



Public & Community Housing

CONTENTS

This presentation will review the following subjects:

1. The rules for working on Public & Community Housing
2. Our Policies & Code of Conduct
3. Our expected standards of behaviour
4. Work Health & Safety requirements.

QUALITY POLICY



Elliam is committed to providing exceptional service in refurbishment and construction services.

Our quality objectives are to have satisfied clients, deliver to their requirements and maintain a review process for continual improvement.

To ensure these objectives are achieved, we have established and will maintain a quality management system which complies with AS/NZS ISO 9001:2016.

Through our training programs, all employees have gained a sound understanding of this policy, our management system and are empowered to deliver service excellence.

We will achieve our objectives through our focus, our commitment and our training.

A handwritten signature in black ink, appearing to read "Wayne Dreis".

Wayne Dreis

Managing Director

ENVIRONMENT POLICY



Elliam Pty Ltd is committed to planning, carrying out and monitoring its operations in order to:

- comply with relevant EPA regulations and other legal requirements, any local council development application consent conditions and any additional customer requirements relating to the environment;
- set measurable environmental targets;
- prevent pollution;
- minimise waste through efficient material utilisation, re-use or recycling and disposal of waste in accordance with all requirements;
- respond promptly to any emergency situation which could cause adverse environmental impacts.

Environmental compliance will be regularly reviewed. We aim to prevent problems from occurring and promote continuous improvement towards best practice in environmental management in accordance with ISO 14001.

Appropriate training, instruction and resources will be provided to ensure that staff understand how to implement the Environmental Management Plan. Staff are encouraged to offer suggestions about how environmental protection measures can be improved. Such suggestions will be assessed by Elliam management and implemented as appropriate.

Elliam is open about its environmental policy and will make it available to relevant interested parties.

A handwritten signature in black ink, appearing to read "Wayne Dreis".

Wayne Dreis

Managing Director

Elliam Pty Ltd

WORK HEALTH & SAFETY POLICY



Our Health & Safety is based on a belief that the well-being of people employed at work, or people affected by our work, is a major priority and must be considered during all work performed on our behalf.

People are our most important asset and their health and safety is our greatest Responsibility. Members of the public shall be given equal priority to that of our employees.

The objectives of our Safety Policy are:

- To achieve an accident free workplace;
- To make health & safety an integral part of every managerial and supervisory position;
- To ensure health & safety is considered in all planning and work activities;
- To involve our employees in the decision making processes through regular Communication and consultation.
- To provide a continuous program of education and learning to ensure that our employees work in the safest possible manner;
- To identify and control all potential hazards in the workplace through hazard identification and risk analysis;
- To ensure all potential accident/incidents are controlled and prevented;
- To provide effective injury management and rehabilitation for all employees;

The success of our health & safety management is dependent on:

1. Pro-active planning of all work activities with due consideration given to Implementing WH&S controls that are suitable to each given situation;
2. Compliance with state or territory legislative requirements;
3. Understanding the total work process and associated WH&S risks;
4. Ensuring the work team is totally committed to achieving our objectives;
5. Ensuring that open and honest communication exists between management and all employees.

A handwritten signature in black ink, appearing to read "Wayne Dreis".

Wayne Dreis

Managing Director

Honesty

- We require all of our employees to be honest
- Stealing, misappropriating or converting items for private use and using information gained through unauthorised access are criminal actions. Any such offense may result in dismissal and notification of relevant authorities

Relationship with Customers

- Our business is based on customer service and you should always behave in a manner that will enhance trust and confidence
- Treat all customers with respect, courtesy and equality
- Be mindful of general appearance and presentation
- Be mindful of bad language
- Exercise caution in your personal relationships with customers
- Be careful in accepting hospitality
- Do not accept gifts of money or any gift that entails obligation
- Do not seek or accept personal fees for services on behalf of Elliam

Sexual Harassment / Discrimination

- It is your responsibility to be aware of what constitutes sexual harassment /discrimination
- Treat everyone with respect and equality

Public & Community Housing Requirements

- Avoid Excessive Noise
- Do Not Use the tenant's Services:
 - Water
 - Gas
 - Electricity
 - Phone
- Do Not Smoke or Eat in the premises
- Do Not store equipment or materials on the premises
- Children Must Be Supervised at All Times
 - No work if the child is under 18 and alone.
- Remove all rubbish from the work - leave the property in a clean & tidy state at the end of each day
- No animals or pets owned by workers are allowed on the premises
- Animals or pets owned by the tenants must not be antagonised or mistreated
- Respect Confidential and Private Information. Do Not disclose or abuse confidential information about the principal or tenants.

Toolbox Talks/Meetings

- You are required to take an active role in toolbox talks
- Feedback is always encouraged
- It is mandatory to attend toolbox talks and to confirm attendance by signing the appropriate paperwork

Housekeeping

- Effective housekeeping can help control or eliminate workplace hazards. Poor housekeeping practices frequently contribute to incidents. If the sight of debris, clutter and spills is accepted as normal, then other more serious hazards may be taken for granted.
- Housekeeping is not just cleanliness.
 - It includes keeping work areas neat and orderly, maintaining floors free of slip and trip hazards, and removing of waste materials and other fire hazards from work areas.
 - It also requires paying attention to important details such as the layout of the whole workplace, aisle marking, the adequacy of storage facilities, and maintenance. Good housekeeping is also a basic part of incident and fire prevention.
- Effective housekeeping is an ongoing operation: it is not a one-time or hit-and-miss cleanup done occasionally. Periodic "panic" cleanups are costly and ineffective in reducing incidents.

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Wayne Dries

Managing Director

SITE RULES

Electrical Isolation

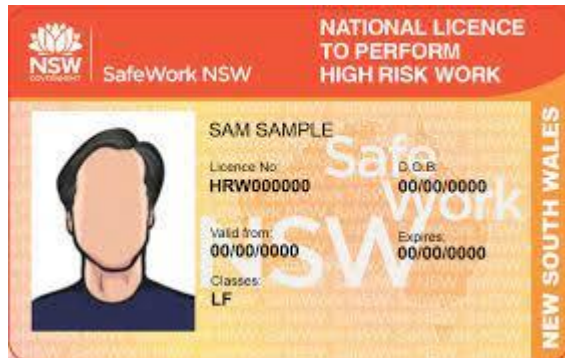
1. Always verify, tag or lock all energy isolations.
2. Do not remove an Isolation Tag or Lock other than your own, without authorisation.



SITE RULES

Plant & Equipment

1. Always operate equipment within defined safety limits.
2. Do not operate equipment unless qualified.



SITE RULES

Confined Space

1. Always obtain authorization before entering a Confined Space.



SITE RULES

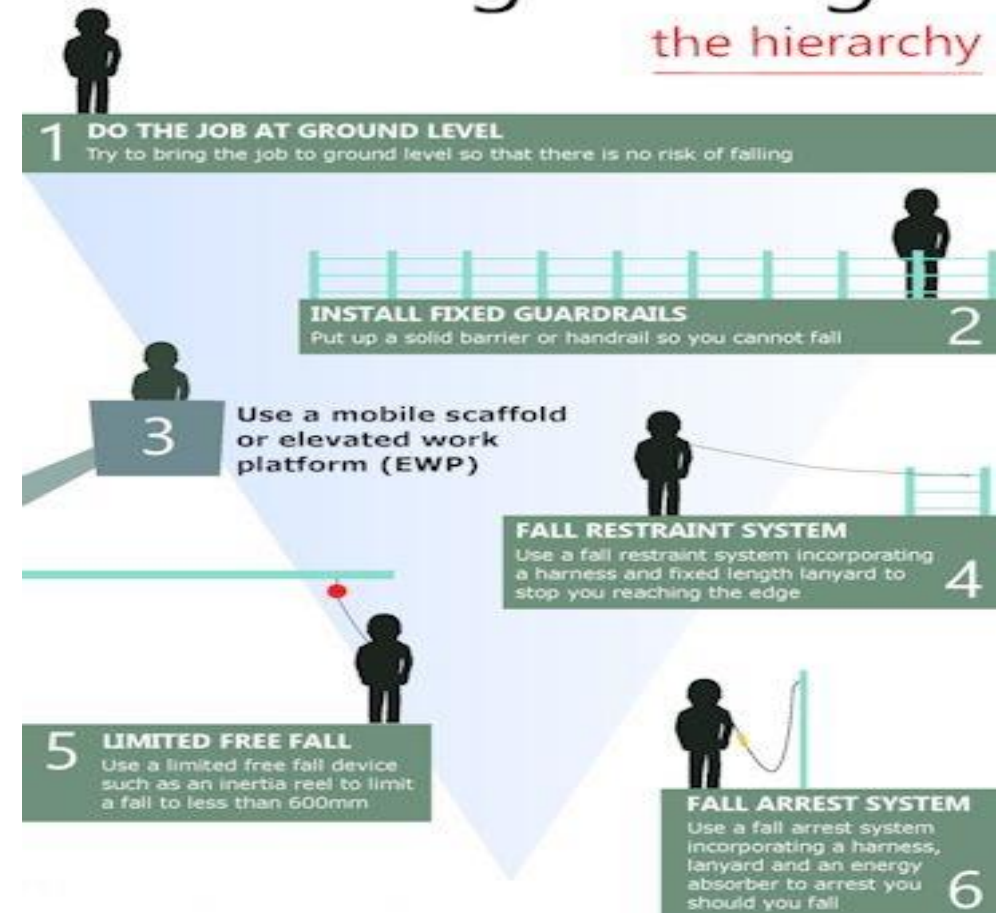
Safety Systems

1. Never disable or override a Safety Device without authorisation.



SITE RULES

working at height the hierarchy



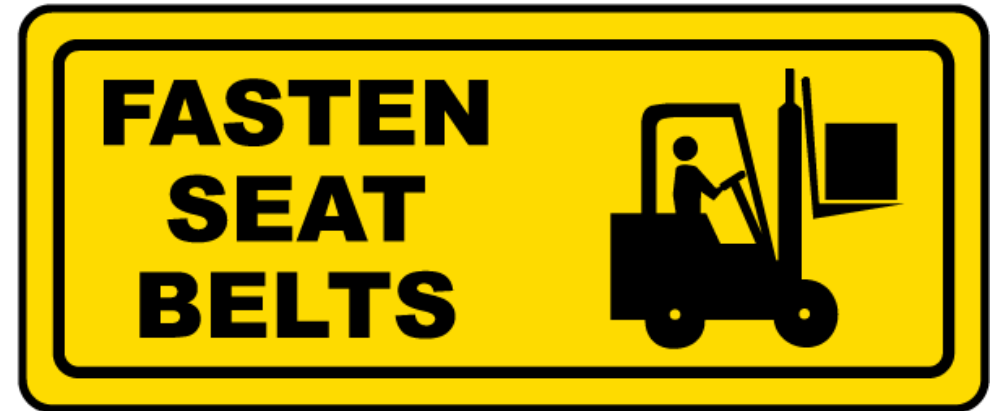
Working at Heights

1. Always protect against falling where you can fall more than 2 metres.

SITE RULES

Mobile Plant

1. Always wear Seatbelts when in a moving vehicles



SITE RULES

Mobile Plant

1. Never consume or be under the influence of illicit Drugs or Alcohol while at work



WALK AWAY POLICY

No Job is so important & No Service is so urgent that we cannot take time to perform our work

SAFELY



TYPICAL HAZARDS

On a Residential Construction Site

This is the legislated process for dealing with hazards:

Spot the Hazard

Identify the jobs or tasks which are likely to or have caused injury or caused harm.

Assess the Risk

Identify which of the hazards pose the greatest risk to us



TYPICAL HAZARDS

