

# GROUP POLICY INDUCTION

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# POLICY AGENDA

- Code of Conduct
- Health & Safety
- Environmental
- Quality
- Risk Management
- Injury Management
- Mobile Phone
- Electrical Safety
- Fitness for Work

# POLICY APPLICATION

## The Policies apply to:

- Employees; and
- Third parties including contractors, subcontractors (including temporary subcontractors) and customers and agents (including suppliers, manufacturers, designers and importers) that work for the Star Group.

Collectively referred to in the Policies as  
**'workplace participants'**

# CODE OF CONDUCT

## What you will do?

- ✓ To act and maintain high standard of integrity and professionalism at all times & Promote the interests of Star Group and do not act contrary and unethical towards the business

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- ✓ Conduct and exercise equality, courtesy and respect when dealing with others in the workplace  
Be respectful of workplace environment

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- ✓ Support workplace diversity and not tolerate discrimination, harassment, sexual misconduct and bullying.

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- ✓ Avoid apparent conflict of interest and be scrupulous in relation to confidential information

Star Group is committed to ensuring workplace participants contribute to the success of our organisation and that of our clients.

Furthermore, our workplace participants have an obligation to the Business, our Clients and themselves to observe high standards of integrity and fair dealing. Unlawful and unethical business practices undermine workplace participant and client trust.

# HEALTH & SAFETY POLICY

## Objectives:

- ✓ Prevent workplace injuries and illnesses and strive for an incident and injury free workplace

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- ✓ Continuously improve our workplace participant's health and safety capability and skills

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- ✓ Pursue and maintain a companywide 'Safe Workplace' culture

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- ✓ Provide an emergency response plan for all our sites and offices

Star Group is committed to the health and safety of workplace participants by complying with relevant health and safety laws, applying good practice and industry-based health and safety policies and procedures.

# HEALTH & SAFETY POLICY

## Star Group's Commitment:



**YOUR COMMITMENT**  
Take reasonable care to protect the health and safety of yourself and others. As well as to cooperate and comply with all policies, procedures and instructions.

01	02	03	04	05	06
Set realistic company health & safety objectives & targets and maintain management accountability	Ensure our Management System accredited to AS/NZS 4801 & is integrated into all business activities	Provide appropriate support, information, instruction, training, resources or supervision to support policy objectives	Identify hazards and risks and eliminate so far as reasonably practicable	Continually, review, monitor, consult and improve objectives, targets and systems	Comply with laws, regulations, standards, recognised codes of practices and contractual obligations

# ENVIRONMENTAL POLICY

## Objectives:

- ✓ Integrate environmental management into our everyday operations

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- ✓ Continuously improve our environmental efficiency (sustainability)

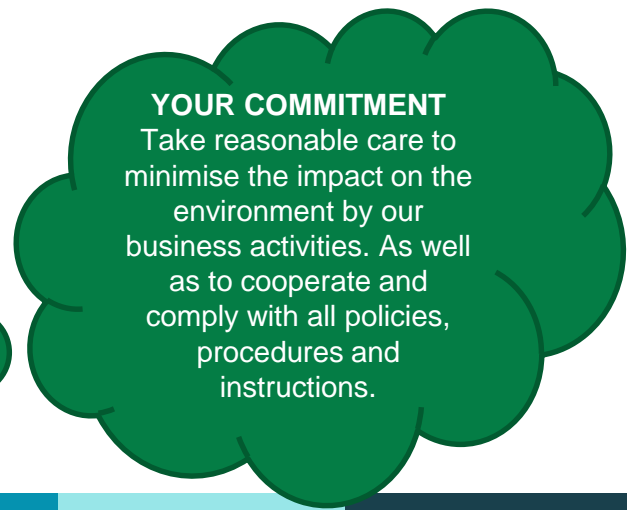
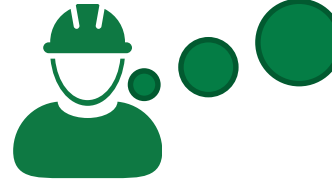
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- ✓ Comply with relevant laws

Star Group is committed to minimise and manage the environmental impact of our business activities operation for the benefit of the community and future generations.

# ENVIRONMENTAL POLICY

## Star Group's Commitment:



01	02	03	04	05	06
Set realistic company environmental objectives & targets and maintain management accountability	Ensure our Management System accredited to ISO 14001 & is integrated into all business activities	Provide appropriate support, information, instruction, training, resources or supervision to support policy objectives	Identify hazards and risks and eliminate so far as reasonably practicable, reduce pollution and address as threats of serious or irreversible environmental damage	Continually, review, monitor , consult and improve objectives, targets and systems	Comply with laws, regulations, standards, recognised codes of practices and contractual obligations



# QUALITY POLICY

## Objectives:

- ✓ Consistently maintain smart and robust practices to deliver cost-efficient products and services on time, every time

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- ✓ Continually achieve industry best-practice and ensure a consistently high standard of quality is maintained in all endeavours

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- ✓ Conform to relevant specifications, statutory and regulatory requirements, and agreements and contractual requirements; and

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- ✓ Maintain a workplace environment where we learn from experiences and continuously improve our systems, products and services

Star Group is committed to providing high quality products and services that consistently satisfy client needs, ensure workplace participants are competent in their role and demonstrate a commitment to the achievement of our objectives and to the continual improvement of our products, services and operating systems.

# QUALITY POLICY

## Star Group's Commitment:



**YOUR COMMITMENT**  
Take reasonable care to ensure you take ownership for quality and service standards. As well as to cooperate and comply with all policies, procedures and instructions.

01	02	03	04	05	06
Set realistic company quality objectives & targets and maintain management accountability	A ISO9001 accredited Management System integrated into all business activities & has flexibility for new ideas, technology & innovation	Provide appropriate support, information, instruction, training, resources or supervision to support policy objectives	Work with suppliers in order to assist them in providing us with quality products and services	Continually, review, monitor, consult and improve objectives, targets, systems and client needs and requirements	Provide products & services that meet or exceed client expectations and comply with the law, standards, recognised codes of practices and contractual obligations

# RISK MANAGEMENT POLICY

## Objectives:

- ✓ To incorporate risk management into our culture and everyday operations

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- ✓ Establish good practice in eliminating or controlling the risks to which our business is exposed

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- ✓ Create, maintain and continually improve risk management principles, standards and processes

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- ✓ Integrate risk management into Star Group's business planning, operations and management of workplace participants

Star Group is committed to ensuring that risks to our business eliminates risks to health and safety, so far as is reasonably practicable. If it is not reasonably practicable to eliminate risks to health and safety, to minimise those risks so far as is reasonably practicable.

# RISK MANAGEMENT POLICY

## Star Group's Commitment:



**YOUR COMMITMENT**  
Take reasonable care by managing risks within your area of responsibility. As well as to cooperate and comply with all policies, procedures and instructions.

01	02	03	04	05	06
Develop a corporate risk profile and review annually or as needed	Establish critical risk pillars within our business and embed risk management processes into the critical business activities to manage	Provide appropriate support, information, instruction, training, resources or supervision to support policy objectives	Communicate and consult about our risk management principles, standards and processes	Continually review, monitor, report & improve risk management principals, standards and processes to effectively identify & control risks	Identify, assess, monitor and report on business risks, improvement and compliance

# INJURY MANAGEMENT POLICY

## Objectives:

- ✓ Prevent workplace injuries and illnesses and strive for an incident and injury free workplace

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- ✓ Comply with the requirements of our insurer's injury management program and treating doctor's guidelines

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- ✓ Provide the earliest and safest return to work after an injury or illness

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- ✓ Comply with relevant laws

Star Group is committed to ensuring employees and apprentices return to work following an injury or illness, by establishing a workplace return to work program that is consistent with workers compensation insurer's injury management program and the treating doctors guidelines and provides an early and safe return to work by using the workplace itself as a vital part of the rehabilitation process.

# INJURY MANAGEMENT POLICY

## Star Group's Commitment:



**YOUR COMMITMENT**  
Take reasonable care when complying with the workplace return to work program for a timely and safe return to work. As well as to cooperate and comply with all policies, procedures and instructions as updated from time to time.

01	02	03	04	05	06
Prevent illness and injury by providing a safe and healthy working environment	Ensuring that a return to work as soon as reasonably practicable is a normal practice and expectation	Ensuring early access to rehabilitation services and provide suitable duties as an integral part of the rehabilitation process	Consult with applicable injured person to assist with an effective rehabilitation program	Informing injured employees or apprentices of their rights in relation to a workers' compensation claim and provide interpreter service if required	Ensure that participation in a return to work plan will not of itself prejudice an injured employee or apprentices

# MOBILE PHONE POLICY

## Objectives:

- ✓ Eliminate or minimise so far as is reasonably practicable workplace incidents and injuries caused by mobile phone distractions and interruptions during workplace activities

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- ✓ Manage the unauthorised use of mobile phones in the workplace

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- ✓ Ensure workplace participants who are required to use mobile phones for the performance of their role are authorised by the relevant managers

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- ✓ Continuously improve our workplace participant's knowledge of mobile phone safety and Star Group's requirements

Star Group is committed to ensuring that all workplace participants are provided with guidelines regarding the appropriate use of their company supplied and private mobile phones during the course of performing their duties in Star Group's business. No workplace participant is to use a mobile phone in the workplace unless authorised to do so.

# MOBILE PHONE POLICY

## Star Group's Commitment:



**YOUR COMMITMENT**  
Take reasonable care to protect the health and safety of yourself and others. As well as to cooperate and comply with mobile phone standards policies and procedures.

01	02	03	04	05	06
Implement guidelines for authorised use of company supplied mobile phones	Enable where reasonably practicable two-way radios as the primary means of communication	Not using mobile phone while operating a motor vehicle unless a 'Hands-free Car Kit' is installed	Allow mobile phones to only be used in breaks and emergency situations when authorised communication means are not available	Ensure Company supplied mobile phones are used predominantly for the performance of the role. Private usage of the mobile phone must be kept to a minimum	Ensure processes and procedures are in place for the safe use of a mobile phone in the workplace and educate and train workplace participants in such..



# FITNESS FOR WORK POLICY

## Objectives:

- ✓ Recognise the importance of workplaces free of fatigue, drugs and alcohol

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- ✓ Prevent workplace injuries and illness caused by fatigue, drugs and alcohol

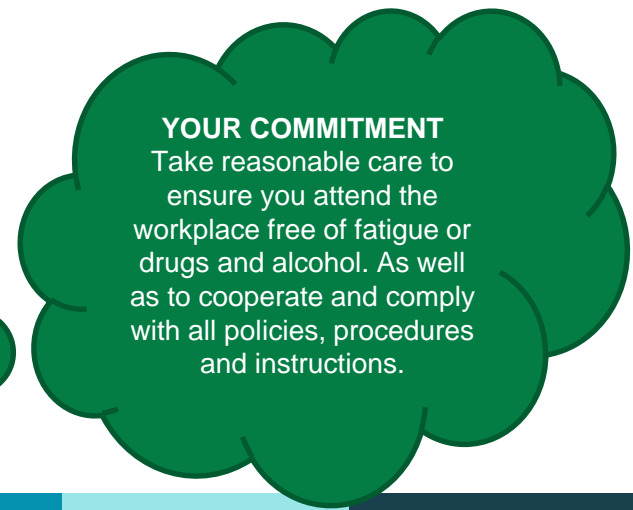
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- ✓ Pursue and maintain a companywide 'Safe Workplace' culture

Star Group is committed to providing safe, healthy and productive workplaces and recognise that fatigue, drugs and alcohol can affect a workplace participant's health and wellbeing and ability to perform their work tasks safely and productively.

# FITNESS FOR WORK POLICY

## Star Group's Commitment:



### YOUR COMMITMENT

Take reasonable care to ensure you attend the workplace free of fatigue or drugs and alcohol. As well as to cooperate and comply with all policies, procedures and instructions.

01	02	03	04	05	06
Develop, implement & continually improve fitness for work management principals, procedures and processes	Implement drug & alcohol testing of workplace participants on a random basis & ensure workplace participants are aware drugs and alcohol are prohibit in the workplace	Provide appropriate support, information, instruction, training, resources or supervision to support policy objective	Educate workplace participants on the risk of fatigue and drugs & alcohol, particularly in the workplace, while using plant & equipment and driving a vehicle	Provide access to confidential counselling/ Employee Assistance & maintain confidentiality when support services are being provided	Comply with laws, regulations, standards, recognised codes of practices and contractual obligations

# ELECTRICAL SAFETY POLICY

## Objectives:

- ✓ Eliminate the likelihood of workplace injuries and illnesses due to electrical shock or arc flash

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- ✓ Continuously improve our workplace participant's electrical safety capability and skills

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- ✓ Comply with relevant health and safety laws and contractual requirements.

Star Group is committed to the health, safety and welfare of workplace participants that may be affected by our electrical works. Star Group aims to prevent contact with energised conductors by informing our electrical workers of the status of electrical conductors for the purpose of fault-finding, commissioning and testing.

**NEVER ASSUME AN EXPOSED CONDUCTOR IS DEAD - TEST EVERY TIME BEFORE YOU TOUCH!**

# ELECTRICAL SAFETY POLICY

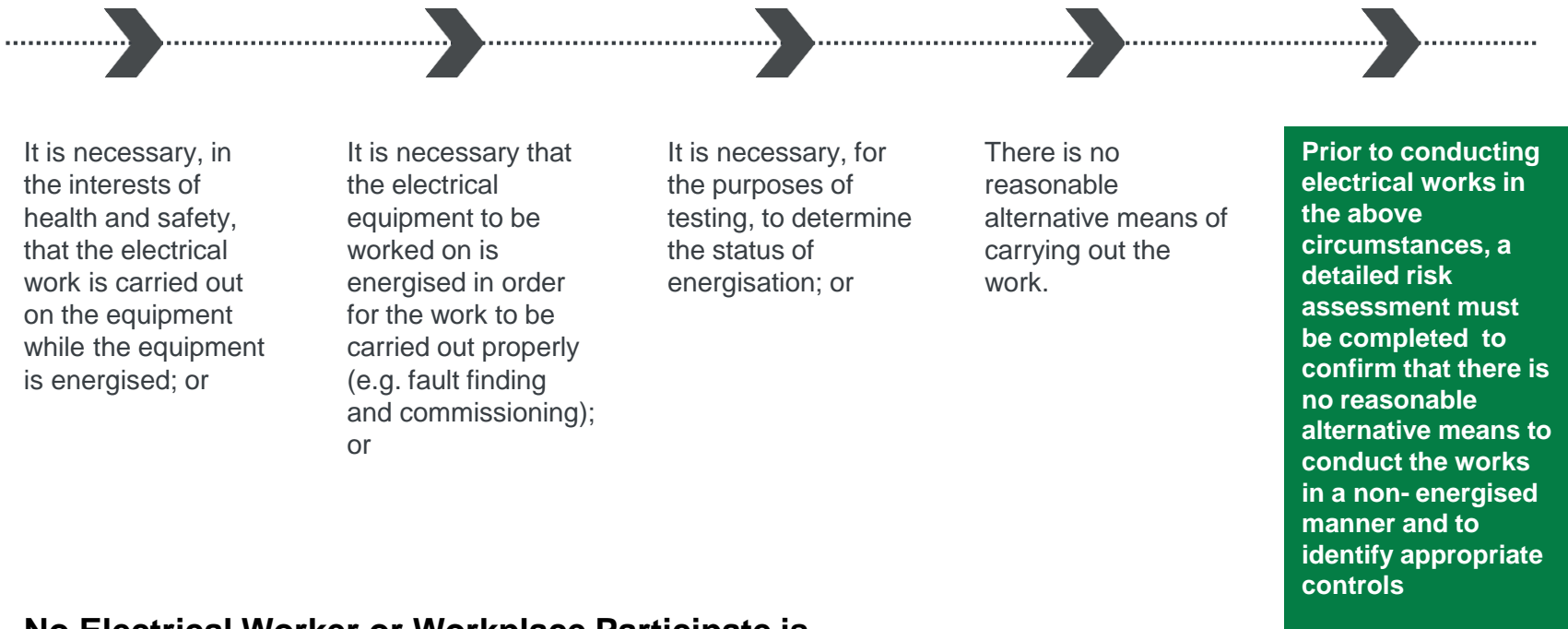
## Star Group's Commitment:

01	02	03	04	05
Communicate, especially to Electrical Workers, our electrical safety policy, procedures and objectives to undertake electrical works safely;	Ensure Workplace Participants understand they are authorised and expected to stop work and immediately if a task carries an unacceptable level of risk;	Provide appropriate support, information, instruction, training, resources or supervision to support policy objective	Establish a safe system of work which complies with relevant health and safety laws and which is listed in a safe work procedure	Ensure only Electrical Workers are authorised to undertake allowable energised electrical works, other than fault finding & commissioning.

# ELECTRICAL SAFETY POLICY

## Allowable Energised Electrical Work:

In all circumstances, other than those listed below, there is a prohibition on working on energised electrical equipment. Specific electrical works that can be justified under relevant laws are circumstances where:



**No Electrical Worker or Workplace Participant is to undertake electrical work if they it is unsafe to do so.**

# ELECTRICAL SAFETY POLICY

## YOUR COMMITMENT

In undertaking allowable electrical works, Electrical Workers and Workplace Participants must observe the following precautions:

- low voltage installation work may only be undertaken by an Electrical Worker. An apprentice or trainee or trades assistant can undertake low voltage work under the direct supervision of an Electrical Worker;
- always follow applicable isolation procedures to confirm the installation is not energised;
- implement and maintain measures to eliminate, or control, the risk of persons carrying out electrical work inadvertently contacting any part of the installation that remains energised;
- any exposed conductor in the work area must be confirmed by an Electrical Worker as isolated and/or securely shielded from possible contact;
- perform checks to ensure that the circuits and apparatus of the part of the installation that is being worked on are not energised before work commences and remain that way until the work is completed; and
- cooperating and complying with all Star Group policies, procedures and instructions.

QUESTIONS?