

HÔTEL RAVESIS

Employee Manual: Policies, Procedures and Standards

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SECTION 1 – INTRODUCTION

HÔTEL RAVESIS

1.1 Welcome

Congratulations on joining the Hotel Ravesis team. As a part of our team you are expected to share in our ultimate goal - the success of our business.

Your attitude and performance are vital in the continuing success of Hotel Ravesis. It is your enthusiasm and belief that the guest deserves the best that will help Hotel Ravesis maintain its reputation as one of the best bars in Sydney and as a leader in the hospitality Industry.

In today's climate it is vital to stay competitive by providing outstanding service and exceeding our guest's expectations on service.

Remember, in the eye of the guest, **YOU ARE Hotel Ravesis!**

Hotel Ravesis will strive to provide each employee a safe, enjoyable workplace and we expect every employee to act in an ethical manner while performing their duty and become an active, efficient and productive member of our team. Hotel Ravesis will aid you in the process of continuous skill improvement and recognise outstanding performance.

It is important that you take the time to read and understand this manual. Should you have any queries please discuss them with myself or another manager before signing and returning your Employment Agreement.

I look forward to working with you.

Alex Spork
General Manager

1.2 Mission Statement

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Hotel Ravesis aims to deliver an authentic, unique Bondi Experience. We are the full package. Located on the beach front of one of the most famous locations in the world, we aim to live up to that reputation. Delivering to our guests everything from boutique accommodation, live entertainment, fantastic drinks and fabulous food, all accompanied with exceptional service.

1.3 Company Structure

Hotel Ravesis is run by Debilu Pty. Ltd.

1.4 Management Structure

POSITION	NAME
Ownership	Geoff Vaughan John Douglas Aya Larkin
Licensee & General manager	Alex Spork
Maintenance Manager	Frank Teplicanec
Venue & Events Manager	Tayla Hamill
Venue & Accommodation Manager	Rachel Harding
Assistant Manager/Recruitment	Tobi Hamill
Assistant Manager/Entertainment	Alex Lenehan
Assistant Manager/Beverage	Christian Soto
Assistant Manager/Restaurant	Wietse Bruin
Reception Manager	Bella Szczepanski

1.5 Trading Hours and Contact Details

Venue Opening Hours	Kitchen Hours
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Monday to Thursday	12pm – 12am	Open– 10pm
Friday to Saturday	11am – 1am	
Sunday	11am – 12am	

1.6 Style of Service

Hotel Ravesis operates with a relaxed, warm and friendly service. We offer a mix of order at the bar and table service. Table Service is done in our restaurant section & for some events in other areas. We utilise Me&U for order at table in non-table service sections and guests are always welcome to order at the bar, regardless of where they are in the venue. When ordering at the bar, guests are given flag numbers for food and cocktail orders which are then delivered to the guest once made.

1.7 Service Requirements

- You are required to give prompt, welcoming and efficient service at all times. Be polite to patrons at all times - no matter how difficult they might seem.
- If you are unable to politely deal with a problem guest you must seek the assistance of a manager immediately.
- Service is our top priority and should always take precedence over anything else you might be doing.
- Be mindful of guest's needs always and maintain a pleasant disposition when carrying out your duties.
- Guests should at all times be greeted, acknowledged and treated in a professional, helpful and courteous manner.
- Guests are not an interruption to our work, they are the reason for it.
- Behaviour which is deemed rude or offensive to guests will not be tolerated.
- It is imperative that staff check on guests when they are eating to ensure they are happy with their food (two-bite rule) as well as at other times when heaters may need to be turned on / off and music turned up / down.

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SECTION 2 – DRESS REGULATIONS AND PRESENTATION

2.1 Personal Appearance

- The standard of personal appearance of every employee makes an important impression on guests and on the image of the bar. Employees therefore are expected to maintain a neat, clean and well groomed appearance at all times.
- The nature of your job requires you to have clean hands and nails at all times.
- For the comfort of other staff and guests please ensure that you uphold basic hygiene practices and use an effective deodorant.

2.2 Uniform

The standard Hotel Ravesis uniform is as follows:

- White T-Shirt
- Jeans
- Hotel Ravesis Apron

2.3 Shoes

- No running style shoes or sports style shoes are permitted
- All employees are required to wear enclosed, non-slip shoes.
- Shoes must always be clean and be free from holes.
- Thongs are not permitted at any time, even during set up.

2.4 Hair & Jewellery

- Hair should be clean and neatly styled at all times.
- Long hair should always be tied up when working around food
- Any jewellery worn should be kept to a minimum and is subject to approval by management.
- Visible piercings are also subject to management's approval.

SECTION 3 – EMPLOYMENT PROCEDURES AND POLICIES

3.1 Commencement of Employment

Before you start at Hotel Ravesis:

- You will have your profile setup for Deputy & Employment Innovations.
- You will be issued with an employee manual.
- You will be given a Work Place Relations Fact Sheet (available via Onboarding Website).

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- You will need to complete all relevant information on Deputy & Employment Innovations in order to be paid.
- You will need to provide a copy of a valid RSA Competency Card.
- You will need to provide copies of any other relevant hospitality or safety courses completed.

3.2 Eligibility to Work

- All new employees, as a condition of employment, are required to confirm their legal entitlements to work in Australia.
- This should be done by providing documents to management.
- The following documents can be accepted as evidence of eligibility for employment:
 1. Evidence of permanent residence
 2. Temporary visa with entitlement
 3. Certificate of Australian Citizenship
 4. Australian Birth Certificate
 5. ATO Letter stating Tax File Number and Residency status

3.3 Employee Details

- Hotel Ravesis must be notified of any changes to personal details throughout the duration of employment eg; Change of address, telephone number and emergency contact details.

3.4 Payment of Wages and Salaries

- Employees are paid in accordance with the *Hospitality Industry General Award 2010*. You can obtain a copy via your manager.
- The pay week runs from Monday through to Sunday. Employees are paid weekly into their nominated account.
- Wages are deposited into bank accounts by Tuesday, except on public holidays, in which case pays will be deposited one day later.
- Weekly pay slips will be emailed to you.
- Failure to complete and return a tax declaration or provide your TFN will result in tax deductions at the maximum rate.
- Queries regarding payment of wages and salaries should be directed to management.

3.5 Employee Rosters

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- Rosters for employees are posted weekly.
- You must input your availability on Deputy a minimum of 10 days prior to any requested days off.
- Unavailability / leave requests will be granted on a first in-first served basis and will be limited during busy trading times. This means requests may be denied if others have asked for leave ahead of you.
- If you fail to fill out your availability it will be assumed that you have full availability and you will need to honour whatever shifts you are given.
- It is the responsibility of all employees to check the roster for their allocated shifts and commencement times and not the responsibility of management to inform them.
- All employees are expected to be available to work days, nights, weekends and public holidays as required.
- The roster is shaped in a way as to create a good skill sharing team for each shift. Under no circumstances are employees to attempt to swap shifts with another employee without approval from management.
- The amount of shifts that you require and then acquire will be in direct relation to your performance and attitude.
- Regular shifts are never guaranteed. They must be earned.
- All queries regarding the roster must be directed to management.

3.6 Tips

- Tips are to be divided evenly amongst the team for each area including the floor staff who assist each bar.
- Tipping is not compulsory and no guest should be pressured into leaving a tip.
- Tipping guests should not be given preferential service.
- Employees are responsible for declaring cash tips on their tax returns.

3.7 Attendance and Punctuality

- It is expected that every employee is regular and punctual in attendance. Absenteeism and lateness place a burden on the bar operations and on other employees.
- You should aim to arrive 10 minutes prior to your shift to ensure you are in uniform and clocked in on time.
- Employees are expected to be fully dressed in uniform and ready to start work on time.
- Regular tardiness will not be tolerated.
- When absent due to sickness or for any other reason, employees must notify management at least 4 hours before the commencement time and may be directed to seek a Medical Certificate under some circumstances.
- It is the employee's responsibility to speak directly with a manager regarding their intended absence and not another staff member.

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- Medical certificates must be provided by all employees for any period of absenteeism longer than one day.

3.8 Deputy

- You must sign on before you start your shift.
- You must start your break when you are sent on a break and stop it after.
- You must sign off at the end of your shift.
- If you forget to sign on you will only be paid from the time that you do.
- If you work a shift and neglect to sign on or off you will not be paid.
- If you forget to sign back on after a break you will only be paid until the start of your break.

3.9 Meal Breaks

While break times will vary, subject to how busy it is and the volume of staff working, you are legally entitled to the following per length of shift:

6-10 hour shift: 1 x 30 minute unpaid break.

10+ hour shift: 1 x 30 minute unpaid break + 1 x 20 minute paid break.

- Employees must not start a break without being instructed to by the manager on duty.
- Employees are not permitted to spend their breaks in service areas.
- It is expected that employees act in an appropriate manner and consider guests at all times while on a break.
- Areas used for meal breaks are to be left in immaculate condition - consider fellow employees and don't expect them to clean up after you!
- Employees are entitled to a 35% discount on all food items.
- All food ordered from the kitchen is to be paid on the spot with a debit/credit card.

3.10 Personal Belongings

- There are lockers available for use in the staff room
- Management encourages employees not to bring to work or carry any valuables on their persons whilst on duty.
- Management does not accept liability for lost or stolen employee property at any time.

3.11 Smoking

- Smoking is not permitted in the bar, kitchen or back of house areas.
- Employees are not permitted to smoke in uniform on premises.

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- Cigarette breaks during a working shift are a privilege and must never be taken without the prior permission of the manager on duty.
- If you are given permission for a cigarette break during your shift you must smoke in the area designated for staff to smoke in.
- By law, guests are not permitted to smoke at the bar.
- No guest may smoke in any area of the venue that is indoors or under an enclosed roof excluding the outdoor VIP room.
- Vaping is considered and treated the same way as smoking, regardless of tobacco content.

3.12 Phone Calls

- Employees are not permitted to carry mobile phones on their persons while on duty.
- Employees are not permitted to take personal calls, except in case of legitimate emergency.
- Any employee caught on a mobile phone without a legitimate excuse will be punished as management see fit. As a minimum, this will include confiscation of the mobile until the of their shift.

3.13 Staff Drinks

- Staff drinks are a privilege given to you and not required by law.
- All employees are permitted free post mix drinks whilst working.
- No juice, bottled water, redbull or bar snacks are to be consumed during work and must be paid for outside of work.
- Any employee found drinking alcohol during working hours will be terminated immediately.
- All employees are permitted ONE staff drink upon completion of their shift, as a reward for their efforts. These are only to be claimed from the Public Bar.
- Additional staff drinks must be paid for.
- After work staff drinks are to be recorded on the sheet provided.
- If you do not have a staff drink you must write NO DRINK or ND.
- Failure to write up your staff drink will result in the loss of staff drinks for 1 week.

3.14 Eating and Drinking Whilst Working

- No employee is permitted to eat whilst on duty.
- This includes chewing gum.
- No drinking (post mix/water/coffee) is permitted behind the bars or in view of guests. Please step to the side or into a BOH area where possible.
- Alcohol is never permitted to be drunk on shift and may result in your employment being terminated.

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- Due to Health Regulations, drinking and eating is prohibited behind the bar and food preparation areas.

3.15 Gaming and TAB

- It is the policy of this venue that no employee is permitted to play pokies in venue for the duration of their employment, whether on or off duty.
- Credit betting is illegal, anyone caught allowing credit bets to be put on will have their employment terminated immediately
- NO cash payouts over \$5000 are to be done except by way of a crossed cheque by the manager on duty.
- Any single gaming machine win paid out to a guest within the venue that is \$10,000 or more will require a specific identity process to be carried out by management. They should be notified immediately.
- This does not include wins that are paid to any one individual on separate occasions that may total \$10,000 or more, but payments made at one time.

3.16 Property and Theft

- Hotel Ravesis operates on a trust system with its employees. Do not abuse this trust.
- All property and goods delivered, stored at or sold at Hotel Ravesis remain the property of this venue.
- This includes but is not limited to: stock intended for sale including all food and beverage items, bonus stock, ullage stock, damaged stock and promotional material and sundries.
- None of the goods stated above are to be removed from the property at any time. Removal of any goods belonging to this venue will be regarded as stealing and will result in instant dismissal from duties, pending investigation.
- Employees shall not deliberately mislead, defraud or assist another person to steal or defraud this venue, fellow employees or guests. This will be regarded as gross and wilful misconduct and will result in instant suspension from duties pending investigation.
- If any employee is found culpable of theft the Police will be involved and the employee will be prosecuted.
- If you see or suspect another staff member acting in a dishonest manner speak to a manager immediately. Confidentiality is guaranteed.
- Giving away free drinks is viewed in the same light as stealing money or stock.
- Any employee seen to be giving away free drinks will be dismissed.
- Giving away free drinks and then recording them as wastage is akin to stealing also.
- Don't risk losing your job over a drink.

3.17 Cash Registers, Cash Handling and Eftpos

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- The cash registers in the hotel are all linked back to a central computer which can be viewed and monitored by management at any time.
- All stock items have their own button. It is crucial that the correct button is used every time.
- If you make a mistake when you cash off a sale, print the receipt, write 'VOID' with the reason why on the top and place it on the spike. Never try to rectify voids yourself.
- **Anyone who handles cash in the hotel is responsible for the accuracy of their transactions.**
- **Employees may be held accountable for any cash shortages that occur during their shift.**
- Accepted credit cards are Visa, Mastercard, American Express, Diners. Bank cards (Cheque or Savings) are also accepted.
- There is no minimum purchase required to pay by card.
- Every eftpos receipt must be 'APPROVED' and a signature must be collected and checked if required.
- We do NOT offer cash out services through eftpos. Guests who request this must be directed to the ATM at reception.

3.18 Bar Tabs

- Hotel Ravesis gives guests the opportunity to run a tab on their credit card.
- In order to start a tab the guest must provide a current driver's license and a current credit card in their own name. This is not negotiable regardless of how regular a guest it is.
- In exchange for the guests driver's license and credit card you must give them a Hotel Ravesis tab card to use.
- This tab card must be sighted before charging the open tab with any purchases.
- When the guest wishes to settle their tab they must be given both the eftpos receipt and the itemised tax invoice detailing everything that was put on their tab.

3.19 Events

- Hotel Ravesis hosts events for groups between 8 and 200.
- Employees are expected to familiarise themselves with basic function information.
- Any enquiries must be directed to the functions manager or the manager on duty in the event of their absence.

3.20 Stocktake

- A complete stocktake is performed at Hotel Ravesis every month.

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- Over pouring and sloppy bar skills can cause large stocktake variances and this is not tolerated at Hotel Ravesis.
- Every drop of alcohol wasted is money down the drain. While this may seem dramatic, keep in mind that it can and does add up!
- No free pouring or drag pouring of spirits is permitted. When pouring spirits employees must use a jigger for each individual drink and it should be carefully filled to just under its edge. Pours must be cut between serves.
- Wine must be poured to just below the line on the glass.
- CATCH THE DRIPS when pouring beer. It should never overflow.
- All cocktails are to be made according to the specific instructions provided. The measurements are carefully worked out and any deviation from them will negatively affect stocktake.
- Employees are expected to minimise operating expenses and waste wherever possible.
- All unavoidable wastage is to be recorded on the sheets provided immediately so it is not forgotten.
- Beer wastage is to be recorded at the end of each shift.
- All staff will lose staff drinks and/or other privileges in response to bad stocktakes so it is in your best interests if you see other staff members wasting stock to remind them of this or notify management immediately.

3.21 Employee Behaviour and Conduct

- All employees are ambassadors of Hotel Ravesis and should behave in a manner befitting the image of Hotel Ravesis whether they are on duty, finished work or out socialising.
- All employees are expected to display pride in their workplace.
- Employees should not ignore, allow or partake in any illegal activity in the workplace.
- Employees are not to bring to work any illegal substances.
- Employees are not to arrive for work affected by alcohol or drugs.
- If any employee starts work and is found to be either intoxicated or under the influence of drugs they will be dismissed immediately.

3.22 Guest Behaviour and Complaints

- Our guests are required to conduct themselves in an appropriate and legal manner.
- If the behaviour of a guest interferes with the enjoyment of other guests or is difficult or offensive in any way, management is to be informed immediately.
- No employee is permitted to deal with complaints from patrons, they must all be immediately referred to management. An employee saying the wrong thing could result in escalation of the situation and any employee who does this will be dismissed immediately.

3.23 Lost Property

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- All property found by employees is to be handed to reception immediately for safeguarding and management notified.
- If a guest is enquiring after lost property, management is to be contacted immediately in order to assist them.
- Under no circumstances should any employee 'look after' the property of a guest or take it for safe keeping into the bar or back of house areas. This includes taking mobile phones for charging.
- We **DO NOT** accept any liability for their lost or stolen property.
- Any staff member who finds and keeps any lost property will be automatically dismissed.

3.24 Company Confidentiality

- Employees, unless specifically authorised to do so, are not to divulge any information obtained as a result of their position to either the media, the public generally, or to any other person within Hotel Ravesis except and unless it is of a general nature and of general knowledge and it is done so as a consequence of performance of responsibilities.
- All knowledge and information written or otherwise regarding the activities of Hotel Ravesis or obtained as a consequence of employment become and remain the property of Hotel Ravesis unless otherwise authorised during the term of employment or thereafter and must not be divulged to any other source.

3.25 Dealing with the Media

- Employees shall refer all media enquiries regarding Hotel Ravesis to management.
- Employees shall not accept media interviews without prior approval from management.
- If you notice any person(s) taking pictures (still or moving) for what seems to be commercial purposes notify a management immediately.

3.26 Social Media Policy

Social Media Applications include, but are not limited to:

- Social Networking sites eg Facebook, MySpace, Google Plus;
- Video and Photo sharing websites eg Flickr, YouTube;
- Micro-blogging sites eg Twitter;
- Weblogs, including corporate blogs, personal blogs or blogs hosted by tradition media publications;
- Forums and discussion boards such as Whirlpool, Yahoo! Groups or Google Groups;
- Online Encyclopaedias such as Wikipedia;

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- Any other web sites that allow individual users or companies to use simple publishing tools.

Social Media Applications are not limited to websites and this policy applies to any other electronic application (such as mobile phone based, or hand held/PDA device based applications) which provides for the sharing of information to user groups or the public at large. Online communications may include posting or publishing information via Social Media Applications, uploading and/or sharing photos or images, direct messaging, status “updates” or any other form of interaction and/or communication facilitated by social media.

Responsibilities of employees regarding Social Media:

Employees must:

- Not disclose any work related information on any social media application unless otherwise authorised by management;
- Ensure they do not disclose any information about fellow employees on any social media applications or similar;
- Under no circumstances take photos of other employees, events or workplaces to be posted on any social media applications unless otherwise authorised by management;
- Not post comments or images on any work related social media application in relation to issues of politics, religion, race or sexuality.

SECTION 4 – LEGAL RESPONSIBILITIES IN LICENSED PREMISES

4.1 Responsible Service of Alcohol

The Liquor Act States:

1. It is an offence to serve or supply a person who is in a state of intoxication.
2. It is an offence to allow an intoxicated person to enter or remain on licensed premises.
3. It is an offence to serve any person who is violent, quarrelsome or disorderly.

- Hotel Ravesis strongly supports and practices the Responsible Service of Alcohol.
- Under Harm Minimisation laws, it is an offence to serve intoxicated persons or to allow such persons to remain on licensed premises.
- Employees are not to serve intoxicated patrons.
- Employees should be aware of all liquor laws and also to the harsh penalties that apply to staff who serve intoxicated patrons.

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- If you think someone has had enough to drink, politely refuse them service, offer them water, then notify a manager immediately. Note that all intoxicated persons must leave the premises immediately.
- It is also illegal to supply a person with alcohol if it is intended for a person who has been refused service for any of the above reasons - this is called Secondary Supply of alcohol. If you suspect this is occurring, you have the right to refuse service.
- Employees found in breach of the above can be fined up to \$5,500.

4.2 Underage Patrons

The Liquor Act states:

1. A person under the age of 18yrs (a minor) shall not consume, obtain or attempt to purchase liquor on licensed premises.

2. It is an offence to sell or supply or to obtain liquor on behalf of a minor.

- Children under the age of 18 are permitted to be on premise during the hours of 10am to 9pm, but only in the immediate presence of a parent or legal guardian (not a friend) and only in the permitted area. The permitted area includes the whole hotel, except the carpeted area of the ground floor and VIP room
- It is a policy of Hotel Ravesis that all children must be seated at all times.
- Children are not permitted within 1 meter of any bar unless passing through the area and accompanied by a responsible adult.
- The legal drinking age in NSW is 18yrs and over. Persons under the age are not permitted to purchase or consume alcohol.
- Bar staff are personally liable for prosecution and a \$5,500 fine if found serving underage persons. The venue will also face a harsh penalty.
- Bar staff should not take it for granted that any guest has been checked for ID by security already.
- If in doubt politely ask for identification.
- Bar Staff should not be embarrassed or afraid of the guest's reaction.
- It is the responsibility of all employees to report any possible underage person to management.

4.3 Proof of Age

Identification (I.D) must provide two things:

- Age (Date of Birth) of the person named
- That the person presenting the I.D is the person named on the I.D

The only acceptable forms of I.D are:

- Photo Drivers License
- Passport

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- Photo Card

Check that the I.D:

- Is current
- That the I.D is not fake (check security features for authenticity)

4.4 Drugs, Prostitution and Hawking

A major problem facing all hotels is ensuring that the licensed premises remain drug free.

This includes the selling and/or use of prohibited drugs. If you suspect someone is dealing or suspect someone is under the influence of drugs, contact the manager on duty immediately.

A common problem associated with drugs is prostitution. If you suspect someone (male or female) is soliciting in or around the hotel, contact the manager on duty immediately.

Another common problem is someone who hawks, peddles or sells any goods on the premises – even if it is for charity. If you suspect someone is doing this contact the manager on duty immediately.

The Liquor Act States:

- It is an offence to allow the sale or consumption of prohibited drugs on licensed premises.
- It is an offence to allow the premises to be used for prostitution.
- It is an offence to allow someone to hawk, peddle or sell any goods on the premises.

4.5 Violence

While it is stated that you must be polite and friendly at all times, this does not mean that you are expected to tolerate abusive, offensive or violent behaviour, either directed at you, other members of staff or guests. If a person or persons are threatening you or any other person in or around the hotel, notify management immediately. If this is not possible, and you feel that someone is genuinely being threatened, ring the police immediately.

4.6 Undesirables

Standards in the hotel are not only set for staff, but also for guests. The above regarding underage patrons, drugs, intoxication, prostitution, hawking, violent or quarrelsome behaviour are all outlining standards of behaviour we expect from our guests.

If you feel a person in the hotel does not satisfy all of the above standards, contact the manager on duty immediately.

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4.7 Animals on the Premises

- Health regulations prohibit the presence of animals on Hotel Ravesis premises.
- Guide dogs, for the visually impaired, are permitted.

4.8 After Hours Meals

- It is a requirement of RSA that after hours meals be available at all times when the kitchen is closed.
- The after hours meal is located the freezer in the staff room. You should check at the start of every shift to ensure the meal is where it should be. If you cannot locate an after hours meal inform management immediately.
- Please let a manager know when an order is requested.

4.9 Crime Scene Preservation

Under no circumstances is any staff member to clean up a possible crime scene within the hotel or its nearby surrounds. Any time there is an incident that involves violence, malicious injury, assault or weapons it may constitute a crime scene. You must contact a manager immediately upon discovery of an incident or any evidence of an incident such as blood or other assault injury.

Upon identification of a crime scene you should stop other patrons from entering the immediate vicinity and DO NOT touch anything. This is very important as you may be liable for prosecution by police if you interfere with a crime scene.

4.10 AUSTRAC Policy

Introduction

Under the *Anti-Money Laundering and Counter-Terrorism Act 2006 (AML/CTF Act)*, businesses which fall into certain categories are required by law to report particular transactions back to the Australian Government via the Australian Transaction Reports and Analysis Centre (AUSTRAC).

Compliance Officer

The compliance officer in relation to the Debilu Pty Ltd is Alex Spork. If there are any queries in regards to this policy or the reporting procedures, he can be contacted at Hotel Ravesis on 9365 4422 or 0434 111 310.

General Requirements

It is stipulated in the AML/CTF Act that any guest that is paid out winnings of more than \$10,000 is required to be identified. A manager should be contacted immediately in this event so they may request the necessary identification details.

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Gaming Machines

Any payout from a Gaming Machine to a guest within the venue that is \$10,000 or more will require the identification process to be carried out by management. This does not include payments that are paid to any one individual on separate occasions that may total \$10,000 or more, but only at one time.

Other Gambling Services including TAB

Any other gambling services where a payment amount to an individual could exceed \$10,000 will also be subject to the identification process.

Enhanced Due Dilligence

Although the act directly stipulates the general requirements as noted above, there is also an obligation on the business to request identification and report suspicious transactions that may fall below the \$10,000 threshold. Such transactions may include;

- The same person collecting multiple large sums of money that add up to more than \$10,000.
- A person that you suspect is collecting winnings slightly below the \$10,000 threshold to avoid the identification process.
- A group of people collecting large amounts of money, but not above the \$10,000 limit.
- Any other suspicious circumstances that make you believe that it should be reported.

If, as a staff member you believe that a transaction is suspicious, it is the decision of the manager on duty at the time to determine whether the identification process should be carried out.

SECTION 5 – WORK HEALTH AND SAFETY

WHS Policy

Hotel Ravesis is committed to ensuring the health, safety and welfare of all workers, contractors & visitors. In fulfilling this obligation Hotel Ravesis will consider Workplace Health & Safety in all activities conducted at the work place. This includes but is not limited to providing personal protective equipment (PPE), appropriate signage & ongoing training.

Hotel Ravesis aims to provide and maintain, for all workers, guests and visitors, an environment that is as safe as possible. The management system will ensure that priority will be given to accident prevention, hazard control and removal, injury protection and health preservation in Hotel Ravesis plans, procedures, programs and job training.

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To achieve this, all members of staff have the following responsibilities:

- To work with due care and consideration to safeguard their own health and safety and the health and safety of others.
- Comply with all safe working practices and procedures set in place by management.
- To report any potential hazards identified in the workplace or any mishaps, incidents or injuries that may occur during the course of work.
- To observe all instruction issued to protect their health and safety or the health and safety of others.
- To attend, when directed, any course of training or instruction related to health and safety.
- To use any equipment that is issued for personal protection, and to ensure that it is maintained in proper order.
- To cooperate with any rehabilitation program that is arranged, to assist recovery from injury for themselves or for fellow employees.
- No person shall wilfully, recklessly or intentionally interfere with, remove, misuse or damage anything that is provided in the interests of health, safety and welfare, nor wilfully place at risk the health or safety of any person at their workplace.
- If an incident is found to be captured on the venues CCTV, this CCTV footage is to be handed over to police.
- Any incident is to be noted in the Hotels incident book with all details included.

The company will make available appropriate resources to ensure that it complies in all respects with relevant Work Health and Safety legislation, and to ensure that the workplace is safe and healthy.

5.1 First Aid

- Management is to be notified immediately if an employee or guest requires First Aid attention.
- The First Aid representatives at this venue are all management and security guards
- The First aid Kits are located in each bar, at reception and in the office.

5.2 Injuries, Accidents and Workers Compensation

- Employees who are injured whilst rostered on the premises, or travelling directly to or from work, must inform the WHS officer or Manager on duty immediately and correctly record the incident in the injury report register.
- You must notify the WHS officer or manager of any potential Workers Compensation claim within 24hrs to assist in early acceptance and management of your claim.

Employees who have been involved in a work related injury or accident should follow the steps below:

1. Report the injury to the manager on duty immediately

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2. Record all details of the injury in the incident register.
3. Record all details on a Hotel Incident Report Form
4. With the manager, determine if the injury requires medical attention.
5. If medical treatment is needed, you will be directed to the appropriate doctor or hospital. Let your treating doctor know that it is a work related injury and ensure a Work Cover medical certificate is obtained.
6. Receipts for out of pocket expenses should be kept and forwarded to the WHS officer or management.
7. No employee can return to work prior to receiving a Fit for Duties Work cover Certificate from the treating doctor which must be presented to the WHS officer or management.

5.3 Fire Emergency Procedures and Meeting Point

In the event of a building evacuation, staff must proceed to the assigned evacuation point which is located directly opposite the hotel on the corner of Hall St and Campbell Pde, out the front of Platypus Shoes.

All staff must adhere to the following procedure in the event of a fire emergency:

- Ensure the Manager on Duty has been notified (000)
- Alert personnel and patrons in the immediate area
- Close your Cash Register
- Close fire doors, windows and stair doors to prevent fire spreading to other areas if safe to do so
- Go to the emergency assembly point
- Ensure a roll call has been completed
- Advise management of any staff not accounted for
- Do not re-enter the building until directed by the fire brigade
- Attend to those in need of First Aid if qualified to do so

5.4 Armed Hold-Up Procedures

If you find yourself in the position of being involved in an armed hold-up at Hotel Ravesis it is important to follow the procedures outlined below:

- Stay as calm as possible, obey the robber's instructions and do only what you are told and nothing more
- Do not volunteer information about the money (unless asked)
- Be very deliberate in handing over any money to the robber(s) - DO NOT make any sudden moves
- Observe the robber(s) speech, mannerisms, clothing, scars or any other features but only do this if there is no danger to you
- Do not stare at robber(s)
- Once the robber(s) have left the venue, telephone the emergency number (000) and advise them of the situation
- DO NOT follow the robber(s)

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- NOTE – If you are not directly involved in the robbery stay out of danger. If you believe that there is no danger to you, telephone the emergency number (000) and advise them of what is happening and the location
- REMEMBER – your safety is the most important issue and many of these offenders may be under the influence of drugs and behave irrationally
- The safety of staff and patrons is our primary concern. If a situation like this arises, DO NOT be heroic. Your life is worth more than any amount of money.

5.5 Anti-Discrimination and Workplace Bullying Policy

- All Employees should enjoy good working relationships with one another and management. This means that everyone should feel comfortable in the workplace and that differences should be respected.
- An important part of good working relationships is that everyone must be able to work in an environment free from harassment.
- Harassment is any behaviour that is not asked for and not wanted and that happens because of a person's sex, race, age, marital status, disability, or sexual preferences.

Employees shall not:

- Discriminate against any other employee in relation to their political opinion, race, colour, religion; national extraction; social origin or immigration; marital status; pregnancy or potential pregnancy; sex; sexual preference; age; mental, intellectual or psychiatric disability.
- Make unwelcome or discriminatory comments or take unwelcome or discriminatory actions against any other employee.
- Engage in physically harassing or offensive conduct.

Hotel Ravesis acknowledges that mutual friendships and relationships may develop in the workplace. In such circumstances, employees shall not engage in any form of behaviour that may interfere with the working environment or offend other employees or guests.

Definition of Workplace Bullying

Bullying is any behaviour that you find unwanted, inappropriate, aggressive or unreasonable. Bullying can cause psychological injuries such as anxiety and depression and an indirectly cause physical injuries. Workplace bullying can happen to anyone – it can be from management to workers but can also be from workers to management or between peers.

Bullying can be carried out verbally, physically or in writing. Examples Include:

- Insults and constant criticism
- Malicious rumours and gossip
- Deliberate repeated exclusion from activities
- Behaviour of language that frightens you

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Reasonable managerial actions, poor management practises and differences of opinion do not constitute bullying. Bullying is different from harassment, which disadvantages victims on the basis of their status or beliefs, and does not necessarily put their health or safety at risk. If any bullying involves violence or the threat of violence, it is a criminal offence. It will be reported to the Police.

Any form of workplace bullying as described above is against the law. This is governed by the **Fair Work Amendment Act 2013** and controlled by the Fair Work Commission. Under this act, legal action could be taken against any person or company for workplace bullying. A copy of this act can be obtained from Solotel head office if required or online www.fwc.gov.au

Management and Staff Responsibilities

All management and supervisors of staff have a responsibility to:

- monitor the work environment to ensure that acceptable standards of conduct are observed at all times
- model appropriate behaviour themselves
- promote the organisation's anti-discrimination and workplace bullying policy within their work area
- treat all complaints seriously and take immediate action to investigate and resolve the matter
- refer complaints to head office if they do not feel that they are the best person to deal with the case or if there is a conflict of interest with the manager

All staff have a responsibility to:

- Comply with the organisation's anti-discrimination and workplace bullying policy
- Offer support to anyone who is being harassed or bullied and let them know where they can get help and advice (they should not, however, approach the harasser or bully themselves)
- Maintain complete confidentiality if they provide information during the investigation of a complaint. Staff should be warned that spreading gossip or rumours may expose them to a defamation action

5.6 Sexual Harassment Policy

Sexual harassment is any unwanted, unwelcome 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 or any other behaviour which creates a sexually hostile working environment.

Note Sexual harassment is not behaviour which is based on mutual attraction, friendship or respect. If the interaction is consensual, welcome and reciprocated it does not constitute sexual harassment.

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The Law and Sexual Harassment:

Sexual harassment in any of the forms mentioned above is against the law. This is governed under the *Commonwealth Sexual Discrimination Act 1984* and is monitored and controlled by the *Human Rights and Equal Opportunities Commission*. Under this act, legal action could be taken against any person or company for sexual harassment. A copy of this act can be obtained from the Solotel head office if required.

Circumstances:

An employee can be sexually harassed by a supervisor or manager, co-worker, contractor, service provider, client or guest. It must also be noted that sexual harassment is not just unlawful during working hours or in the workplace itself. The behaviour is illegal in any work related context including conferences, work functions, office Christmas parties and business or field trips.

Staff Responsibilities:

All employees have a responsibility to:

- Comply with the organisation's sexual harassment policy
- offer support to anyone who is being harassed and let them know where they can get help (they should not, however, approach the harasser themselves)
- Maintain complete confidentiality if they provide information during the investigation of a complaint as spreading gossip or rumours may expose them to a defamation action

For any complaint that may be viewed as sexual harassment the employee can contact the following people:

- Alex Spork (Licensee)
- Hotel managers
- Aya Larkin, ph: 9365 4422

A complaint can be made to any of the above people without having to go to your immediate manager. The person making the complaint should discuss the matter with whoever they feel most comfortable with.

SECTION 6 – BREACH OF POLICIES AND PROCEDURES

To ensure a fair and equitable working environment for all employees the policies, procedures and standards outlined above form an expressed condition of your employment with Hotel Ravesis. A breach of any of these standards or failing to follow other established

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policies and procedures within the venue may lead to formal counselling, disciplining or suspension of employment, and/or potential legal action being initiated.

6.1 Disciplinary Action

Hotel Ravesis expects that all employees adhere to the policies, procedures and standards contained in this Employee Manual. When an employee deviates from these rules and standards, disciplinary action will be taken against the employee.

Determination of the appropriate level of action will be dependent on the seriousness of the breach of policies, procedures and standards, the circumstances surrounding the matter and the employee's previous record.

The usual sequence of disciplinary action may include:

1. A verbal warning
2. A written warning
3. Suspension of duties pending investigation
4. Termination of employment

6.2 Grounds for Suspension of Duties

Though committed to correcting employee behaviour through the disciplinary procedure, Hotel Ravesis considers certain behaviour to be deemed gross and wilful misconduct. Behaviour deemed as such is grounds for suspension of duties.

Employment will be terminated immediately for the following reasons:

1. Trafficking or possession of illegal drugs on the Premises.
2. Reporting to work or returning from breaks affected by alcohol or illegal drugs.
3. Stealing from Hotel Ravesis or a fellow employee, or removing venue property without permission.
4. Deliberately misleading, defrauding or assisting another person to steal or defraud Hotel Ravesis, fellow employees or guests.
5. Physically striking or making threats of violence to a fellow employee, guest or Manager.
6. Possession of firearms, explosives or illegal weapons on the premises
7. Using severe abusive language towards fellow employees, managers or guests.
8. Deliberately and wilfully damaging the venue, fellow employees or guest's property or equipment.
9. Serious and deliberate breach of the above policies and procedures.
10. Wilful and deliberate neglect of performing tasks or procedures assigned to a position which could result in significant loss or damage to the venue.
11. Abandoning employment without reason or notice, or leaving the work area during working hours without prior consent from your supervisor management.

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12. Violations of health, safety, rules or practices, or deliberately performing duties in a manner, which may cause injury to the employee other employees or managers.
13. Deliberately providing fraudulent, misleading, or inaccurate information on application for employment with Hotel Ravesis.
14. Sexual or physical harassment, threatening, intimidating, compelling or interfering (or any other form of discrimination) against fellow employees or management.
15. Wilful disobedience of work instructions from a supervisor or management.
16. Immoral conduct of any form.
17. Altering, falsifying or tampering with time records.

Once again welcome to Hotel Ravesis. We hope you will enjoy working in our team and that together we can make work satisfying, interesting and fun.