural sweetness while cleansing the palate.	Mussels with Garlic, Parsley and Butter
RICH MEATS & ROOT VEGETABLES Paninis, Carrots, Beef Strip Loin, Lamb	SOUR, TART & FUNKY American Brett Belgian-Style Flanders	Combining these flavors brings out umami and adds earthy notes that rest on the center of the palate.	Grilled Ribeye and Root Vegetables
GAME BIRDS & GRAINS Duck, Quail, Quinoa, Farro	HOPPY & BITTER American Pale Ale American Brown Ale	Complements roastiness (Maillard reaction) while fat coats to neutralize hop bitterness.	Roasted Quail with Farro
FATS Butter, Olive Oil, Duck/Pork Fat, Dairy	HOPPY & BITTER DARK & ROASTY American Black Ale English-Style Brown Porter	Beer cuts through, balances strong flavors and allows for a complex finish.	Cashew Butter and Red Pepper Jelly on Toast
VEGETABLES (GRILLED) Carrots, Mild Peppers, Onions, Mushrooms	DARK & ROASTY Irish-Style Dry Stout German-Style Schwarzbier	Brings out umami and balances sweetness and richness.	Green Chili-Stuffed Portobello
CHEESE Brie (Fruity & Spicy), Gouda (Malty & Sweet), Aged Cheddar (Hoppy & Bitter), Blue (Dark & Roasty), Mozzarella (Clean & Crisp)	VARIES Belgian-Style Tripel English-Style Pale Ale	Beer complements the natural flavors and textures while cutting through fat, cleansing the palate.	Brie and Fruit
BRAISED MEATS & CHOCOLATE Beef Short-Rib, Pork Shoulder, <50% Cacao (Malty & Sweet), >50% Cacao (Dark & Roasty)	MALTY & SWEET DARK & ROASTY German-Style Bock Belgian-Style Porter	Highlights the roasted character (Maillard reaction).	Milk Chocolate Bread Pudding
PORK Sausage, Tenderloin, Terrine	HOPPY & BITTER FRUITY & SWEET Imperial India Pale Ale Belgian-Style Dubbel	The intensity of the pork fat stands up to the strong beer characteristics.	Pork Chops and Apple Relish
CREAMY DESSERTS Cheesecake, Ice Cream, Crema Brûlée, Mousse Cake	VARIES British-Style Barley Wine Belgian-Style Fruit Lambic	Balances richness on the palate so the dessert doesn't finish cloyingly.	Butterscotch Mousse with Dark Chocolate

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RESPONSIBLE SERVICE OF ALCOHOL POLICY

KEY POINTS

- Staff will not service any person under the age of 18 years, or any unduly intoxicated patron. Service may also be refused on the basis of disorderly conduct or the patron not meeting the establishment's standards of dress or behaviour
- Managers will always support staff who practice and enforce the RSA
- Employees must maintain a current RSA certificate and are required to provide a copy of this certificate to management from time to time

Star Hotels Group ("Employer") has a policy to serve patrons in a responsible, friendly and professional manner. Our staff are available to assist patrons in their decision to drink in moderation.

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

Star Hotels Group wishes to encourage patrons to enquire about our extensive range of low and non-alcoholic drinks and food offerings.

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

RESPONSIBLE SERVICE OF ALCOHOL

- Our management and staff (including contracted crowd controllers) support the responsible service and supply of alcohol.
- Star Hotels Group and staff abide by all relevant legislation relating to the service and supply of liquor, and this is reinforced and practiced in daily operations.
- Management and staff (including contracted crowd controllers) of Star Hotels Group are trained in the responsible service and supply of alcohol, and a register and copy of the Statements of Attainment of all staff are kept.
- Our management will always support staff who practice and enforce Responsible Service of Alcohol (RSA).

MINORS

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

-
- Anyone obtaining alcoholic drinks for consumption by minors will be removed from the premises.
 - Management supports staff who practice and enforce ID checking.
-

UNDULY INTOXICATED AND DISORDERLY PATRONS

- Licensing laws prohibit liquor supply to disorderly, unduly intoxicated and underage persons.
 - Patrons showing signs of undue intoxication or disorderly behaviour will be refused service and will be asked to leave the premises.
 - Star Hotels Group will not tolerate any harassment of patrons or staff of any kind and offending patrons will be asked to leave the premises.
 - Management supports staff refusing service for unduly intoxicated patrons.
-

SECURITY

- Star Hotels Group only employs crowd controllers licensed under the *Security Providers Act 1993*. Management keeps a register of all current licenses.
 - Crowd controllers will refuse entry to, and will ask unduly intoxicated patrons to leave the premises.
 - An incident register will be kept as a record with full details of incidents involving customers, staff and security.
 - Information on who will be refused entry will be clearly advertised at the entrance (e.g. Dress code).
 - Closed Circuit Television (CCTV) cameras are operational, and monitor and record at all entries and exits. CCTV recordings are held for a minimum of 28 days.
 - Our ratios of crowd controllers to patrons are to ensure the safety of our patrons.
-

STAFF TRAINING

- Due to the need for all employees involved in the sale or supply of liquor to maintain a current RSA certificate, those employees may be required, from time to time, to provide Star Hotels Group with a copy of the certificate.
 - Star Hotels Group supports on-going staff training in Responsible Service of Alcohol. Staff are required to attend regular meetings regarding changes to legislation and industry 'best practice'. A record of these meetings, including attendance, will be kept.
-

PROMOTIONAL ACTIVITIES

- Star Hotels Group will not engage in any practice or promotion that encourages the rapid or excessive consumption of liquor.
 - Star Hotels Group supports and abides by the "Code of Practice for the Responsible Service, Supply, and Promotion of Liquor".
 - Free liquor and multiple quantities of liquor are not promoted off the premises.
 - Management do not heavily discount or offer free alcohol to encourage a culture of binge drinking or irresponsible consumption practices.
-

RESPONSIBLE HOSPITALITY PRACTICES

- Star Hotels Group has a range of non-alcoholic and low-alcohol drinks available for patrons to purchase should they wish.
- Star Hotels Group will provide water as required by regulation.
- Star Hotels Group will promote awareness of drink spiking issues.
- Star Hotels Group encourages patrons to monitor and control their consumption of liquor and will deter patrons from rapidly and excessively consuming liquor.

NOISE MANAGEMENT

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

COMMUNITY AND INDUSTRY CONSULTATION REGARDING THE CONDUCT OF THE BUSINESS

- Management regularly attend local licensee forums and meetings.
- Star Hotels Group is a proud and responsible member of the community.

COMPLIANCE WITH *THE LIQUOR ACT 1992* AND OTHER LAWS

- Star Hotels Group complies with all mandatory laws including:
 - *Liquor Act 1992*
 - *Gaming Machine Act 1991*
 - *Anti-Discrimination Act 1991*
 - *Tobacco and Other Smoking Products Act 1998*
 - *Trade Measurements Act 1990*
 - *Security Providers Act 1993*
 - *Work Health and Safety Act 2011*
 - *Industrial Relations Act 2016*
 - *Fair Work Act 2009*
 - *Workers' Compensation and Rehabilitation Act 2003*
 - *Food Act 1981*
 - *Fire and Rescue Service Act 1990*
 - Local by-laws outlined by Local Government

RESPONSIBLE SERVICE OF GAMBLING

KEY POINTS

- Employees need to provide Star Hotels Group with a current RSG certificate
- Star Hotels can assist patrons with gambling problems through a Self-Exclusion Program
- It is considered to be 'best practice' to appoint a number of Customer Liaison Officers ("CLO") to cover all hours of trade
- Family members or friend (third party) of the customer/patron/guest may approach you and expresses concern for the customer/patron/guest. Inform the nominated person on duty or a person of authority in this instance.
- Where an employee notices a customer/patron/guest whose behaviour is excessive and is concerned (e.g. becoming abusive with other customer/patrons/guests while gambling or aggressive towards the machines) on a continuous basis, inform the nominated person on duty or a person of authority.

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

The entire gambling industry in Queensland (i.e. hotels, clubs, casinos, lotteries etc.) operates under a voluntary *Responsible Gambling Code of Practice* which focuses on harm minimisation. Star Hotels Group ("Employer") upholds this Code of Practice.

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

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

Licensees, gaming machine managers and employees are not counsellors. Counselling is best left to experts. Despite this, staff must still be prepared to be sensitive to the problems associated with gaming machine overuse. Star Hotels Group considers it essential to be sensitive to the needs of our customers and offer an appropriate level of service.

An exclusion can be either:

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

It can involve:

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

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

Some gamblers develop gambling problems. These people may approach Star Hotels Group for help. In this instance, we have a responsibility to them as a customer/patron/guest.

** Available to download from the OLGR website*

STAFF TRAINING

- Due to the need for all employees involved in the sale or supply of liquor to maintain a current RSG certificate, those employees may be required, from time to time, to provide Star Hotels Group with a copy of the certificate.
 - Star Hotels Group supports on-going staff training in Responsible Service of Gaming. Staff are required to attend regular meetings regarding changes to legislation and industry 'best practice'. A record of these meetings, including attendance, will be kept.
-

SELF-EXCLUSION PROGRAM

One of the ways Star Hotels Group can assist patrons is through a Self-Exclusion Program. It is preferable to refer the patron with a gambling problem to a nominated person. It is considered to be 'best practice' to appoint a number of Customer Liaison Officers ("CLO"), to cover all hours of trade. These CLO's should be in a supervisory position or higher, as some situations need to be handled professionally and discreetly. These guidelines are to be followed closely by all staff.

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

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

THIRD PARTY APPROACHES

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

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

VENUE DIRECTED EXCLUSION

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

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

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

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

SEXUAL HARASSMENT POLICY

KEY POINTS

- Sexual harassment can take various forms and be obvious or indirect, physical or verbal
- A person must not victimise another person because they have made a complaint of sexual harassment, or because a complaint of sexual harassment has been made about them
- In the event you have been sexually harassed, in the first instance (if you feel comfortable), confront the person and tell them it makes you feel uncomfortable. However, you do not have to approach the person sexually harassing you if you are afraid or intimidated.
- In this instance, you have the right to lodge a complaint with the People Support Team or authorised representative.
- Individuals can be held personally liable for their actions.
- Individuals are required to report if they suspect or see someone is being sexually harassed

Star Hotels Group (“Employer”) is committed to ensuring a workplace free from sexual harassment. Sexual harassment is prohibited under the relevant discrimination legislation - it is unacceptable and will not be tolerated under any circumstances.

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

WHAT IS SEXUAL HARASSMENT?

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

- (a) “subjects another person to an unsolicited act of physical intimacy; or
- (b) makes an unsolicited demand or request (whether directly or by implication) for sexual favours from the other person; or
- (c) makes a remark with sexual connotations relating to the other person; or
- (d) engages in any other unwelcome conduct of a sexual nature in relation to the other person;

and the person engaging in the conduct described in paragraphs (a), (b), (c) or (d) does so—

- (e) with the intention of offending, humiliating or intimidating the other person; or
- (f) in circumstances where a reasonable person would have anticipated the possibility that the other person would be offended, humiliated or intimidated by the conduct.”

WHAT BEHAVIOURS CAN CONSTITUTE SEXUAL HARASSMENT?

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

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

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

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

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

VICTIMISATION

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

Section 130 of the Act states:

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

- (a) because the complainant, or a person associated with, or related to, the complainant—
 - (i) refused to do an act that would amount to a contravention of the Act; or
 - (ii) in good faith, alleged, or intends to allege that a person committed an act that would amount to a contravention of the Act; or

-
- (iii) is, has been, or intends to be, involved in a proceeding under the Act against any person; or
- (b) because the respondent believes that the complainant, or a person associated with, or related to, the complainant is doing, has done, or intends to do one of the things mentioned in paragraph (a)(i), (ii) or (iii).”

Any form of victimisation is prohibited and will not be tolerated by Star Hotels Group.

WHAT IS NOT SEXUAL HARASSMENT?

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

However, such interaction may not be lawful where one or both parties are under the age of consent. Accordingly, sexual interaction as described above with an employee under the age of consent will not be tolerated under any circumstances.

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

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

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

In this instance, you have the right to lodge a complaint with the People Support Team or authorised representative. Complaints should be lodged immediately so that an investigation can be undertaken. Employees also have the right to make a complaint to the Queensland Human Rights Commission. However internal complaints are encouraged so that the complaint can be resolved quickly.

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

INVESTIGATION PROCESS

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

Step 1: The employee is to contact the People Support Team * to advise them of the alleged sexual harassment. At this step the employee may be asked to document their complaint and provide details of when the alleged sexual harassment incidents occurred, what happened, who engaged in the alleged sexual harassment, whether there were witnesses present as well as other relevant details.

Step 2: The People Support Team shall, upon receipt of the details of the complaint, commence an investigation into the complaint. This may involve interviewing witnesses, the complainant, the alleged harasser, and seeking other information to allow them to determine whether sexual harassment has occurred. At this step the People Support Team may also seek for an external party, such as QHA, to undertake the investigation.

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

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

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

Where the investigator is a person external to the workplace, the investigation report will be provided to the People Support Team who will then determine the appropriate outcome of the report findings.

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

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

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

RESPONSIBILITIES OF EMPLOYEES AND MANAGERS

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

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

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

Manager responsibilities include:

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

IMPLICATIONS OF SEXUALLY HARASSING BEHAVIOUR OR VICTIMISATION

Sexual harassment is strictly prohibited and will not be tolerated.

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

In addition, because allegations of sexual harassment are serious, any employee who is found, following a thorough investigation, to have deliberately fabricated allegations of sexual

harassment may be subject to disciplinary action including termination of employment or contract.

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

Victimisation is strictly prohibited and will not be tolerated.

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

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

REVIEW OF POLICY

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

The Below Listed Policies / Documents Interact with this Policy:

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

SKILL DEVELOPMENT AND SERVICE STANDARDS

Our employees are our most valuable resource and we plan to have an active role in your development and training.

All new employees, with the exception of casuals, are employed on a six (6) month probation period. During this time, you will receive training and undertake assessment in the requirements of your role to ensure you have the ability to perform your job effectively in the work environment.

It is expected that you will quickly and accurately familiarise yourself with our particular service and presentation styles. You are expected to follow our procedures. This assists in the smooth running of our venue and helps other employees work efficiently and safely.

- We expect all our employees to have a sound work ethic. There is always something to do. Communicate clearly and concisely with a smile.
- Be diligent and work safely.
- Never keep customers waiting; be prompt in the delivery of service.
- Go above and beyond the expectations of our customers.
- Know your stock so you can find it or make an item quickly. Work as part of a team and show respect for your fellow employees.
- Know your work area and anticipate the actions of those you work with.
- Never walk with empty hands. Clean and dust work areas continuously.
- Ask your Manager to direct you to a task if unsure.

Be courteous to customers and fellow employees. There is NEVER an excuse for rude, abrupt service or sloppy presentation.

Remember: If a job is worth doing it is worth doing well!

SOCIAL MEDIA POLICY

KEY POINTS

- Employees should not make reference to their place of work on social media
- Authorised Users (e.g. Sales and Marketing personnel) are permitted to make use of such platforms as it is incorporated into the duties of their position. These employees must be mindful at all times as they are representing the Employer and as such, the content, language and tone of their communications must be appropriate, and they must avoid expressing personal opinions at all times
- The use of social media at work must not adversely affect your work performance or impact on the work of others
- Employees who engage in unacceptable use of social media may face disciplinary action

Star Hotels Group (“Employer”) acknowledges that employees have a right to privacy and a personal life outside of work without scrutiny from their Employer. However, with advances in technology the boundary between home and work is becoming increasingly blurred. Therefore, the aim of this Policy is to outline and identify expectations for all employees regarding the use of Social Media.

This Social Media Policy applies to all employees of Star Hotels Group. This Policy has been developed to ensure that all employees of Star Hotels Group are aware of their responsibilities and obligations when using social media.

PRIVATE USE OF SOCIAL MEDIA

Star Hotels Group recognises that employees may wish to use social media for private use, and the intention of this Policy is not to discourage, nor unduly limit personal expression or online activities.

Social media refers to platforms where people can interact with others, usually via the internet. Social media occurs in a variety of formats including chat rooms, web blogs, social blogs, and wikis. Examples of social media that employees of Star Hotels Group may use include, but are not limited to Facebook, LinkedIn, YouTube, Flickr, Twitter, Snapchat and Instagram.

However, employees should recognise the potential for damage to be caused (either directly or indirectly) to Star Hotels Group in certain circumstances via personal use of social media, when they can be identified as an employee of Star Hotels Group. Additionally, even if they are not identified as an employee of Star Hotels Group, damage to the reputation of the Employer may still be caused through use of social media either in or out of the workplace.

Accordingly, employees must comply with this Policy to ensure that the risk of such damage is minimised. Employees are personally responsible for the content they publish in a personal capacity on any form of social media platform. When in doubt, seek guidance from the People and Compliance Support team on how to comply with the following obligations.

Any negative reference relating to the workplace made on a public domain can affect the reputation of the business and damage relationships between staff and stakeholders. The author could also be subject to a defamation claim. For this reason, Star Hotels Group recommends that individual social media profiles not include reference to an employee’s place of employment. Even where the profile has privacy settings in place, ‘friends’ or ‘contacts’ who read posts may share

those posts to external parties, including Star Hotels Group, meaning the posts can be made public.

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

ACCEPTABLE USE OF SOCIAL MEDIA ON PERSONAL DEVICES

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

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

- Use social media for the sole purpose of benefiting Star Hotels Group;
- Disclose that they are an employee of Star Hotels Group and a representative of the organisation;
- Use correct spelling and grammar as far as practical;
- Do not make any disparaging or negative comments about Star Hotels Group, other employees of the Employer, patrons or guests of Star Hotels Group, contractors or service providers;
- Venue Managers, Retail Managers and Accommodation Managers are the only person to post on behalf of the Star Hotels Group. This, however, is monitored by marketing personal from the Star Support Office
- Ensure that the Authorised User's login, passwords, and account details are protected and not distributed to any other person without the express permission of Star Hotels Group.

Authorised Users of social media must not comment on topics that are not within their scope or area of responsibility and must ensure that all social media posts are in accordance with the official position of Star Hotels Group on the particular issue, and comply with the obligations outlined in the Star Hotels Group *Code of Conduct Policy*.

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

REASONABLE USE OF EMPLOYER-OWNED DEVICES FOR SOCIAL MEDIA

Star Hotels Group recognises that employees will, on occasion, use the Employer's computer facilities, smart phones or other devices to access social media within the workplace during working hours.

Where the employer allows the employee to use or access social media in the workplace the use of social media must be reasonable, and comply with the following obligations:

- The use of social media must not adversely affect your work performance or impact on the work performance of others within the workplace;
- If access to computers is limited or shared, the employee must not use work computers or facilities for non-work purposes (such as accessing social media), where another employee needs to use the facilities for work related purposes;
- The employee must not install any unauthorised software, download social media programs or reconfigure any computer or machine owned by the Employer;

- The employee must use social media in a reasonable manner and must not cause damage to the Employer's reputation by engaging in unacceptable use of social media as outlined below.

The Employer recommends that personal use of social media should be limited to breaks and other non-work time where possible.

UNACCEPTABLE USE OF SOCIAL MEDIA

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

- Posting material that is offensive, obscene, defamatory, threatening, harassing, bullying, discriminatory, hateful, racist, sexist, infringes copyright or confidentiality or is otherwise unlawful;
- Implying that the employee is authorised to speak on behalf of Star Hotels Group or giving the impression that the views you express are those of the Star Hotels Group;
- Using the identity or likeness of another employee, contractor or other member of the Employer;
- Using or disclosing any confidential information or personal information obtained as an employee/contractor of the Employer;
- Making any comment or posting any material that might otherwise cause damage to the Employer's reputation or bring it into disrepute or be perceived as being negative; and
- Using social media for any reason during working hours excluding meal breaks (unless an Authorised User or in accordance with the 'Reasonable Use of Social Media' guidelines outlined above.

Employees who engage in unacceptable use of social media may face disciplinary action up to and including termination of employment in accordance with the Star Hotels Group 'Discipline and Termination Policy'.

PRIVACY AND MONITORING

Employees are advised that Star Hotels Group owns the computers used in the workplace and employees should have no expectation of privacy when using work provided facilities for private use. Where an employee's manager has reasonable suspicion of social media misuse in any of the circumstances listed in this policy document, or the use of the social networking sites for private use during work hours, the Manager may monitor the employee's system activity including checking internet usage and access without the employee's consent.

The Below Listed Policies / Documents Interact with this Policy:

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

SPILLS

In the event of any spill, the following action should be taken:

- Place precautionary signs out immediately, and ensure that it remains near the area until it is completely dry and deemed safe for traffic.
- Isolate the spill.
- If possible, the spill should be completely cleaned up using a dry towel. If that isn't possible, notify another staff member to bring a mop and wet floor sign to the area.
- Staff should not leave an identified spill unattended. The first staff member should stay and guard the spill and warn approaching guests to avoid the area.
- Contact your Manager/Supervisor and alert them to the potential hazard.
- Prevent traffic near the area until the spill has been cleaned, cleared and dried.
- Complete an Incident Report if required.

Remember: Safety is everyone's responsibility!

STAFF DISCOUNTS

Star Rewards - Star Staff Cards

- The Star Rewards Team are pleased to announce the release of the new Star Staff Cards.
- The cards are swiped at time of purchase and automatically provide the staff discount. They are also accessible via the Star Rewards mobile app.
- The discounts apply at any time for staff, including during and out of work hours
- Only the Staff Member whose name is on the card can use the Staff Card.

Staff Card Discounts Include:

- A 50% discount at any time for up to 4 people when dining in with family and friends
- A 20% food discount on major special event days (e.g. Melbourne Cup, Mother's Day).
- Complimentary room hire for Functions at Venues along with a 20% food discount.
- A 10% discount on items in the retail stores. Not available on sale items.
- \$75 per night in a standard room at all accommodation venues. Subject to events, School Holidays and Availability.
- 7% discount on members pricing levels for all items not on special already (excludes Tobacco)
- Silver Fleet Pricing on Toyota vehicles, which includes:
 - 5 year unlimited kilometre warranty
 - Potential eligibility for GST credits as well as tax deductions via depreciation
 - Capped price servicing with Toyota Service Advantage
 - Minimum vehicle retention of none months or 15,000km
- Access to thousands of new, demonstrator and used cars with AP Eagers. Benefits include:
 - Average fleet or preferential pricing saves customers between \$3000 - \$6000 on a new vehicle purchase (may be more depending on price of the vehicle)
 - If greater market competitive price on the new vehicle is not reached, you will receive a \$100.00 fuel card

What happens when a Staff Member leaves?

- Your staff card will be cancelled and transferred to a Valued Star Rewards Card
- Your Points will be transferred.

Minors are not issued a Staff Card

Unfortunately, the staff card is not able to exclude Alcohol and Gaming Points and for this reason if you are under 18 you are unable to be issued a Staff Card. When you turn 18, a Card will be issued to you.

**Staff Cannot play Gaming Machines at their own Venue.*

If you have any questions or concerns, please contact the Star Loyalty Team

All employees of the Star Hotels Group – support office, retail and on premise are entitled to a Star Hotels Staff Card. The staff card will allow them access to discounts on food and beverages, with the conditions outlined below.

The cash register attendant must ring up the item for sale.

The staff member purchasing the product must present their Star Hotels Staff Card for the appropriate discount to be automatically applied to the transaction.

On payment, a receipt must be provided to the purchasing staff member, as proof of purchase.

Food Discounts:

-
- Salaried staff such as Venue Manager, Assistant Manager, Duty Manager etc. who are unable to take a break (physically cannot have a 30 minute break) are entitled to a complimentary meal up to the value of \$25.00 (note: a 50% discount needs to be applied to this transaction before charged to the correct account).
 - For sites that are buffet sites, salaried staff entitled to a complimentary meal as per the above policy, will receive a complimentary buffet meal. It is the manager's discretion if the timeframe is outside of buffet hours and they may approve an a-la-carte meal.
 - All other staff are entitled to a 50% discount at all times (prior to the commencement of shift, on a break or after a shift has completed). Staff working at buffet sites will be charged only \$7.50 for a buffet meal. Staff are also entitled to 50% discount at any time for up to 4 people if they chose to dine in one of our venues with family and friends.
 - All discounts on food are automatically applied upon using the staff card on the POS terminal

Beverages:

- Staff can drink water when on shift, this must be done in back of house areas and glasses of water/water bottles are not to be stored in customer view. No staff member is entitled to any post mix, bottled soft drink or juice unless this is being paid for in full.
- Coffee can be purchased by staff for \$2.
- All beverages whilst frequenting a venue when off duty must be paid for.

Retail:

- All staff are entitled to 10% discount off retail items (excluding items on special and cigarette products). The retail attendant must ring up the item for sale.
- The discount will be automatically applied with the use of the staff card at the POS terminal.
- On payment, a receipt must be provided to the purchasing staff member, as proof of purchase. No discount applies to items on special.

Remember: Discounts are a privilege not a right!

TRAINING AND DEVELOPMENT POLICY

Star Hotels Group (“Employer”) is committed to enhancing the skills and career opportunities of employees. The Employer recognises that the profitability of the business is related to the level and quality of services offered to customers and guests.

Therefore, Star Hotels Group is committed to the training and development of employees where is it deemed to be necessary and/or beneficial.

EMPLOYER DIRECTED TRAINING

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

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

When the Employer makes a commitment to an employee in terms of skills development, the Employee may be required to continue in the service of the Employer for an agreed period in order for the Employer to obtain a return on their investment in the Employee.

EMPLOYEE REQUESTED TRAINING

Where an employee requests to attend a training course that is not related to their position or to the business of the Employer, the Employee will be responsible for undertaking the training during their own time and at their own expense, unless otherwise agreed by the Employer..

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

If the training is scheduled during rostered time, the employee requesting the training will also be required to apply for leave for the duration of the training.

This leave must be approved by the employee’s manager.

The Employer may, at its discretion, provide support to an employee to undertake non- mandatory training. This may be in the form that the Employer chooses, including provision of paid time off, financial support towards purchase of training materials and / or course registration costs. Any decision to provide support or otherwise will be final and will not be subject to further review.

NEW EMPLOYEES AND RMLV / RSA / RSG

When advertising a position, Star Hotels Group will state within the advertisement the duties and responsibilities of the position. As well as the criteria an applicant must satisfy before being considered for a job.

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

With regard to a role where the appointee will be required to undertake tasks for which they are required to hold a certain qualification, such as RMLV, Star Hotels Group will state this requirement that applicants for the role must already possess the qualification.

EXISTING EMPLOYEES AND RMLV / RSA / RSG

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

Where a required qualification lapses or is not held, this may result in Star Hotels Group being required to not roster work to the Employee until the required qualification is obtained within a reasonable timeframe.

The Below Listed Policies / Documents Interact with this Policy:

- *Discipline and Termination Policy*
- *Responsible Service of Alcohol House Policy*

WORKING AT HEIGHTS

The rules to be aware of in relation to working at heights are:

- Never use a ladder unsupervised.
- If you need a ladder make sure it is the right one used in the right way.
- It must be in good condition
- It should be tied to prevent slipping
- It must extend at least one (1) metre above work level
- You must always have three (3) points of contact with the ladder when using it.
- Never climb off a ladder onto a roof.
- Never substitute a ladder for furniture or other objects i.e. chairs, boxes etc

Remember: If you must use a ladder, follow the rules!

WORKPLACE HARASSMENT AND BULLYING POLICY

KEY POINTS

- Workplace harassment/bullying is unacceptable, and Star will not tolerate this under any circumstances
- Employees are required to immediately report incidents of workplace harassment
- **Investigation process:**
 - employee contacts manager and may be asked to document and provide details
 - manager immediately commences investigation and notifies the People Support Team
 - investigator to make decision on the incident
 - investigator will advise all relevant parties of these findings
- Disciplinary action will be taken against an employee who is found to have bullied/harassed another person

Star Hotels Group (“Employer”) is committed to ensuring a healthy and safe workplace that is free from workplace harassment/bullying. Workplace harassment/bullying is unacceptable and Star Hotels Group will not tolerate harassing or bullying conduct under any circumstances.

This Policy defines workplace harassment/bullying, clearly outlines Star Hotels Group expectations of conduct in the workplace and the implications for engaging in harassing/bullying conduct, and the investigation process Star Hotels Group will undertake to investigate and resolve complaints.

Employees and workers are encouraged to refer to this policy where they feel they are being harassed/bullied, and report any concerns to their manager or the People Support Team.

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

WHAT IS WORKPLACE HARASSMENT/BULLYING?

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

QUEENSLAND WORK HEALTH AND SAFETY – WORKPLACE BULLYING

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

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

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

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

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

Examples outlined in the Guide include:

- Abusive, insulting or offensive language or comments;
- Aggressive and intimidating conduct such as standing over, invading personal space, poking or use of gestures to otherwise physically threaten;
- Unjustified criticism or complaints;
- Deliberately excluding someone from workplace activities;
- Withholding information that is vital for effective work performance;
- Setting unreasonable timelines or constantly changing deadlines;
- Setting tasks that are unreasonably below or beyond a person's skill level;
- Denying access to information, supervision, consultation or resources to the detriment of the worker;
- Spreading misinformation or malicious rumours;
- Changing work arrangements such as rosters and leave to deliberately inconvenience a particular worker or workers.

FAIR WORK COMMISSION – WORKPLACE BULLYING

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

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

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

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

Examples of Bullying include:

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

ACTIONS THAT ARE NOT WORKPLACE HARASSMENT/BULLYING

Legitimate and reasonable management actions (taken in a reasonable way) and business processes are not considered to be workplace harassment/bullying, provided these actions are conducted in a reasonable way. Examples include:

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

EFFECTS OF WORKPLACE HARASSMENT/BULLYING ON PEOPLE AND THE BUSINESS

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

People who are harassed/bullied can become distressed, withdrawn, or can develop mental ill-health conditions such as anxiety or depression, and can lose self-esteem and self-confidence.

WORKPLACE STRATEGIES TO ELIMINATE WORKPLACE HARASSMENT/BULLYING

Star Hotels Group will take the following actions to prevent and control exposure to the risk of workplace harassment/bullying:

- Provide all workers with workplace harassment/bullying awareness training;
 - Develop a code of conduct for workers to follow;
 - Introduce a complaint handling system and inform all workers on how to make a complaint, the support systems available, options for resolving complaints and the appeals process;
 - Regularly review this workplace harassment/bullying policy, complaint handling system and training.
-

RESPONSIBILITIES OF WORKERS

Star Hotels Group requires all workers to behave responsibly by complying with this Policy, to not tolerate unacceptable behaviour, to maintain privacy during investigations and to immediately report incidents of workplace harassment to their manager or the People Support Team.

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

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

WHERE CAN I GO FOR ASSISTANCE

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

COMMITMENT TO PROMPTLY INVESTIGATE COMPLAINTS

Star Hotels Group has a complaint handling system which includes procedures for reporting, investigating, resolving and appealing workplace harassment/bullying complaints.

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

INVESTIGATION PROCESS

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

- Step 1: The employee is to contact their manager* to advise them of the alleged workplace harassment/bullying. At this step the employee may be asked to document their complaint and provide details of when the alleged workplace harassment/bullying incidents occurred, what happened, who engaged in the alleged workplace harassment/bullying, whether there were witnesses present as well as other relevant details.
- Step 2: The manager* shall, upon receipt of the details of the complaint, immediately commence an investigation into the complaint and notify the People Support Team. This may involve interviewing witnesses, the complainant, the alleged harasser/bully and seeking other information to allow them to determine whether workplace harassment/bullying has occurred. At this step the Manager* may also seek for an external party, such as QHA, to undertake the investigation.
- Step 3: The investigator shall make such a determination on the balance of probabilities having regard to the information gathered and the likelihood the workplace harassment/bullying occurred. The finding shall be reflected as either the complaint is substantiated, or the complaint is not substantiated.

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

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

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

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

In some circumstances, it may be appropriate to either relocate or suspend the person about whom the complaint has been made on full pay while the investigation is undertaken. Note that a casual employee may not be required to work any shifts during the period of the investigation. Such suspension does not imply any guilt in relation to the allegations, but is merely to ensure the ongoing health and safety of all parties to the complaint as well as the integrity of the investigation.

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

** or in the event the complaint involves the Manager contact the People Support Team.*

IMPLICATIONS OF BREACHING THIS POLICY

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

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

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

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

REVIEW OF POLICY

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

The Below Listed Policies / Documents Interact with this Policy:

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

WORKPLACE HEALTH AND SAFETY POLICY

KEY POINTS

- Workplace health and safety is the shared responsibility of managers, supervisors and employees
- Everyone in the workplace has a duty of care to ensure that health and safety responsibilities are met

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

The provision of a safe and healthy working environment is of primary importance to Star Hotels Group (“Employer”).

Star Hotels Group will strive to provide a work environment that is safe and free from risk to the health and well-being of all employees, contractors, subcontractors, trainees, customers and other members of the public.

POLICY OBJECTIVES

Star Hotels Group will conduct its activities in accordance with these objectives and provide a work environment that:

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

RESPONSIBILITIES

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

Management Commitment

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

- Ensuring the workplace health and safety of each employee at work;
- Actively consulting with all stakeholders in the maintenance of a safe workplace;
- Integrating workplace health and safety into all aspects of the workplace;
- Providing appropriate training and resources to meet the objectives of this Policy;

- Promoting communication about workplace health and safety as a normal component of all aspects of work;
- Ensuring the provision of safe plant, tools and personal protective equipment if required; and
- Taking effective and timely action to address any health and safety issues or risks in the workplace.

Employee Commitment

Employees are responsible for:

- Working, and encouraging others to work, in a healthy and safe manner;
- Cooperating with, supporting and promoting health and safety in the workplace;
- Reporting or rectifying any unsafe conditions that comes to their attention;
- Ensuring compliance with workplace health and safety instructions;
- Using personal protective equipment if the equipment is provided by the Employer and the employee is properly instructed in its use;
- Ensuring they do not wilfully or recklessly interfere with or misuse anything provided for workplace health and safety;
- Ensuring they do not wilfully or recklessly place at risk the health and safety of any person at the workplace;
- Ensuring they do not wilfully injure themselves or others; and
- Ensuring fitness for duty at all times including being well and not being under the influence of drugs or alcohol such that it impairs their ability to safely undertake their duties.

The Below Listed Policies / Documents Interact with this Policy:

- *Code of Conduct*
- *Discipline and Termination Policy*
- *Drugs, Alcohol and Smoking Policy*
- *General Conduct Policies*
- *Workplace Harassment / Bullying Policy*

WORKPLACE REHABILITATION POLICY

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

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Star Hotels Group will strive to provide a work environment that is safe and free from risk to the health and well-being of all employees, contractors, subcontractors, trainees, customers and other members of the public.

POLICY OBJECTIVES

Star Hotels Group will conduct its activities in accordance with these objectives and provide a work environment that:

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

RESPONSIBILITIES

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

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

- Ensuring the workplace health and safety of each employee at work;
- Actively consulting with all stakeholders in the maintenance of a safe workplace;
- Integrating workplace health and safety into all aspects of the workplace;
- Providing appropriate training and resources to meet the objectives of this Policy;
- Promoting communication about workplace health and safety as a normal component of all aspects of work;
- Ensuring the provision of safe plant, tools and personal protective equipment if required; and
- Taking effective and timely action to address any health and safety issues or risks in the workplace.

Employee Commitment

Employees are responsible for:

- Working, and encouraging others to work, in a healthy and safe manner;
- Cooperating with, supporting and promoting health and safety in the workplace;
- Reporting or rectifying any unsafe conditions that comes to their attention;
- Ensuring compliance with workplace health and safety instructions;
- Using personal protective equipment if the equipment is provided by the Employer and the employee is properly instructed in its use;
- Ensuring they do not wilfully or recklessly interfere with or misuse anything provided for workplace health and safety;
- Ensuring they do not wilfully or recklessly place at risk the health and safety of any person at the workplace;
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The Below Listed Policies / Documents Interact with this Policy:

- *Code of Conduct*
- *Discipline and Termination Policy*
- *Drugs, Alcohol and Smoking Policy*
- *General Conduct Policies*
- *Workplace Harassment / Bullying Policy*