



# **FRESH EVENTS + PEOPLE PTY LTD**

## **STAFF HANDBOOK**

### **Company and Contact Information**

**Fresh Events + People Pty Ltd**  
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## Welcome Message from the Managing Director

We are delighted that you have accepted our invitation to join Fresh Events + People Pty Ltd. We believe that you are a cut above the rest.

Fresh Events + People is a niche-staffing agency that supplies only trained, quality hospitality professional staff.

Our reputation and ongoing business depends on excellent customer service skills from our team, which our clients have come to expect.

Fresh Events + People pays above the award for casual agency staff and provides a flexible system that allows you to control your own employment in a unique manner not available anywhere else. In return we ask you to keep to your usual excellent service standards when on events with our clients.

As part of our overall commitment to excellence, and to enhance all our skills collectively, we host monthly training sessions. As part of your commitment to our team, it is a requirement to attend at least one core session and extra sessions where they are necessary for bettering and refining your skills.

We invite you to join our team and work together to achieving an excellent employment relationship and continuous work from satisfied clients.

Kind Regards

**Kellie-Ann Ashton**

Managing Director

# **EMPLOYMENT WITH FRESH EVENTS + PEOPLE**

## **Required Paperwork / Documentation**

The documentation listed below must be completed in full prior to commencement of your first shift worked for our company. You will not be allocated to a job until such time as these documents are received.

- Employment Commencement Form including bank account details
- Signed Superannuation Choice Form
- Tax File Number Declaration Form
- RSA Certificate
- Online acceptance of Staff Handbook

## **Fresh Handbook**

You will receive one copy of this handbook. This copy is to be retained by you to be used as a reference resource and to be kept for your records of the terms and conditions, expectations, rights and responsibilities of yourself and Fresh Events + People Pty Ltd.

The Final page of this document will be signed by yourself and be by Fresh Events + People Pty Ltd as evidence of your acknowledgement to adhere to the company expectations. This page **must** be signed and dated by yourself before you are eligible to work any shift, this copy will be held within your staff file permanently.

By signing and dating every page, you are acknowledging that you understand and agree to the information and contained herewith and agree to abide by / be bound by the terms and conditions outlined in this document / booklet. Your signature also represents that you have received and retained a copy of said document / booklet.

This document is available in full in the "Fresh Downloads" section of your online staffing portal.

## **Grooming Standards**

The first impression a client will get of you is your appearance.

Your image and professionalism reflects that of Fresh Events + People and the quality of the product and service that we provide. You must at all times endeavour to present yourself in a manner that is conducive to the standards of this organisation, promoting a presentable and positive image.

The following grooming requirements must be observed and complied with:

## **HOSPITALITY STAFF**

### **Hair:**

Hair should be clean, neat, and tidy. Long hair needs to be in a corporate bun or platted ponytail at all times, to inhibit contact with food. Please ensure you have this done before arriving to your shift. Short hair needs to be kept out of your face in either a bun or platted ponytail with any loose hair pinned back. Fringes need to be off the face, so you aren't to having to continually touch it during your shift.

Bright or unnatural colours (i.e. red, pink, orange, etc) are not permitted. Streaked hair should be as natural as possible, with no strong contrasting colours.

Beards and moustaches must be fully established and kept neatly trimmed. However we do have specific clients who implement a strict NO facial hair policy.

### **Nails:**

Fingernails must be clean, short and neatly manicured. Fingernail colours should be natural or clear only. Long fingernails, natural or otherwise are not permitted due to food contamination and spread of bacteria possibilities.

### **Make up:**

Make up should be limited to conservative and subtle natural shades.

### **Footwear:**

Well-polished and maintained plain black, low heel, upper leather, fully closed on top shoes are to be worn.

Ballet flats are NOT appropriate footwear.

### **Jewellery:**

Any jewellery worn must be minimal and discrete. Facial studs need to be removed. Clear studs are to be discussed with management and it is up the discretion of the Staffing Manager

For both Males and Females only wear matching earrings, studs, or sleepers – one per lobe. A single chain may be worn. No noticeable ankle jewellery is permitted. A dress watch may be worn. One single wedding or engagement ring is permissible.

## **BRAND AMBASSADORS**

### **Hair:**

When attending promotions female hair must be styled neatly in either an up or down style. Male hair must be styled neatly away from the face, and any facial hair removed. Some brands may require hair to be worn in a specific way, if so this will be detailed in the product briefing or confirmation email.

**Make up:**

Make-up is a requirement for all female Brand Ambassadors when attending promotions. Please ensure make-up is clean, fresh, and matching your skin colour. Basic eye make up to be worn (mascara, eye liner), no extravagant coloured eye shadows or blushes please.

**Fake Tans:**

Use of spray tans and tanning products is permitted to wear to promotions, however please ensure the colour is matching your skin tone and does not have an orange appearance. Advisable to pre-test the product prior to the promotion date.

**Footwear:**

Majority of promotions will require black high heels for females, and enclosed black formal footwear for males.

Some promotions will allow females to wear flat footwear, if so this will be detailed in the confirmation email.

**Jewellery:**

Any jewellery worn must be minimal and discrete. Facial studs need to be removed. Clear studs are to be discussed with management and it is up the discretion of the Staffing Manager

For both Males and Females only wear matching earrings, studs, or sleepers – one per lobe. A single chain may be worn. No noticeable ankle jewellery is permitted. A dress watch may be worn. One single wedding or engagement ring is permissible.

**ALL STAFF****Hygiene & Other:**

Bathe or shower daily, using an effective deodorant before every shift. No strong body lotions are to be used. Keep a small roll on deodorant with you at all times. Consider others especially when serving food between guests. Teeth are to be brushed to maintain a fresh breath. No visible tattoos.

**Smokers:**

Smoking breaks are at the discretion of each function supervisor. Notice when you are on a smoke break, smoke away from client and guest view. If leaving site, remove noticeable uniform and company logos.

Please ensure you disguise the smell from your clothes and your breath upon return to your shift using deodorant and breath mints (not chewing gum).

Your supervisor will let you know if you are able to have a break, and where it is acceptable to smoke and when. Please check with your supervisor before going on any break.

Consider others and guests and have mints or breath freshener with you at all times.

Also be aware of smoking areas for guests and staff. It is important that staff are aware of the legal requirements in terms of smoking regulations as put into force by the Queensland Government. Serious fines can be applied to both guests and staff of a function if the venue is licensed or a public building, and guests or staff are found smoking in the wrong areas.

Under Queensland Food Health Laws smoking in any client's or guest's motor vehicles is not permitted.

## **Uniform**

The first impression a client will get of you is your appearance. All staff must supply their own clean and ironed uniform for each and every shift.

### **Hospitality Uniform requirements:**

- Black long sleeve (to the wrist) collared, buttoned business styled shirt
- White long sleeve (to the wrist) collared, buttoned business styled shirt
- Black Vest (Must have NO missing buttons)
- Black Long Tie (available for \$5 from Fresh Office)
- White Long Tie (available for \$5 from Fresh Office)
- Black Trousers. No dresses or skirts.
- Black low heel, closed upper leather, shoes
- Black Socks
- Waiters friend – wine knife or bar blade (available from Fresh office)
- Pen
- Small note pad

### **Brand Ambassador Uniform requirements:**

The uniform for promotional shifts will be detailed in every shift confirmation email.

Brand Ambassadors may be required to wear specific branded uniforms for clients, which may need collection prior to the shift or provided upon arrival to the shift.

If there is no branded uniform required for a promotional shift, brand ambassadors will need to wear the following:

- Plain Black Shirt
- Plain Black Pants and or Skirt
- Accompanied by the appropriate footwear detailed in the shift confirmation

# Timesheets

## HOSPITALITY TIMESHEETS

Timesheets will be provided by the client on our behalf however a blank copy is available via downloads on the Fresh website. It is recommended you print one to keep on you for all jobs in the event that a mistake occurs or a client does not have a timesheet onsite. All timesheets must be signed.

In the event that there is no timesheet available onsite, attempt to find a blank piece of paper that you are able to complete and sign as well as your supervisor. However, if this is not possible please make sure that you send an email through to the Staffing Manager.

### **Please adhere to the following requirements:**

- Ensure that the client name, function / venue location and date are stated at the top of the timesheet
- Enter the start time and finish time of your shift – using ONLY 24hr time.
- Yourself and the supervisor of the shift must sign the timesheet
- Ensure that you enter any breaks taken on the shift. If no break is taken, you must put a diagonal line through that section of the timesheet (do not leave it blank)
- Breaks must be entered with a start and finish time as this effects the deduction of the break against the correct pay time period. If no start and finish time is indicated then the break will be deducted after the five hours worked.
- A diagonal line must be written through any section of the timesheet that does not have information written in it (thus not leaving a section blank)
- Add up your hours worked less any breaks.
- Use decimal listings correctly, i.e. 45 minutes work is listed as 0.75 hours, not 0.45
- Only sign off in 15 minute increments, do not sign off at “10 past”

## PROMOTION TIMESHEETS & REPORT FORMS

A promotional time sheet or client report form is required to be filled out by the Brand Ambassador/s at every promotion. The Promotional time sheet can be located in the staff portal under “Downloads”.

All Suntory brand promotions will require a Suntory specific report form completed. This form will be emailed to you prior to the promotion date. A Fresh time sheet will not be required in addition to this.

It is the Brand Ambassadors responsibility to take along and complete the correct time sheet/ report form at the end of their shift. The time sheet will not be deemed valid if the client and/or store manager does not sign it.

Please ensure all sections of the time sheet/ report form is filled out in detail and sales results (if applicable) is recorded correctly.

All time sheets and report forms must be faxed, emailed, or delivered in person to Fresh by Sunday night following the promotion date. Failure to do so may result in payment delays.

## **Payroll**

The payroll period is weekly running from Monday to Sunday and processed on Wednesday.

As Fresh Events + People bank with Westpac, your pay can take up to 48 hours to arrive in your bank account if you bank with other financial institutes.

We will not be held responsible for delays with payments reaching your account. Public Holidays will add a day to the process.

Any monies deposited into an incorrect bank account as a result of the employee providing Fresh Events + People with incorrect details will not be reimbursed to the employee until such time, if at all, as it is refunded to Fresh Events + People by the receiver of the funds or the financial institution.

## **Professional conduct – arrival, onsite and leaving shifts**

### **On arrival to your shift please observe the following:**

- Be in full cleaned and ironed uniform (as stated in your confirmation email)
- Be 15 minutes early, just in case the client needs you to start earlier and to orientate yourself. If you arrive less than 15 minutes early you are LATE.
- Introduce yourself to the supervisor and indicate that you are with Fresh Events + People.
- If you are reporting to a cater or when arriving onsite ask to be directed to the caterer, do not announce yourself as a Fresh employee, always identify as the clients employee, except when communicating with co-workers and supervisors.
- Introduce yourself to the other staff and chef's
- Ask the supervisor "will there be a briefing?"
- Ask what can you do to start helping

### **Onsite at your shift:**

- Ensure you maintain a friendly, approachable manner. Please note that you are at your job to work and not to talk or make friends with guests or clients. If you see people that you know, ensure you keep a professional image and manner at all times.
- Do not consume alcohol whilst on the job
- You may eat food if the chef or supervisor offers it to you only. Some clients do not accept staff eating their food. Ensure you have eaten prior to your shift. We advise that you bring your own snack / meal to be consumed during a designated break (if applicable).
- Smile! You love your job that you signed up for.
- You are not to eat or drink within view of any guests or clients.



### **Leaving your job:**

- Thank the supervisor and sign off on the time sheet provided. You may need to sign off on the clients' time sheet and the Fresh Events + People time sheet as they may have both.
- Brand Ambassadors are to complete the timesheet and/or report form and ask the client or manager on duty to sign the allocated section.
- Return any clothing or accessories that may have been given to you by the client for the purpose of the event. You must leave the premises of the event immediately after your shift finishes. Please wait outside the event premises if you are waiting for somebody or a lift home.
- Do NOT remain on site to participate in the event with the guests, even if they are your friends or family. This is not permissible.
- Arriving to work intoxicated or drug affected is unacceptable and you will be sent home without pay.
- You are not to ever leave your job of your own accord; you are only to depart a job once approved by a supervisor. You may be required to stay past your advised finish time; this will be at the discretion of your supervisor.
- If you arrive late and the client no longer has a need for you due to this error on your part you will be sent home and Fresh Events + People will be unable to pay you.
- Do not approach the client and request to leave early. Contact your staffing manager to discuss this prior to the shift to obtain permission, as the staffing manager will need to contact and confirm this with the client.

### ***Name Badges (Hospitality Staff Only)***

Name badges are to be worn at all times unless otherwise specified by a client or supervisor.

Name badges are issued from the Fresh office and it is your responsibility to collect one. If you have lost your name badge, you must notify the Fresh Office and arrange collection of a replacement. Do not expect someone will arrive at check in with a badge for you.

A replacement name badge will incur a small replacement fee which is payable on receipt of your replacement name badge.

### ***Injury***

- If you have an accident or injury at work, report it to your supervisor or client. Contact Kellie-Anne Ashton or Fresh Management to inform them of the accident or injury via e-mail; this includes minor injuries. Any and all injuries MUST be reported. You will find an incident report available online in the Fresh Downloads section of the online staffing portal.
- If the accident or injury is serious and or life threatening seek immediate medical attention
- The client is responsible for contacting Fresh in this situation
- If there is another Fresh Events + People team member onsite, they must inform Kellie-Ann Ashton or Fresh Management as soon as possible.

- Fresh Events + People, your employer, is responsible for your Workers Compensation cover, not the client, caterer or venue you are working for or at. Do not ask for workers compensation paperwork from client caterers or their clients.
- Small or large, please ensure that you complete an incident report onsite with the supervisor and notify your staffing manager.

## **Professional Conduct with Fresh Management and Administration**

- When contacting Fresh Management and Administration, whether it is by email or phone, it is imperative that you are polite and respectful at all times.
- Emails which are abusive or rude will not be responded to.
- When phoning with staffing matters ensure you identify yourself and the specific issue or job you are calling about at the start of your call to better ensure your query is met as fast as possible.
- Management will not continue any phone calls where staff are rude, abusive or impolite.
- Fresh operating business hours are 8am to 6pm Monday to Friday.
- The Fresh Office number will divert to a mobile number 24 hours a day including weekends. This is for staff to call out of hours regarding urgent matters.
- All non-urgent staffing or administration matters can be emailed to the appropriate person. We will endeavour to reply within 24 hours of receipt when possible.

## **Responsible Service Of Alcohol (RSA)**

You need to provide a valid copy of your RSA Certificate to Fresh Events + People before you will be allocated to a shift.

## **Cancellation Policy**

Please contact Fresh immediately if you will be unable to make it to your shift, which you have committed to. It is NOT acceptable to simply not show up to your shift.

You are unable to cancel your shift online 48 hours prior to your shift. All cancellations within this time period need to be phoned through to your staffing manager. No text message or email cancellations are acceptable. The office phones are diverted outside of trading hours to the on-call Fresh Manager, so there is no excuse to not be able to contact us.

A medical certificate must be produced when cancelling from illness. Failure to attend shifts that you have agreed to work on more than one occasion without producing a medical certificate may result in termination of your employment without notice.

Extenuating circumstances beyond your control are the only acceptable reasons for cancelling your shift.

The following reasons are unacceptable

- Forgetting your shift
- Sleeping in and missing public transport
- Failing to check job details in advance and realising you do not have transport.
- Being called in to your other job (*At short notice, you must maintain your commitment to your Fresh shift, without exception*)
- Forgetting to wash your uniform
- Realising you have a party or social commitment you promised you would attend.

Fresh go to great lengths to ensure you have a flexible working system that allows you to have all the information as far in advance relating to your shifts. Given this flexibility unacceptable cancellation excuses are not tolerated. As such “non conformance” notices will be issued for inappropriate shift cancellations. A non-conformance notice is only issued twice for the same issue before an employee is terminated.

Please consider others who may have to work without a replacement on short notice. If you feel that you will be ill on weekends let us know on Friday so we can arrange a replacement.

## ***Specific Employment Conditions***

As a staff member of Fresh Events + People Pty Ltd your services are contracted to our clients on an exclusive basis, our clients are bound by an agreement that prohibits them from utilising your services independently.

Should you wish to commence employment for any client contracted to Fresh Events + People Pty Ltd you must notify our office in writing of the termination of your employment immediately.

Once you are no longer an employee of Fresh Events + People Pty Ltd you may commence work with any client contracted to Fresh Events + People Pty Ltd, **no earlier than 3 months** from the termination of your employment. In any instance where you are found to be providing services to a client outside of the designated timeframe and staff agreement, both yourself and the client in question may be subject to legal action.

## ***Award***

All Constitutional Companies (Pty Ltd Companies) operate under the Fair Work Act 2009.

The Award in which Fresh Events + People operate under is the Hospitality Industry General Award.

## **Training**

At least one training session must be attended prior to commencement of your first shift. Based on your skill level, industry experience, presentation and attitude, you may be asked to attend more than one training session before we are willing to allocate you to a job.

Skills based courses, such as boardrooms, cocktail parties, etc will be provided to you at a reduced rate or free of charge. Government and legal compliance courses such as RSA will attract a charge for attendance.

It is our goal to assist you to develop your skills during your time with us at Fresh Events + People.

## **Use of Mobile Phones**

The use of mobile phones whilst at work during the hours that you have been contracted is not permitted.

Your mobile phone must be switched off and not on your person whilst you are working. You may use your phone during breaks only and this must only be done when out of sight and hearing range of guests and other staff.

Please advise your supervisor if you are awaiting an urgent call.

Do not use your phone as a watch during your shift.

Do not use your phone as a torch during your shift.

Do not use your phone for any purpose in any capacity, whether the device be on or off, for the duration of your shift where you are being paid for active service.

This is an offence that may result in early finish of your shift and may result in termination of your employment. If this occurs Fresh will not be liable to pay for any hours you may have lost.

## **General Safety & Security**

As you are always going to be at different functions, sites and locations it is important to keep in mind the following safety procedures:

- Report any dangerous working conditions to the partners or your onsite supervisor
- Do not run while you are on the premises, always walk at a steady pace
- Use both hands when pushing a trolley
- Never bring valuables to work, loss of your personal affects are your own responsibility
- Be sure to clean up water or grease from the floor. Slippery conditions can have the potential to cause injuries to you or your colleagues.
- Use a ladder or a step stool to reach objects above your head.

- Lift all objects with both hands, bend your knees and use your legs to do the lifting – never your back.
- Left heavy objects such as ice tubs with ice and beverages, with another person, never by yourself.

## **Workplace Health and Safety Policy**

Fresh Events + People and its associated entities ("the Company") are committed to providing a safe and healthy work environment for all employees. It is the policy of this company to make every reasonable effort to prevent accidents, protect employees from injury and promote the health and safety of all employees.

During the course of your employment with the company you will no doubt always work for different venues and establishments both public and private. Your co-operation to adhere to safe work practices and observe safety rules and regulations at all times in all venues, is vital for the success of the company's commitment to safety.

It is the duty of all staff to report to the Partners, as soon as possible, any hazardous conditions, injury, accident or illness related to the workplace.

The company will, where possible, identify and eliminate hazards and implement strategies to minimise the risk of injury to people and property and attempt to remedy all problems relating to workplace health and safety.

The company will ensure the relevant Acts and Regulations that apply to working conditions and the work environment are observed.

All staff have the responsibility to not misuse, damage, refuse to use, or interfere with anything provided in the interest of workplace health and safety.

All staff are to perform all work duties in a manner which ensures individual health and safety and that of all other employees and to encourage fellow employees to create and maintain a safe and healthy work environment.

The company recognizes the employees' duty to identify hazards and supports and encourages workers to play an active role in identifying hazards and to offer suggestions or ideas to improve the health and safety conditions in the office.

Any staff member with a suggestion or comment regarding health and safety should raise the issue with the partners as soon as possible so that the matter can be addressed.

## **Confidentiality**

During the course of your employment with Fresh Events + People, you will be exposed to certain confidential information, and it is a condition of your employment that this information be kept confidential by you during and after your employment with the company. Without limitation, this may include interaction between guests, viewing of documents, sensitive commercial material discussed in open meetings such as boardrooms, or planning meetings etc

Our business relies on the business of our clients. It is to be expected that we do not discuss or mention one of our client's business with any of our other clients or external parties.

## ***Anti-Discrimination / Vilification / Victimisation Policy***

Fresh Events + People and its associated entities ("the Company") is an equal opportunity employer.

All staff and employees of the Company are treated on their merits, without regard to race, age, sex, marital status or any other factor not applicable to their position. Employees are valued according to how well they perform their duties, their ability and their enthusiasm in maintaining the Company's standard of service.

The Company believes that all employees should be able to work in an environment free of discrimination. The Company considers discrimination to be an unacceptable form of behaviour and will not be tolerated under any circumstances.

Under the *Queensland Anti-Discrimination Act 1991 (Qld)* and similar Federal legislation, discrimination in the course of employment or in the providing of services on the following attributes is against the law:-

- |                       |                                |                                |                                                         |
|-----------------------|--------------------------------|--------------------------------|---------------------------------------------------------|
| • Sex                 | • Marital status               | • Race                         | • Association with someone with one of these attributes |
| • Pregnancy           | • Parental status              | • Religious belief or activity |                                                         |
| • Age                 | • Trade union activity         | • Lawful sexual activity       |                                                         |
| • Impairment          | • Political belief or activity | • Breast Feeding               |                                                         |
| • Relationship Status | • Family Responsibilities      | • Gender Identity              |                                                         |
| • Sexuality           |                                |                                |                                                         |

Victimisation because a person has made a complaint, agreed to be a witness or has had a complaint made against them is unlawful under the *Queensland Anti-Discrimination Act 1991 (Qld)*.

Vilification on the basis of a person's race, religion, gender identity or sexuality is also unlawful under the *Queensland Anti-Discrimination Act 1991 (Qld)*.

It is the responsibility of all of the staff of the Company to ensure that clients, customers and people who have association with the Company together with co-workers, are treated equally and are not subject to discrimination. They must also ensure that people who make complaints, or who are witnesses, are not victimised in any way. Any reports of discrimination will be treated seriously and investigated promptly, confidentially and impartially.

A written complaint is not required.

### **WHAT IS DISCRIMINATION**

Discrimination occurs when someone is treated less favourably because of a personal characteristic. Discrimination may involve:-

- Making offensive jokes “about another person’s racial or ethnic background, sex or sexual preference, age or disability”;
- Expressing negative stereotypes about particular groups eg married women should not be working;
- Judging someone on their political or religious belief rather than their work performance;
- Undermining a person’s authority or work performance because you dislike one of their personal characteristics;
- Using selection processes based on irrelevant personal characteristics such as age, race or disability rather than skill or merit;
- Treating a client less favourably, for example, refusing to accept their work by reason of the client’s racial or ethnic background, sexual preference, age or disability.

## **WHAT IS VILIFICATION**

Vilification is behaviour that:-

- (a) happens in a public place; and
- (b) incites others to hate, to have serious contempt for or to severely ridicule individuals or groups because of their race, religion, sexuality or gender identity.

A workplace can be considered a public place. This means that any conduct which can possibly be observed by the public or any sort of communication either verbal, or in writing to the public can be considered to have happened in a public place.

Some examples of vilification are:-

- Placing a poster or sticker on reception or customer service counter which incites others to hate people because of their race, religion, sexuality or gender identity.
- Hate graffiti written on work toilet walls, which indicates hatred because of race, religion, sexuality or gender identity.
- Wearing of symbols, badges or clothing in the work place with slogans that indicate hatred.
- An employee abusing a person because of their race, religion, sexuality or gender identity in the workplace which encourages others to hate people of that race, religion, sexuality or gender identity.
- A work colleague making a speech in the tea room/staff lounge that incites hatred of people because of their race, religion, sexuality or gender identity.

## **Victimisation**

The Company wishes to ensure all staff members and people who make complaints or who come forward as witnesses will not be victimised in any way. Immediate disciplinary action which may include termination of employment will be taken against anyone who is found to have victimised or retaliated against the person who has made a complaint of discrimination or who has come forward as a witness.

## **WHAT TO DO IF YOU ARE DISCRIMINATED AGAINST, VICTIMISED OR VILIFIED**

There are several options. Staff members may choose the course of action which they feel is most comfortable.

1. Contact one of the following members who have been nominated to give advice and/or investigate complaints:-

**Kellie Ann Ashton or Fresh Management**

2. Make a complaint under the Anti-Discrimination legislation to the Queensland Anti-Discrimination Commission or the Human Rights and Equal Opportunities Commission:-

Brisbane: Queensland Anti-Discrimination Commission Level 1, 189  
Coronation Drive, Milton Qld (Ph): 1300 130 670, (F): 07 3247 0960

## **IF THE POLICY IS BREACHED**

The Company will consider breach of this policy to be misconduct which shall result in disciplinary action. Depending upon the circumstances of each case, disciplinary action may involve a warning, counselling, demotion, dismissal, or other form of disciplinary action.

## **CONCLUSION**

Staff members should not ignore discrimination or hope that it goes away. Silence may give rise to the impression that discrimination may be acceptable.

The Company is committed to providing an environment which is safe for all employees. Staff members will not be disadvantaged in their employment conditions or opportunities as a result of lodging a verbal or written complaint.

## **Fresh Social Media Policy**

Fresh Events + People will at all times respect the privacy of all employees.

The company has use of and maintains several social media platforms used for both promoting the company and maintaining social relationships with staff.

All staff must be aware that any content posted on social media sites, such as Facebook and Twitter relating to Fresh Events + People must not be posted with the intent to tarnish or draw negative attention to the name or reputation of The company. In any instances where this may occur, including where slandering, false or misleading statements regarding the company are posted via these platforms the company reserves the right to take action against employees past and present regarding this content.

Often the company will post content such as, but not limited to, photos and videos of private and corporate events and staff team building exercises. It is an expectation that these images will quite often contain images of persons



employed by Fresh Events + People. Unless specifically requested by employees the company reserves the right to post these images via this platform.

Should your image be used in a manner which you do not approve or you do not wish your image to be used you must contact the Fresh office via email to have the matter resolved. The staff online portal provides a clear option to nominate use of your image or not upon your first login. Every effort is taken to enforce this effectively.

Our staffing manager has a specific work Facebook page that you can friend, which will allow you to keep in contact and up-to-date with important notices and invitations to team building days.

Also, Fresh Events + People have a company page that you can 'Like' that will keep you updated of all the happenings of the business.

## ***Privacy Policy***

Fresh Events + People and its associated entities ("the Company"), are committed to protecting your privacy and understand you wish to have your personal information kept secure. We appreciate the fact that we collect and hold a large range of highly sensitive information in our role as your employer. Accordingly, we maintain our commitment to adhere to the National Privacy Principles (NPPs) and any applicable laws, regulations, codes etc when collecting, using, disclosing, securing and providing access to personal information.

It is your responsibility to change your password on the Fresh staffing portal, this password protects your personal information contained in your online portal. Failure to use a secure password will be deemed the responsibility of the employee and Fresh Events + People Pty Ltd will not be hold liable for any personal details obtained via this method.

### **TYPE OF PERSONAL INFORMATION COLLECTED**

We aim to collect only personal information that is relevant and necessary in providing your pay and employer contributions.

Generally, The Company may collect any of (but not necessarily all of or limited to) the following information about you:

Name	Bank Account Details
Postal & Business Addresses	Superannuation Details
Email Address	Family Details
Telephone & Fax Numbers	ABN
Date of Birth	Tax File Number

The law does not require us to collect personal information about you, however, if you do not provide us with the relevant information, we will not be able to adequately provide you with your pay and employer contributions.

## **PURPOSE FOR COLLECTING PERSONAL INFORMATION**

We collect this information to allow us to provide employer obligations to staff under law.

We will not sell, rent, trade or otherwise supply to third parties any personal information obtained from you unless we have received your prior consent.

We will not disclose information about you to any third parties unless the disclosure:

- Is necessary for a compliant service (eg supplying your TFN to the ATO or super company);
- Is required by law;
- Is authorised by law;
- You have provided consent for us to disclose the information about you.

## **CHANGES TO THE PRIVACY POLICY**

This Privacy Policy is not a static document and we may make changes from time to time for any reason. We will provide an updated version of this policy on request.

## ***Sexual Harassment Policy***

Fresh Events + People and its associated entities ("the Company") considers sexual harassment to be an unacceptable form of behaviour which will not be tolerated under any circumstances. The Company believes that all of its employees should be able to work in an environment free of intimidation and sexual harassment. The Company also believes that clients, visitors and members of the public who have contact with or are associated in any way with the Company should also not be subject to acts of sexual harassment by members of or agents of the Company.

Sexual harassment may cause loss of trained and talented employees, damage staff morale and productivity and cause detrimental emotional upset to staff members and third parties including clients and members of the public.

Sexual harassment is prohibited by the *Anti-Discrimination Act 1991 (Qld)* and the *Sex Discrimination Act 1984 (Cth)*.

It is the responsibility of all staff members to ensure that employees of the Company and the public who come in contact with the Company are treated equitably and are not subject to sexual harassment. The partners of the Company wish to ensure staff that people who make complaints, or who come forward as witnesses are not victimised in any way. All staff members can be assured that any reports of sexual harassment will be treated seriously and investigated promptly, confidentially and impartially.

A written complaint is not required.

## **WHAT IS SEXUAL HARASSMENT**

Sexual harassment is any unwanted, unwelcomed or uninvited behaviour of a sexual nature which makes a person feel humiliated, intimidated or offended. Sexual harassment can take many different forms and may include physical contact, verbal comments, jokes, propositions, the display of offensive material including electronic mail, or other behaviour which creates a sexually hostile working environment.

Sexual harassment can be a single incident – it depends upon the circumstances. Obviously some actions or remarks are so offensive they can constitute sexual harassment themselves, even if they are not repeated. Other single incidents, such as an unwanted invitation out or a compliment, may not constitute harassment if they are not repeated.

There is no onus on the person being harassed to say that he or she finds the conduct objectionable. Many people find it difficult to speak up. All members of the Company are responsible for their own behaviour. If staff members think any behaviour may offend others, such behaviour should not occur.

Examples of sexual harassment:-

- Uninvited touching;
- Uninvited kisses or embraces;
- Smutty jokes or comments;
- Making promises or threats in return for sexual favours;
- The display of sexually graphic material including posters, pin-ups, cartoons, graffiti or messages left on notice boards, desks or common areas;
- Displays of sexually graphic images or words from an employee's computer terminal;
- Repeated invitations to go out after a prior refusal;
- Sexual gestures;
- Sex based insults, teasing or name calling;
- Staring or leering at a person or at parts of their body;
- Unwelcomed physical contact such as massaging a person without invitation or deliberately brushing up against them;
- Touching or fiddling with the persons clothes, for example lifting up skirts or shirts, flicking bra straps, or putting hands in a persons pocket;
- Request for sex;
- Sexually explicit conversation;
- Persistent questions or insinuations about a persons private life;
- Offensive phone calls or letters.

Some types of behaviour may also constitute criminal offences, these include:-

- Physical molestation or assault;
- Indecent exposure;
- Sexual assault;
- Stalking;
- Obscene communication (telephone calls, electronic mails, letters etc).

The Company will not tolerate such criminal behaviour and employees found guilty of such conduct shall be summarily dismissed.

### **WHAT SEXUAL HARASSMENT IS NOT**

Sexual harassment has nothing to do with mutual attractions. Such friendships are a private matter. If this interaction is consensual, welcomed and reciprocated it is not sexual harassment.

### **THE CIRCUMSTANCES IN WHICH HARASSMENT CAN OCCUR**

Sexual harassment may occur as a consequence of interaction between any members of the Company. Sexual harassment may also occur as a consequence of interactions between members of the Company and contractors, service providers, clients, customers and members of the public. If you believe you have been the subject of sexual harassment by a contractor, a service provider, a client or a member of the public who has contact with the Company in the course of your employment, you ought draw this to the attention of the partners of the Company immediately. Sexual harassment may also occur outside of working hours and outside of the offices of the Company, this does not make the behaviour lawful. Staff members of the Company are expected to comply with the terms of this policy in any work related context including conferences, work functions, office Christmas parties and business or field trips.

### **VICTIMISATION**

The Company wishes to ensure all staff members that people who make complaints or who come forward as witnesses will not be victimised in any way. Immediate disciplinary action which may include termination of employment will be taken against anyone who is found to have victimised or retaliate against the person who has made a complaint of sexual harassment or has come forward as a witness.

### **WHAT TO DO IF YOU ARE SEXUALLY HARASSED**

There are several options. Staff members may choose the course of action which they feel is most comfortable.

3. Contact one of the following members who have been nominated to give advice and/or investigate complaints of sexual harassment:-

**Fresh Management, or Kellie-Ann Ashton**

4. Make a complaint under the Anti-Discrimination legislation to the Queensland Anti-Discrimination Commission or the Human Rights and Equal Opportunities Commission:-

Brisbane: Queensland Anti-Discrimination Commission, Level 1, 189  
Coronation Drive, Milton Qld (Ph): 1300 130 670, (F): 07 3247 0960

### **IF THE POLICY IS BREACHED**

The Company will consider breach of this policy to be misconduct which shall result in disciplinary action. Disciplinary action will be taken against any staff member who is found to have sexually harassed a co-worker, client or member of the public in the course of their employment. Depending upon the circumstances of each case, disciplinary action may involve a warning, counselling, demotion, dismissal, or other form of disciplinary action.

## **CONCLUSION**

Staff members should not ignore sexual harassment or hope that it will go away. Silence may give the impression that sexual harassment may be acceptable.

The Company is committed to providing an environment which is safe for all employees. Staff members will not be disadvantaged in their employment conditions or opportunities as a result of lodging a verbal or written complaint.

## **Workplace Harassment Prevention Policy**

Fresh Events + People and its associated entities ("the Company") is committed to ensuring a healthy and safe workplace that is free from workplace harassment. Workplace harassment is unacceptable and will not be tolerated under any circumstances.

### **WHAT IS WORKPLACE HARASSMENT**

- (1) A person is subjected to 'workplace harassment' if the person is subjected to repeated behaviour, other than behaviour amounting to sexual harassment, by a person, including the person's employer or a co-worker or group of co-workers of that person that –
  - (a) is unwelcome and unsolicited; and
  - (b) the person considers to be offensive, intimidating, humiliating or threatening; and
  - (c) a reasonable person would consider to be offensive, humiliating, intimidating or threatening.
- (2) 'Workplace harassment' does not include reasonable management action taken in a reasonable way by the person's employer in connection with the person's employment.
- (3) In this section –  
'sexual harassment' has that meaning as is defined in the *Anti-Discrimination Act 1999 (Qld)*, section 119.

Detailed below are examples of behaviours that may be regarded as workplace harassment, if the behaviour is repeated or occurs as part of a pattern of behaviour. This is not an exhaustive list – however, it does outline some of the more common types of harassing behaviours.

Examples include:

- Abusing a person loudly, usually when others are present;
- Repeated threats of dismissal or other severe punishment for no reason;
- Constant ridicule and being put down;
- Leaving offensive messages on e-mail or the telephone;
- Sabotaging a person's work, for example, by deliberately withholding or supplying incorrect information, hiding documents or equipment, not passing on messages and getting a person into trouble in other ways;
- Maliciously excluding and isolating a person from workplace activities;
- Persistent and unjustified criticisms, often about petty, irrelevant or insignificant matters;

- Humiliating a person through gestures, sarcasm, criticism and insults, often in front of customers, management or other workers;
- Spreading gossip or false, malicious rumours about a person with an intent to cause the person harm.

### **ACTIONS THAT ARE NOT WORKPLACE HARASSMENT**

Legitimate and reasonable management actions and business processes, such as, actions taken to transfer, demote, discipline, redeploy, retrench or dismiss a worker are not considered to be workplace harassment, provided these actions are conducted in a reasonable way.

### **EFFECTS OF WORKPLACE HARASSMENT ON PEOPLE AND THE BUSINESS**

Workplace harassment has detrimental effects on people and the business of the Company. 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 can become distressed, anxious, withdrawn, depressed, and can lose self-esteem and self-confidence.

### **WORKPLACE STRATEGIES TO ELIMINATE WORKPLACE HARASSMENT**

The Company will take the following actions to prevent and control exposure to the risk of workplace harassment:

- Provide all workers with workplace harassment 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 grievances and the appeals process;
- Regularly review the workplace harassment prevention policy, complaint handling system and training.

### **RESPONSIBILITIES OF WORKERS**

The Company 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:

**Fresh Management or Kellie-Ann Ashton**

Managers and supervisors must also ensure that workers are not exposed to workplace harassment. Management is required to personally demonstrate appropriate behaviour, promote the workplace harassment prevention policy, treat complaints seriously and ensure where a person lodges or is witness to a complaint, that this person is not victimised.

### **WHERE WORKERS CAN GO FOR ASSISTANCE**

A worker who is being harassed can contact **Kellie Ann Ashton or Fresh Management** for information and assistance in the management and resolution of a workplace harassment complaint.

### **COMMITMENT TO PROMPTLY INVESTIGATE COMPLAINTS**

Any reports of workplace harassment will be treated seriously and investigated promptly, fairly and impartially by the Company. A person making a complaint and/or who is a witness to workplace harassment will not be victimised.

## **CONSEQUENCE OF BREACH OF POLICY**

Disciplinary action will be taken against a person who harasses a worker or who victimises a person who has made or is a witness to a complaint. Depending upon the circumstances of each case, disciplinary action may involve a warning, counselling, demotion, dismissal, or other form of disciplinary action. Complaints of alleged workplace harassment found to be malicious, frivolous or vexatious may make the complainant liable for disciplinary action.

## **REVIEW OF POLICY**

This policy and the actions outlined above will be reviewed annually by the Company, unless required earlier 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 is prevented and controlled.

## **CONCLUSION**

Staff members should not ignore workplace harassment or hope that it will go away. Silence may give the impression that workplace harassment may be acceptable.

The Company is committed to this policy and its implementation, and to ensuring a healthy and safe work environment that is free from workplace harassment. Staff members will not be disadvantaged in their employment conditions or opportunities as a result of lodging a verbal or written complaint.

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Employee Name \_\_\_\_\_ **Mariah Pires**

Staff Number \_\_\_\_\_

Date of Birth \_\_\_\_\_ **29.01.1992**

I, the above named employee, agree and acknowledge I have read the attached Fresh Events + People Pty Ltd employee handbook.

I agree that I will adhere to all conditions of my employment.

I acknowledge that failure to adhere to these conditions may result in disciplinary action taken against myself and may lead to the termination of my employment.

I accept that as a casual employee my employment can be terminated with as little as 2 hours notice, I further acknowledge that my employer has no obligation to give a reason for termination of employment.

I acknowledge that the terms and conditions are legally binding and where applicable may have legal ramifications should I fail to adhere to them.

Signature \_\_\_\_\_ **Mariah Jade Pires**

Date: \_\_\_\_\_ **25.02.2014**

**OFFICE USE ONLY**

Date Received		Received By:	
Recorded:		Filed:	