

ESSENDON COMPLETE TRADE SERVICES Pty Ltd

POLICIES AND PROCEDURES

The following policies and procedures apply to your employment and have been formulated to ensure the efficient and smooth operation of the business and fair administration within the workplace.

These procedures are to be complied with at all times.

- **Harassment and Discrimination**

Essendon Complete Trade Services is an equal opportunity employer and adopts and supports the standard Employment Harassment & Discrimination Policies.

- **Smoking**

Smoking is limited to designated areas.

- **Alcohol / Drugs**

The consumption of alcohol at the workplace is banned other than for official Company functions. The use of drugs of dependence is illegal and will not be tolerated.

- **Punctuality / Professionalism**

All employees are expected to be punctual and go about their duties in a professional manner.

- **Telephone**

The telephone must be answered promptly and efficiently. Courtesy and professionalism must be conveyed over the phone at all times. All employees are expected to keep personal telephone calls to a bare minimum.

- **Courtesy**

It is expected of all personnel to be courteous to all Clients and each other.

- **Dress**

All personnel are required to dress in a neat and tidy fashion within Company standards.

- **Tools**

It is expected that tradesmen supply and maintain the necessary amount of appropriate tools to carry out a professional job.

- **Confidentiality**

It is expected that you will not disclose to any unauthorised person confidential information about the Company or its Clients. Further you will not make use of any information, papers or documents to which you may have access except on behalf of the Company. Care should be taken that conversations that may be of a confidential nature should not be overheard.

- **Vehicles**

All company vehicles shall be kept in a neat and tidy manner. Service requirements are to be reported when needed and any damage or faults reported immediately.

- **Fines**

Traffic and parking infringements are the responsibility of the person using the vehicle at the time and must be dealt with promptly.

* * * * *