



Grid Group Service Team Member Induction

Welcome to Grid Group.

Management and staff are delighted to welcome you as a new team member. This induction is designed to help you settle into your new role with our company. Our company provides a very high standard cleaning service to our customers across a range of business sectors. We have achieved enormous growth in recent times by providing a service superior to that of our competitors and we want you to become an integral part of the continuation of that policy.

Familiarise yourself with this Manual

Please take the time to read this manual carefully. It will help you to understand the principals, work ethics and requirements of your position while working with Grid Group. You will be asked to sign a declaration that you have read and understood the information contained in this manual and any subsequent position specifications. Your Supervisor is available to assist you to understand or interpret your work requirements at any time if required.

This manual refers to specific Company Policies that contain more detailed information. All these policies are available upon request. You are urged to take the time to read these company policies.

The Grid Group Standard

The one thing that makes Grid Group stand out in our industry is our attitude towards our customers. We are never satisfied with anything but the best result we can offer to our customers and they pay us for maintaining that standard. We expect and will settle for nothing less than the best we can every time, the first time.

Teamwork

We are renowned for our reliable, professional and efficient service. You are now a part of our team. Please remember that your work conduct reflects on every member of our team and on the company itself. Your integrity as a Grid Group team member will build your reputation in our industry and in your community.

Uniform and Personal Presentation

You and your fellow team members must present yourselves in a neat and tidy fashion at all times. Remember, you represent our Company and our client. The image you present to our clients is also the image of our Company. If you do not have pride in your own presentation, you cannot have pride in your work.

Our uniform will be provided for you and your Service Team Members to wear; it forms part of the basic contractual arrangements we have with our clients; they expect you and your Service Team Members to be uniformed. The uniform will identify you as having the right to gain access to the site. It also promotes our business and conveys professionalism.

Before you start work, you must be wearing your uniform including appropriate footwear.

Personal Belongings

Security of personal valuables is your responsibility. We discourage team members from bringing valuables such as jewellery or cash to work. If you must bring valuables to work, then you must carry them with you at all times. Unfortunately, not all people respect other people's belongings.

The Cleaners Room or Store

Maintaining a clean and tidy condition in the cleaners' room is very much your responsibility. It is the one area in your workplace that is yours. It must be kept as clean and sharp as the rest of the building. Your housekeeping responsibilities start with your cleaners' room or store.

Make sure that Safety Data Sheets for ALL chemicals are located in a prominent place. Although you may be very familiar with the products, others may not, and these charts will be invaluable in an emergency. Grid Group OHS&R procedures and site documentation will be provided by your Supervisor.

Equipment

As well as maintaining a hygienic and tidy cleaners' room, all equipment must be regularly cleaned and maintained. If our clients see us using dirty machinery the obvious conclusion, they will draw is that Grid Group is not a good cleaning company. If we cannot maintain our own property, how can we be expected to maintain the best interests of our clients?

Empty all vacuum cleaner bags daily. This will prolong the life of the machine and enable the machine to do a better and quicker job. Empty dirty water tank and rinse after each use on all upholstery machines. Ensure pressure washer has sufficient oil and no water leaks are present.

Report any faulty equipment to the Supervisor or Head Office immediately and mark the equipment as not safe for use if necessary. Do not continue using machines that are faulty. Check electrical test and tag is up to date on all electrical equipment.

Driving Vehicles

If part of your role with Grid Group involves you driving customer's vehicles you have significant obligations and responsibilities beyond your role as a cleaner. At all times - **YOU ARE RESPONSIBLE FOR THE VEHICLE AND THE SAFETY OF THOSE AROUND YOU**

You must:

1. Be licensed to drive the vehicle you are driving
 2. Be aware of where other people are before you move a vehicle
 3. Be aware of obstacles which might cause harm to you or the vehicle
 4. Be aware of traffic at all times
 5. Concentrate on the task of driving and do not be distracted
- Should an accident of any kind occur while you are in control of a vehicle

REPORT THE DETAILS IMMEDIATELY TO YOUR SITE SUPERVISOR.

Smoking, Alcohol and Drugs & Mobile Phone use

Smoking, including vaping is not permitted at any time while you are cleaning on a customer's site or in a customer's vehicle. If you must have a cigarette, you may do so during an agreed rest period (if applicable) and then only in an area set aside for that purpose. Please ask your Site Supervisor about areas set aside if you are unsure.

Drugs and Alcohol affect your work and with this in mind, we want you and your Service Team Members to be fully aware of our Company policy. Prior to coming to work, you and your Service Team Members are not to consume drugs or alcohol. Please familiarise yourself with our Drug & Alcohol Policy. Any team member who disregards company policy will be instantly terminated.

Mobile phones are not to be used during working hours. If you must make a call urgently you must move away from the immediate work area to a safe location, complete the call as quickly as possible and then return to work immediately. Mobile phone Bluetooth devices such as an earpiece are also not to be used while performing work as it is a distraction that causes inattention to the task being performed. Repeated failure to comply with this direction may result in termination.

Damage to Customer's Property

Report any incidents of damage to your Supervisor immediately and complete and submit an accident report form to Grid Group Head Office as soon as possible. Accidents happen, but they are much easier to deal with if we know about them at once.

Shift Times

It is important that work schedules match the requirements on each site in terms of meeting our customer's expectations. For this to happen Service Team Members must adhere to strict start times as determined for each site and Service Team Members must remain on site until all work is completed. A breach of these conditions puts your contractual arrangements at risk. If you find the work times are inconvenient, speak with your Supervisor.

Immunization

We encourage you and your Service Team Members to immunize yourselves against infectious diseases such as hepatitis B, etc. Speak with your doctor for further advice. The flu injection is also readily available each year and we ask you to consider this.

OCCUPATIONAL HEALTH AND SAFETY

Protective Equipment

Service Team Members must be aware of the need for and use of protective equipment as deemed required under Occupational Health and Safety guidelines whilst engaged in dangerous occupations.

Service Team Members are required to wear: Hearing Protection - when operating all machinery.

Protective Eye Wear - when operating machinery, mixing chemicals or when high dusting.

Gloves - when mixing or pouring chemicals, handling needles, emptying bins.

Hi Vis Safety Vest or Shirt - when working in all areas of all sites.

Footwear – Enclosed footwear including sufficient grip, and steel cap where required.

Accident / Incident Reporting Procedures

a) In the case of an accident or incident, all Service Team Members shall complete the Grid Group Incident/Accident Report form in accordance with the company, customer, local and state requirements.

b) The Service Team Members shall immediately notify the Customers Site Manager and Grid Group Head Office of all accidents, incidents or near misses.

- An accident or incident is any event where actual injury or damage has occurred to either an individual, plant or equipment.
- A near miss is any event where actual damage has been avoided but there was the real risk of damage or injury occurring.

c) All hazardous situations or risks you identify on site are to be reported to the Site Supervisor who will report them to the Grid Group Pty Ltd management.

To assist in accident prevention please complete the Grid Group Hazard Identification & Near Miss Report if you identify a Hazard. The more hazards that are identified early the more accidents will be prevented from occurring. Refer to the Grid Group Risk Reduction Procedure for more information.

Initial immediate notification must be followed by a full report to Grid Group Head Office within 24 hours

d) Grid Group representatives including any Service Team Members member will not initiate any statements to any media representative including but not limited to newspapers, radio, television or any other news or public relations media concerning any accident or dangerous occurrence.

Approaches by such organizations are to be referred to the Customer's Management or Grid Group Pty Ltd Head Office.

All Service Team Members must provide details of their Worker/Income Protection Insurances and a copy of a certificate of currency to Grid Group when requested. Certificates of currency must be provided periodically as required and on request.

DUTY OF CARE IS A RESPONSIBILITY OF THE EMPLOYER AND CONTRACTOR ALIKE.

Needle Stick Injury

Although it is unlikely, if you or your Service Team Members are pricked by a needle, contact your Site Supervisor immediately. There is a procedure for dealing with this type of injury and help is at hand. A needle stick injury check list must be followed in this instance to ensure the incident is dealt with effectively.

PROCEDURES FOR HANDLING and DISPOSING OF NEEDLES / SYRINGES

☒ At no time attempt to dispose of a syringe or needle with your bare hands or attempt to re-cap the needle. Always ensure that you are wearing sturdy work gloves.

☒ Needles or syringes may have been discarded in inaccessible places - DO NOT PLACE YOUR HANDS WHERE THEY CANNOT BE CLEARLY SEEN, for example, behind toilet bowls or into bins.

☒ The needle or syringe should be collected by using a hands-free technique. This should be done by using nippers or tongs.

☒ The needle or syringe should then be placed directly into a sharps container or suitable substitute which would be positioned on a flat surface – do not hold the container with your hands during this operation. Once the sharp object has been placed into the container, securely fasten the lid.

Security/Unauthorized Entry

You and your Service Team Members are, under no circumstances, entitled to permit unauthorised people onto our client's premises. This includes family members and friends, especially children. This is strict Company Policy. Such an intrusion is regarded as trespassing and would not be covered by our company's insurance policy and any breach of this policy will be viewed very seriously.

Alarms

You may be required to access alarm systems. These may be key, or code activated. If necessary, you will be issued with the access code which is highly confidential and must not be given to any other individual or recorded where it can be accessed.

You will be instructed on the activation and de-activation of any security system by your Supervisor. And if at any time you have difficulties with the system, call your Supervisor.

Burglary and Suspicious Behaviour

When on site, you and your Service Team Members must be conscious of unauthorized people approaching or loitering around the property. Should any people be found to be acting suspiciously on or about the property, do not approach them, but contact the Customer's Management, the police or the security company to ask for them to attend the premises. (Dial 000 for police or call the security company. Their number is usually placed near the security pad or near the front glass doors).

If on entering the site you or your Service Team Members become aware that the premises may have been broken into, contact the police and the security company immediately, as well as your Supervisor. Try not to touch or disturb the scene, as police may need to investigate further.

Issued Keys

In many circumstances, you will be issued with a set of keys. These keys will be to provide access to all areas of the building as required. Keys must be looked after, as any loss can have serious and expensive results. If a loss does occur, it must be reported IMMEDIATELY to your Site Supervisor.

You are not to give these keys to any unauthorized person. Do not label keys so that they identify the client or the premises in any way.

Confidentiality

As often is the case with all cleaners, we are privy to many conversations. Please be careful what you and your Service Team Members repeat to others and be particularly mindful of the need for confidentiality. Maintaining confidentiality is a legal requirement and if you have any questions about what is appropriate please consult with your Supervisor.

Sexual Harassment – Verbal or Physical Abuse

You and your Service Team Members must show the same regard and respect to one another and to other people as you would like to have shown to you.

Touching anyone, making unwelcome suggestions or advances may be frightening to others and is both wrong and potentially illegal in the workplace. Any breach of this policy will be dealt with by Management immediately.

Verbal or actual physical abuse in the workplace will not be tolerated in this company. From management through to subcontractor, 'We negotiate'. Never denigrate or criticise the work or character of anyone in front of other people.

If you have a matter you wish to discuss with a work colleague, then do it in private.

As a member of a team, you are expected to gain the respect and confidence of all Service Team Members. You will never achieve this by lowering a Service Team Member's self-esteem or by treating people with disrespect to get a point across – 'negotiate and gain respect'.

HAZARDOUS GOODS & MANUAL HANDLING

Hazardous materials are in use from time to time on many work sites. It is the Grid Group's intention to provide the following.

- ☑ Any hazardous chemical storage on site shall be in strict accordance with local statutory requirements and Australian Standards
- ☑ Safety Data Sheets (SDS) shall be provided and must be displayed for inspection
- ☑ Grid Group will undertake risk assessments for workers using hazardous substances
- ☑ Supervisors are to ensure that all workers working with hazardous goods have been appropriately trained and educated as to the hazards of the material used and use of personal protective equipment.

Manual Handling is simply an activity requiring the use of force, exerted by a person to LIFT, PUSH, PULL, CARRY or otherwise move an object or object.

Please familiarise yourself with the Grid Group Manual Handling and Storage Policy for more information.

SITE SAFETY POLICY

It is the intention of Grid Group to provide a safe working environment for all Service Team Members on each site. Where necessary, Grid Group Pty Ltd will monitor the health and safety of all Service Team Members to ensure that all government legislation and local requirements are met by all. Grid Group Pty Ltd gives an ongoing commitment to meet and where possible exceed Occupational Health & Safety standards applying on all sites.

Your Supervisor will make you aware of Occupational Health, Safety & Environmental matters on commencement of your contract. Should you have any concerns, please raise these with your Supervisor.

When it comes to workplace safety, always know your obligations and practice them.

Please familiarise yourself with the Grid Group OHS&R Policy for more information

QUALITY POLICY

Grid Group is highly conscious of the need to meet the contractual requirements of its customers in every respect.

In order to achieve this objective, we believe that a system of a documented management procedure as required by the specification **AS/NZS ISO 9001:2000** provides the best means for achieving the required level of quality services.

Please familiarise yourself with the Grid Group Quality Policy contained within the TQMS for more information.

Grid Group Environmental Policy

Our policy is to only use environmentally sustainable cleaning products that are efficient, effective and economically viable. Part of our charter is to continually search for machinery and chemicals that improve our capacity to move towards a non-invasive and 'Green' cleaning solution every time.

Please familiarise yourself with the Grid Group Environmental Policy for more information.

The Grid Group Public Risk Management System

At Grid Group we are vitally aware of our responsibilities in relation to public risk and the need to present every site as a safe environment for all. With this focus very much in mind, we are able to achieve the best possible cleaning and public liability results for our clients without distracting from our core task.

The Grid Group Risk Reduction Procedure outlines the mechanism with which we control workplace risk management.

Intellectual Property

The Company is committed to protecting its own intellectual property, such as information, processes, and technology, from infringement by others. The Company's informational tools are available at our disposal because of significant investments of time and Company funds. If our intellectual property is not properly protected, it becomes available to others who have not made similar investments. This would cause us to lose our competitive advantage and compromise our ability to provide unique services to our customers.

The Company's intellectual property includes confidential Company business information, trade secret technology (such as computer software and systems and knowhow related to them), patented inventions and processes, trademarks and service marks, trade dress, and copyrighted works. It is the responsibility of every Company Service Team Member to help protect Company intellectual property. It is the responsibility of Company managers and supervisors to foster and maintain awareness of the importance of protecting the Company's intellectual property.

Feedback

Here at the Grid Group we understand that those who truly know the workplace is you, the team members who work daily on our worksites. All feedback or suggestions are greatly welcomed. We all encourage all Service Team Members to provide their suggestions on any aspect of our business. Ideas that are adopted receive appropriate recognition. Please send any ideas or suggestions to admin@gridgroup.com.au

Completion of Grid Group Induction

Name:

Signature: Date:

Received by Grid Group Manager: Date:

1. I have attended a Grid Group INDUCTION PROGRAM.
2. I have received a copy of my SCOPE OF WORK / JOB DESCRIPTION and SERVICE MEMBER INDUCTION.

DECLARATION

I understand that under no circumstances am I or any of my team members are to at any time attempt to solicit, obtain or arrange direct work arrangements or agreements with clients of Grid Group. I understand that under no circumstances am I or any of my team member to discuss, converse or question clients in regard to any fee or charge from GRID GROUP PTY LTD to current clients of said company.

FULL NAME.....

SIGNATURE

SITE

DATE