



Welcome to

BioGiene

Induction Handbook

Version 01/2018

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1. Welcome!

Welcome to BioGiene!

We are excited that you have joined the company and look forward to a long, happy and successful partnership together.

This booklet is by no means a complete guide to your employment with us. It has been developed to act as a resource and reference for employees in their induction process. This booklet will be updated as required as our business evolves and grows.

The purpose of this booklet is to introduce you to BioGiene and provide an overview of the company, our policies & procedures. If you have any further queries or questions please consult with your Site Manager. You will also be provided with additional training & tool box information sessions in relation to the following:

- Specific Work Health and Safety Procedures
- Company Policies which will impact you
- Work Instructions for each of the tasks you will be required to carry out

2. Company Background

BioGiene is a professional provider of specialist outsourced hygiene and sanitation services to clients in the food and further processing industries throughout Australia and New Zealand.

We are committed to delivering a service of the utmost quality, deploying our experienced personnel, equipped with modern systems and the knowledge and experience of our management team. We consider ourselves a market leader of outsourced hygiene and sanitation services in the food processing industry.

3. Mission Statement

We are committed to sustaining a personalized, flexible and cost-effective service package.

We are dedicated to developing our client relationships.

We relentlessly pursue improvements and dynamic change.

We pool together our experience, resources and skills to provide the services our clients need.

4. BioGiene Culture

"We have many different ideas and many different people throughout our organisation. Yet we are one company, one team, with one culture".

Our employees are the underlying foundation of our culture. In order to emphasise and maintain a focus on this, we will provide you with a culture card to serve as a reminder of our core values and purpose.



The following features characterise our business:

- Customers - Acting in the best interests of our customers at all times. Recruiting and nurturing long term, passionate, energetic, and motivated individuals who aim to grow and develop with the company.
- Personal Development - Encouraging and supporting professional development and growth amongst our staff be it in the attainment of formal qualifications or the growth of leadership skills or other personal qualities.
- Reward and Recognition - Recognising excellence of performance in our staff and rewarding that excellence accordingly.
- Teamwork - Working within a team of motivated individuals, BioGiene treat each other with respect and are prepared to work collaboratively for the benefit of the clients and the company.
- Food Safety – Delivering a clean site both visually and microbiologically on time, every time.

5. Workplace Health & Safety Overview

- 5.1** At BioGiene we take your safety seriously, and therefore it is a condition of your employment, that you comply with the BioGiene Workplace Health and Safety Policy and Procedures. As part of your induction your Site Supervisor/manager will familiarise you with these policies and procedures. (Refer also to Workplace policies and procedures)
- 5.2** You are responsible for your own health and safety and that of your work mates. BioGiene are responsible for maintaining a healthy and safe workplace and ensuring compliance to safety procedures, and ensuring that the procedures are followed and understood by employees.
- 5.3** It is required by all persons involved in the operations of BioGiene (including contractors) to comply with the following safety requirements:
- 5.3.1 Compliance with the company Work Health and Safety Policies
 - 5.3.2 Ensure personal protective equipment (PPE) is worn correctly and used on site (in line with the companies WH&S Policy) and cared for appropriately;
 - 5.3.3 Report any hazards, injuries or incidents, (including near misses) witnessed or sustained immediately to a BioGiene supervisor or manager. The appropriate management actions will be swift to ensure removal of the hazard or its causes.
 - 5.3.4 No employee or individual may use, possess, sell or supply alcohol, illegal drugs or unauthorised prescription drugs (Refer Drug and Alcohol policy);
 - 5.3.5 If working at a red meat facility you will require a Q-fever vaccination prior to commencing employment. A P2 Facemask must then be worn for the following 15 days after the vaccination. No employee without confirmed immune status or record of vaccination will be permitted entry to site.
 - 5.3.6 Complete work tasks as per the relevant Safe Operating Procedure.
 - 5.3.7 Ensure that you do not complete any task that you have not been trained and deemed competent in as per the relevant Safe Operating Procedure.



- 5.3.8 In addition, all contractors must:
- Supply valid Certificates of Currency for both Public Liability and Workers Compensation insurance.
 - Assess the workplace for hazards and develop safe work practices.
 - Develop and implement WHS Systems, policies and procedures for their own workers.
- 5.4 Common sense must prevail at all times and any doubt regarding personal safety, or that of your workmates, on the job. The job should be stopped immediately discussed with your Site Manager If in doubt – **STOP-don't do it.**
- 5.5 All sites have a copy of WH&S Policy & Procedures. All staff members are welcome to refer to the WH&S Policy & Procedures. Contact your Site Manager if you wish to discuss any safety issues, or feel free to contact the BioGiene Health and Safety Coordinator on (07) 3391 5600 or email whs@biogiene.com.au

6. Basic Safety Rules

Please abide by these basic safety rules.

- Do not handle chemicals (or decant) until trained, assessed and signed off as competent.
- Do not misuse compressed air lines.
- Forklift drivers must have a high-risk licence with the relevant class and are not to accept passengers.
- Do not take short cuts over, or under machinery and/ or equipment.
- Do not carry out any job or operate any machinery unless trained to do so and deemed to be competent.
- Keep your work area clean and tidy.
- Keep passage ways clear unless barricades are being used.
- All incidents, injuries and near misses, must be reported to Site Manager.
- No open footwear.
- Eye protection (goggles or face shields) must be worn whenever using chemicals or while in areas where other workers may be using chemicals.
- No practical jokes or horseplay.
- Any electrical faults must be reported immediately to Site Manager.
- Any damage must be reported to Site Manager.
- Wear all appropriate personal protective equipment (PPE) supplied.
- Report all hazards you see or think of.

7. Site Safety Plan

Each site has a site safety plan which has been drawn up specifically for that site. As part of your induction your Site Supervisor / Manager will familiarise you with the relevant site safety plans and evacuation procedures.



8. Employee Obligations

You must at all times obey any instruction given to you by a team leader, supervisor or manager unless it is unsafe to do so.

- 8.1** You are obligated to undertake any task assigned to you to the standard required unless you consider it unsafe to do so. In such cases the decision will be referred to higher management.
- 8.2** You must not go into any area of the plant without the permission of a site manager/supervisor. You are bound by all relevant BioGiene policies and procedures relating to your work
- 8.3** You must work diligently and efficiently at all times and perform to the cleaning standards required.
- 8.4** You must be honest in your dealings with management.
- 8.5** You must maintain your personal hygiene and wear protective equipment as set out in the Safe Operating Procedure.
- 8.6** In particular you are required to comply with the Food Safety/Hygiene policies and procedures, the Workplace Health and Safety Policies and procedures, and the evacuation plan.
- 8.7** You are also required to comply with the relevant rules, regulations and policies of the Host Site. These include (but are not limited to the following):
 - Lock out tag out procedure (LOTO).
 - Permit procedures (confined space, working at heights).
 - Licencing where required.
 - Site Access/Egress rules.
 - Fit for duty – Drug alcohol and impairment.
 - Loose Items Policy.
- 8.8** You agree to keep the employer:
 - a) Informed at all times of any medical condition that may impact upon your fitness for work; and/or
 - b) Informed at all times of any special risk that exists for you when performing the duties required of you, whilst employed by the employer.
- 8.9** It is a further condition of employment that you will, where possible; assist the employer in order to assess your fitness to carry out normal work duties and to assist the employer to meet its Workplace Health and Safety Obligations.
- 8.10** You will keep the employer informed of any symptoms of discomfort, pain or altered sensation experienced by you during your employment and will make yourself available for an assessment by a qualified medical service provider in order to determine your fitness or suitability to perform duties safely.
- 8.11** BioGiene will cover all direct costs for pre-employment screenings, testing and vaccinations. However, if employment is terminated, whether voluntarily or not within the three (3) month probationary period, then the cost of the procedures will be deducted from your wages/salary as per Section 324 (Permitted Deductions) of the Fair Work Act 2009.



9. Code of Conduct

The Code of Conduct applies to all employees and provides the framework of principles for conducting business; dealing with management and other employees; and dealing with clients and suppliers. The Code of Conduct does not replace legislation and if any part of it is in conflict, then legislation takes precedence.

BioGiene will:

- 9.1** Act and maintain a high standard of integrity and professionalism.
- 9.2** Be responsible and trustworthy in the proper use of Company information, data, funds, equipment and facilities.
- 9.3** Be considerate and respectful of the environment and others.
- 9.4** Exercise fairness, equality, courtesy, consideration and sensitivity in dealing with other employees, management, clients and suppliers.
- 9.5** Perform duties with skill, honesty, care and diligence.
- 9.6** Not accept unwanted touching, sexual or racial jokes, uninvited propositions/requests of a sexual nature, and/or sexual pornographic material of any kind.
- 9.7** Not accept language which is abusive, threatening, of a sexual nature or that is offensive to other employees – respect the confidentiality/privacy of others.
- 9.8** Ensure a work environment free of bullying and harassment (i.e. no verbal abuse, constant criticism, insults, horseplay, continuous assignment of unpleasant tasks, threatening, intimidation or discrimination).
- 9.9** Enforce a zero tolerance for drug and alcohol on site or in the proximity of the workplace. All employees must be willing and available to perform random testing at any specified stage.
- 9.10** Maintain high personal standards of occupational health and safety, food hygiene, personal hygiene/cleanliness and general housekeeping.
- 9.11** Report any workplace injury or illness as soon as the incident occurs and participate in rehabilitation and return to work programs when injured.
- 9.12** Abide by all policies, procedures and lawful directions that relate to your employment with BioGiene and/or our Clients
- 9.13** Any employee, who in good faith, raises a complaint or discloses an alleged breach of the Code, whilst following correct reporting procedures, will not be disadvantaged or prejudiced. All reports will be dealt with in a timely and confidential manner.

BioGiene expects cooperation from all employees in conducting themselves in a professional, ethical and socially acceptable manner of the highest standards. Any employee in breach of this policy will be subject to disciplinary action, including dismissal.

If the employee is uncomfortable about talking to any of the above, please make an appointment to see the Human Resources Manager by calling 0403 457 610 or email hr@biogiene.com.au



10. Disciplinary Procedures

Minor Breaches of Performance Standards or Code of Conduct

- 10.1** Failure to perform your specified duties and responsibilities in a safe and efficient manner, and/or failing to comply with Food Safety Standards, will result in a verbal or written warning being issued to you dependant on the nature and severity of the offence.

If a Site Manager believes you have failed to perform to the standard required, he/she will arrange a meeting to which you are entitled to be accompanied by a support person. This will give you the opportunity to correct your performance issues or misconduct. If the performance problem is not rectified, a further warning will be given (either a written warning or final written warning). A further breach of policies, procedures and standards after the receipt of a final warning will result in the termination of your employment. A similar process will apply to unacceptable conduct/behaviour.

- 10.2** Minor misconduct includes, but is not limited to:

- Performing designated work poorly and not meeting standards.
- Refusal to carry out reasonable directions.
- Poor punctuality or chronic/continual absenteeism.
- Abusive or discourteous communication with the manager/supervisor, other employees, contractors, clients or anyone associated with the business.
- Presenting to work in a condition hindering the ability to perform designated tasks.
- Poor maintenance of vehicle/machine for which the employee is responsible.
- Wastage of material.
- Leaving the workplace without authorisation.
- Failure to wear company uniform and correct Personal Protective Equipment.

Serious Misconduct

- 10.3** If it is alleged that you have committed an act of serious misconduct, you will be suspended with pay while an investigation is undertaken. You will then be given the opportunity to respond to the allegations against you, which will be provided to you, along with any witness statements available to management.

- 10.4** Circumstances of direct Serious Misconduct, where specific evidence of the act exists, and is non-defensible, may result in instant dismissal.

- 10.5** Serious misconduct includes, but is not limited to:

- Being under the influence of liquor, drugs or other harmful and/or intoxicating substances.
- Unauthorised possession or use of weapons (or items portrayed as such) in the workplace.
- Dishonesty and/or deliberately supplying incorrect information.
- Grossly offensive behaviour.
- Disregard or negligence of duty/responsibilities.
- Unauthorised possession of goods belonging to the company or client (theft).
- Fraudulent time keeping.
- Wilful damage to equipment, property or product of the company, client or other.
- Instigating or participating in violence or assault.
- Deliberate disruption of the client's business operations.
- Divulgence of confidential company or client information.



11. Media Relations Policy

Professional Use of Social Media

- 11.1 BioGene requires all employees to maintain a certain standard of behaviour when using Social Media for work or personal purposes.
- 11.2 This policy applies to all employees, contractors and sub-contractors of BioGene who contribute to or perform duties such as:
- Maintaining a profile page for BioGene on any social or business networking site (including, but not limited to LinkedIn, Facebook, or Twitter);
 - Making comments on such networking sites for and on behalf of BioGene,
 - Writing or contributing to a blog and/or commenting on other people's or business' blog posts for and on behalf of BioGene and/or
 - Posting comments, videos or photographs for and on behalf of BioGene on any public and/or private web-based forums or message boards or other internet sites.

Procedure

- 11.3 No employee, contractor or sub-contractor of BioGene is to engage in Social Media as a representative or on behalf of BioGene unless they first obtain the Managing Director's written approval.
- 11.4 If any employee, contractor or sub-contractor of BioGene is directed to contribute to or participate in any form of Social Media related work, they are to act in a professional manner at all times and in the best interests of BioGene.
- 11.5 All employees, contractors and sub-contractors of BioGene must ensure they do not communicate any:
- Confidential Information relating to BioGene or its clients, business partners or suppliers;
 - Material that violates the privacy or publicity rights of another party; and/or
 - Information, (regardless of whether it is confidential or public knowledge), about clients, business partners or suppliers of BioGene without their prior authorisation or approval to do so; on any social or business networking sites, web-based forums or message boards, or other internet sites

Personal Use of Social Media

- 11.6 BioGene acknowledges its employees, contractors and sub-contractors have the right to contribute content to public communications on websites, blogs and business or social networking sites not operated by BioGene. However, inappropriate behaviour on such sites has the potential to cause damage to the Company as well as its employees, clients, business partners and/or suppliers.
- 11.7 For this reason, all employees, contractors and sub-contractors of BioGene must agree to not publish any material, in any form, which identifies themselves as being associated with BioGene or its clients, business partners or suppliers.
- 11.8 All employees, contractors and sub-contractors of BioGene must also refrain from posting, sending, forwarding or using, in any way, any inappropriate material including but not limited to material which:
- Is intended to (or could possibly) cause insult, offence, intimidation or humiliation to BioGene, our clients, business partners or suppliers;



- Is defamatory or could adversely affect the image, reputation, viability or profitability of BioGiene, clients, business partners or suppliers; and/or
- Contains any form of Confidential Information relating to BioGiene, or our clients, business partners or suppliers.

Mobile Phones

- 11.9** BioGiene restricts all use of mobile phones on site in production areas unless authorised by the Managing Director. Mobile phones are only permitted to be used in lunch rooms whilst on breaks except for business related use. BioGiene prohibits any photographs to be taken on site without the permission and approval of the Managing Director. Please note that any employee who takes photographs at work will face instant dismissal.
- 11.10** All employees, contractors and sub-contractors of BioGiene must comply with the Media Relations Policy. Any breach of this policy will be treated as a serious matter and may result in disciplinary action including termination of employment or (for contractors and sub-contractors) the termination or non-renewal of contractual arrangements.

12. Food Safety

12.1 Required Hygiene Practices and Foreign Object Prevention Requirement

As part of both our customers and regulatory standards, there are certain requirements that BioGiene and our staff / employees must follow. This is to prevent any potential contamination by people of the plant, premises and any associated products.

12.2 Hand Washing

Hands **MUST** at all times be washed using sanitising soap and water and **MUST** be dried before entering the food production areas. Hands also **MUST** be washed after: Blowing your nose, using toilets/bathrooms, handling rubbish, or waste or whenever a chance of contamination can occur. Employees **MUST** not use their mouth to hold items. Employees must not blow air for the purpose of inflating or opening rubbish bags or equipment coverings. Spitting, urinating or defecating in any place other than sanitary facilities provided will, if proven, result in termination of employment or contract.

12.3 Movement

All personnel, visitors and contractors **MUST** not move from an inedible area to an edible area without first changing into clean outer protective clothing and footwear and thoroughly washing hands with soap and water.

12.4 Controlling Foreign Objects

When we enter and work in food processing/manufacturing environments, we could contaminate food and packaging directly or indirectly with foreign objects. Therefore the following potential foreign objects are not allowed within a food manufacturing plant:

- Rubber bands
- Wrist Watches
- Cigarette Lighters or Matches
- Jewellery (including body piercing)
- Neck or Wrist Chains
- False Nails, nail polish, false eye lashes, excessive makeup



- Pen Lids,
- Sticky tape,
- Pins, staples, nails
- Plain Band Aids
- Items made of wood or glass

12.5 Jewellery

No jewellery (including watches) can be worn except a plain wedding band and an approved medical alert bracelets/necklaces. Wedding bands with stones or engravings, tongue, eye or other jewellery items are NOT ALLOWED within the food production areas. Difficult to remove wedding bands must be covered with an impervious dressing or glove that is changed at each work break. NO false eyelashes, false finger nails, nail polish, makeup, body glitter, scented hand crèmes or any other cosmetics that may contaminate the product are allowed.

12.6 Glass and / or utensils

No glass, chinaware, wood utensils or cutlery is allowed in any food production areas.

12.7 Eating / Drinking

NO chewing, eating or drinking is allowed inside the food production areas. Designated areas are provided outside of production areas. NO food or drink is to be brought into the food production areas

12.8 Smoking

NO smoking is allowed whilst wearing production uniforms. Smoking is only allowed in customers designated areas.

12.9 Cuts, Abrasions

If you have a cut, wound or abrasion, you shall NOT handle any direct or indirect food contact surfaces unless adequately covered with a brightly coloured water proof bandage and approved by a BioGiene/client first aid officer. Likewise cuts, wounds or abrasions must be checked and dressed by a first aid officer each day before commencement of work.

12.10 Sickness

It is an offence to work in a food processing area if a person is known, displays symptoms of, or is suspected to be suffering from, or is a carrier of, a food borne disease. This includes affliction with infected wounds or sores. A food borne disease means a disease that is capable of being transmitted through the consumption meat and meat products.

All employees must therefore have prior to employment a medical certificate showing there is no impediment to employment.

Any person suffering from the following ailments:

- a) Severe cold and flu symptoms,
- b) Stomach cramps, vomiting and / or diarrhoea,
- c) Contagious or infectious diseases (such as Hep A, Hep B),
- d) Infected wounds or sores,
- e) Dermatitis, rashes or skin irritations,



If you have any of these symptoms you must obtain a clearance from a doctor prior to commencing work and can NOT enter any of the food production areas.

13. Grievance Policy

- 13.1** BioGiene is committed to providing a complaints procedure that is helpful and user friendly to employees who are genuinely concerned that they have been subjected to bullying, sexual harassment or discrimination at work.
- 13.2** To ensure that an investigation of a complaint can be conducted in a timely manner, it is important that any complaint be lodged as soon as practicable after the occurrence of the incident.
- 13.3** BioGiene takes all complaints of harassment, discrimination, or victimisation very seriously and will investigate complaints confidentially, consistently and without bias.
- 13.4** BioGiene will ensure that no party to a complaint suffers any victimisation as a result of making a complaint and BioGiene will undertake disciplinary action where necessary.
- 13.5** In the first instance complaints should be raised with your supervisor, however there may be occasions where you may prefer to lodge a complaint with the Human Resources Manager please call (07) 3217 3108 or email hr@biogiene.com.au
- 13.6** All employees are required to observe strict confidentiality throughout the complaints procedure and about complaints in general.

14. Acknowledgement

I,....., declare that I have received a copy of the Welcome to BioGiene Induction Handbook. I have had it explained to me comprehensively and was also given the opportunity to raise any questions or concerns. I have read and understood the contents of the induction booklet and understand that this booklet is an important part of the induction/training process.

This document is required to be read in conjunction with any relevant BioGiene company policy documents, work health and safety procedures, and toolbox sessions to be provided by the employer.

Employee	BioGiene Representative
Name (please print):	Name (please print):
Date:	Date:
Signature:	Signature:

