



All Company Policies contained in this booklet shall apply to employees, agents or contractors working within Champions IGA Supermarkets.

This includes all employees of BMS Retail Group Pty Ltd and Inglewood Supermarket Pty Ltd

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CODE OF CONDUCT

APPLICATION

- This Code of Conduct applies to you as an employee, agent or contractor of Champions IGA.
- This Code of Conduct does not form part of your contract and may be varied at any time by Champions IGA.

Statement of Intent

- The Code of Conduct establishes a standard by which we conduct ourselves towards others and perform our work.
- The aim of this Code of Conduct is to help us to aspire to the highest standards of ethical conduct and to make clear the general and specific expectations of Champions IGA.

What you are required to do

- You are expected to behave ethically, with integrity and appropriately during the course of your employment or engagement with Champions IGA.
- You are expected to conduct yourself professionally and politely at all times when at work and outside of work while undertaking work-related activities.
- You are expected to:
 - comply with your contract
 - follow all directions given to you
 - comply with all local, state/territory and federal laws
 - comply with all policies and procedures
 - behave appropriately, including use of appropriate language
 - take reasonable care and behave in a safe manner at all times
 - never report for work in circumstances where there is a risk that you could be affected by or impaired by, or 'under the influence of' drugs or alcohol
 - not make personal profit or gain in connection with your employment or engagement other than as provided for in your contract
 - not engage in any conduct that might damage the reputation of Champions IGA or any of its officers or employees
 - maintain confidentiality of all information, records or other materials acquired during your employment or engagement with Champions IGA
 - behave in a non-discriminatory manner at all times (this includes respect for a person's race, colour, religion, national origin, age, sex, sexual orientation, marital status, family responsibilities, pregnancy or potential pregnancy, union membership or non-membership, mental or physical disability)
 - not engage in bullying or harassment.

Failure to comply with this Code of Conduct

- If you do not comply with this Code of Conduct, you may be the subject of disciplinary action which may include:
 - counselling
 - verbal or written warnings; or
 - termination of your employment.

COMPLAINTS AND GRIEVANCE POLICY

APPLICATION

- This policy applies to any complaint or grievance that a workplace participant has against an employee, contractor or other third party.

Statement of Intent

- Champions IGA recognises the rights of employees and others to make complaints or otherwise raise a grievance in good faith without fear of victimisation in doing so.
- This policy has been put in place to provide employees with a process to follow in making a complaint or otherwise raising a grievance.

Making a complaint

- If you raise a grievance or otherwise make a complaint, you must do so honestly and genuinely. You must not raise a grievance or complaint frivolously or for an alternative purpose.
- Before making a complaint or grievance, ideally you would seek to resolve the issue yourself directly with the other individual(s) involved.

If this is unsuccessful or not a plausible option, grievances should be raised with your direct Supervisor / Manager or Store Manager promptly. If the matter is not resolved, the matter may then be escalated and raised with Human Resources.

Champions IGA also have a confidential email address monitored by Human Resources through which any Discrimination, Harassment or Bullying concerns can be raised: NoBullies@championsiga.com.au

- Where a complaint or grievance cannot reasonably be resolved directly with the other individual(s) involved, then Champions IGA may take the following action, subject to the circumstances:
 - an informal process (e.g. organised discussions between parties)
 - a formal investigation process
 - mediation.

Conduct after a complaint is made or while an investigation is underway

- All employees must conduct themselves appropriately.
- Complainants and witnesses will not be treated adversely or otherwise victimised.
- All employees must maintain confidentiality about a grievance or complaint, except as required.

Conduct after a complaint is made or while an investigation is underway

- Failure to comply with this policy, or a finding of misconduct or other inappropriate behaviour, may result in disciplinary action, which may include:
 - training
 - monitoring
 - an apology
 - altered work arrangements
 - a warning
 - a final warning
 - termination of employment.

INFORMATION TECHNOLOGY POLICY

APPLICATION

- This policy broadly sets out Champions IGA's expectations in respect to the operation and use of its network, computers and related equipment in connection with your employment, or where it can have an effect on your employment.
- This policy does not form part of your contract and may be varied at any time by Champions IGA.

Statement of Intent

- The purpose of this document is to ensure that appropriate measures are put in place to protect Champions IGA and confidential information, and the network(s), computers or other equipment owned or operated by or on behalf of Champions IGA.
- Champions IGA provides its staff and, where applicable, authorised contractors with access to information and communication technologies to enhance and support Champions IGA and the employment experience. In particular, access to network(s), computers or other equipment owned or operated by or on behalf of Champions IGA, is provided to enable networking and access to worldwide information resources. With this access comes obligations, limitations, responsibility and accountability.

Email, internet, computer equipment and other devices

- Champions IGA expects you to take the approach that everything you do in connection with work, during and outside working hours, that involves:
 - sending emails
 - accessing and searching the internet (including Facebook, Twitter and any other social network, blogging or method of communicating via the internet)
 - using computer equipment issued or paid for by Champions IGA
 - must be done in a professional and courteous manner.
- You should not expect that any email or other activity conducted over Champions IGA's computer network(s) will be private or otherwise confidential.
- However, with the above in mind, you may engage in some personal use that is reasonable and limited so as not to interfere with your performance or work generally.

Other rules that apply are:

- You must not make representations on behalf of Champions IGA without express authority to do so.
- You must respect the equipment, treating it gently and carefully.
- You must keep any passwords confidential, except as required for legitimate Champions IGA activities.
- You must not engage in use that involves conduct or material that is generally inappropriate and otherwise obscene or offensive.
- You must not engage in use that includes conduct or material that has the risk of defaming, or of causing damage to, Champions IGA or any of its officers or employees.
- You must not engage in use that includes unlawful activities that are illegal or otherwise inappropriate.
- You must not engage in use that impacts the performance of the network(s), computers or other equipment owned or operated by or on behalf of Champions IGA.

Surveillance

Champions IGA engages in:

- a) computer surveillance of all its information technology systems, including email usage, internet usage and any other usage of information technology supplied by Champions IGA. This surveillance is be carried out on an intermittent but ongoing basis and will effectively start upon commencement of this policy;
- b) camera surveillance by way of closed-circuit television cameras. The surveillance will be continuous and ongoing. For the purposes of your employment with Champions IGA and exposure to the surveillance, it will effectively start upon commencement of this policy. Access to the recorded material will be strictly limited to authorised personnel; and
- c) tracking surveillance by means of an electronic device the primary purpose of which is to monitor or record geographical location or movement (such as a Global Positioning System tracking device). The surveillance will be continuous and ongoing. For the purposes of your employment with Champions IGA and exposure to the surveillance, it will effectively start upon commencement of this policy. Access to the recorded material will be strictly limited to authorised personnel.

You consent to this surveillance.

Confidentiality and privacy

- You must not engage in use that includes using the network(s), computers or other equipment owned or operated by or on behalf of Champions IGA for the purposes of disclosing or removing intellectual property or other confidential information from Champions IGA without express authority to do so.
- Champions IGA maintains the right to conduct surveillance of your use of its network(s), computers or other equipment that is owned or operated by or on behalf of Champions IGA. This surveillance may be intermittent and ongoing.

Failing to comply with this policy

- Failing to comply with this policy can result in disciplinary action, which may include:
 - a warning
 - a final warning
 - termination of employment.

DISCRIMINATION, HARASSMENT AND BULLYING POLICY

APPLICATION

- This Policy applies to employees, agents and contractors (including temporary contractors) of Champions IGA, collectively referred to in this Policy as 'workplace participants'.
- This Policy is not limited to the workplace or work hours. This Policy extends to all functions and places that are work related. For example, work lunches, conferences, Christmas parties and client functions.
- This policy does not form part of your contract and may be varied at any time by Champions IGA.

Statement of Intent

This policy is designed to assist Champions IGA in its aims to:

- provide an environment where employees and others in the workplace are treated fairly and with respect, and are free from unlawful discrimination, harassment and bullying; and
- ensure that when employment decisions are made, they are based on merit, not on irrelevant attributes or characteristics that an individual may possess. Champions IGA also tries to create a work environment which promotes good working relationships.

Discrimination

- Direct discrimination in employment occurs when a person is treated less favourably than another in their employment because of a reason or ground which is prohibited by law. The prohibited grounds of discrimination are set out in the Federal, State and Territory anti-discrimination laws and include sex, race, age etc.
- A full list of the grounds of discrimination which operate federally and in the State and/or Territories in which workplace participants undertake their work for Champions IGA will be relevant and are listed below:
 - Race (including colour, nationality, descent, ethnic, ethno-religious or national origin)
 - Religious belief, affiliation, conviction or activity
 - Sex
 - Marital status, domestic status, relationship status
 - Pregnancy (including potential pregnancy)
 - Homosexuality, transsexuality, sexuality, sexual preference/orientation, lawful sexual activity, gender identity
 - Carers' responsibilities, family responsibilities, carer or parental status, being childless
 - Disability/impairment, including physical, mental and intellectual disability
 - Breastfeeding
 - Age (including compulsory retirement)
 - Physical features
 - Industrial/trade union membership, non-membership or activity
 - Political belief, opinion, affiliation, conviction or activity
 - Employer association membership, non-membership or activity
 - Employment activity
 - HIV/AIDS
 - Defence service
 - Association (i.e. association with a person who has one or more of the attributes for which discrimination is prohibited)
- While discrimination on the basis of irrelevant criminal record is only unlawful in the Northern Territory and Tasmania, a person may still make a complaint to the Australian Human Rights Commission about being discriminated against because of their irrelevant criminal record. Because this type of discrimination is not 'unlawful' under the Commonwealth laws, the Commission has no powers to make orders for compensation or make other orders to compel a party to do something. The Commission's powers are limited to making a recommendation for action (whether compensation or otherwise) and to 'tabling' their report in parliament (which is tantamount to 'naming and shaming').
- Separately to ordinary discrimination laws, there are laws in the Commonwealth, New South Wales, Queensland, the Australian Capital Territory, Northern Territory, Western Australia and Tasmania, that prohibit persons from taking spent criminal records into account or otherwise disclosing the details of a spent criminal record.

Harassment

- Harassment is unwelcome conduct directed towards a person based on a ground of discrimination (as set out above), that a reasonable person would expect to offend, humiliate or intimidate.
- Sexual harassment is unwelcome conduct of a sexual nature, which makes a person feel offended, humiliated or intimidated. Conduct can amount to sexual harassment even if the person did not intend to offend, humiliate or intimidate the other person. However, conduct will not be sexual harassment if a reasonable person, having regard to all the circumstances, would not have anticipated that the conduct would offend, humiliate or intimidate the other person.
- Sexual harassment does not have to be directed at a particular individual to be unlawful. Behaviour which creates a hostile working environment for other workplace participants can also be unlawful.
- Examples of sexual harassment include, but are not limited to:
 - physical contact such as pinching, touching, grabbing, kissing or hugging
 - staring or leering at a person or at parts of their body
 - sexual jokes or comments
 - requests for sexual favours
 - persistent requests to go out, where they are refused
 - sexually explicit conversations
 - displays of offensive material such as posters, screen savers, internet material etc.
 - accessing or downloading sexually explicit material from the internet
 - suggestive comments about a person's body or appearance
 - sending rude or offensive emails, attachments or text messages.

Bullying

What is workplace bullying?

- Workplace bullying is repeated, unreasonable behaviour by an individual or group of individuals, directed towards a worker or a group of workers that creates a risk to health and safety. It includes both physical and psychological risks and abuse.
- 'Repeated behaviour' refers to the persistent nature of behaviour and can refer to a range or pattern of behaviours over a period of time (for example, verbal abuse, unreasonable criticism, isolation and subsequently being denied opportunities – i.e. a pattern is being established from a series of events).
- 'Unreasonable behaviour' means behaviour that a reasonable person, having regard to all the circumstances, would view as unreasonable in the circumstances and may result in that employee feeling victimised, humiliated, undermined or threatened by that behaviour.
- Examples of workplace bullying
 - Bullying behaviours can take many different forms, from the obvious (direct) to the more subtle (indirect).
 - The following are some examples of both direct and indirect bullying.
- Direct bullying includes:
 - abusive, insulting or offensive language or comments
 - spreading misinformation or malicious rumours
 - behaviour or language that frightens, humiliates, belittles or degrades, including over-criticising, or criticism that is delivered with yelling or screaming
 - displaying offensive material
 - inappropriate comments about a person's appearance, lifestyle, family, sexual preferences or any personal or private matter
 - teasing or regularly making someone the focus of pranks or practical jokes
 - interfering with a person's personal property or work equipment
 - harmful or offensive initiation practices.
- Indirect bullying includes:
 - unreasonably overloading a person with work, or not providing enough work
 - setting timeframes that are difficult to achieve, or constantly changing them
 - setting tasks that are unreasonably below, or above, a person's skill level
 - deliberately excluding or isolating a person from normal work activities
 - withholding information that is necessary for effective performance of the person's job
 - deliberately denying access to resources or workplace benefit and entitlements (For example, training, leave etc.)
 - deliberately changing work arrangements, such as rosters and leave to inconvenience a particular worker or workers.

The above examples do not represent a complete list of bullying behaviours. They are indicative of the type of behaviours which may constitute bullying and therefore are unacceptable to the Business.

- A single incident of unreasonable behaviour does not usually constitute bullying. However, it should not be ignored as it may have the potential to escalate into bullying behaviour.
- A person's intention is irrelevant when determining if bullying has occurred. Bullying can occur unintentionally, where actions which are not intended to victimise, humiliate, undermine or threaten a person actually have that effect.
- Bullying in the workplace is harmful not only to the target of the behaviour but damages Champions IGA culture and reputation. It is unacceptable and will not be tolerated.

What does not constitute workplace bullying?

- Managing workplace participants does not constitute bullying, if it is done in a reasonable manner. Managers have the right and are obliged to manage workplace participants. This includes directing the way in which work is performed, undertaking performance reviews and providing feedback (even if negative), and disciplining and counselling staff.
- Examples of reasonable management practices include:
 - setting reasonable performance goals, standards and deadlines in consultation with workers and after considering their respective skills and experience
 - allocating work fairly
 - rostering and allocating working hours in a fair and reasonable manner
 - transferring a workplace participant for legitimate and explained operational reasons
 - deciding not to select a workplace participant for promotion, following a fair and documented process
 - informing a workplace participant about unsatisfactory work performance in a constructive way and in accordance with any workplace policies or agreements
 - informing a workplace participant about inappropriate behaviour in an objective and confidential way
 - implementing organisational changes or restructuring
 - conducting performance management processes.

Rights and responsibilities

- All workplace participants must:
 - understand and comply with this Policy
 - ensure they do not engage in any unlawful conduct towards other workplace participants, customers/clients or others with whom they come into contact through work
 - ensure they do not aid, abet or encourage other persons to engage in unlawful conduct
 - follow the Complaints and Grievance Policy if they experience any unlawful conduct
 - report any unlawful conduct they see occurring to others in the workplace in accordance with the Complaints and Grievance Policy
 - maintain confidentiality if they are involved in the complaint procedure.
- Workplace participants should be aware that they can be held legally responsible for their unlawful conduct.
- Workplace participants, who aid, abet or encourage other persons to engage in unlawful conduct, can also be legally liable.

Failing to comply with this policy

- All workplace participants are required to comply with this Policy at all times. If an employee breaches this Policy, they may be subject to disciplinary action. In serious cases this may include termination of employment. Agents and contractors (including temporary contractors) who are found to have breached this Policy may have their contracts with Champions IGA terminated or not renewed.
- If a person makes an unfounded complaint or a false complaint in bad faith (e.g. making up a complaint to get someone else in trouble or making a complaint where there is no foundation for the complaint), that person may be disciplined and may be exposed to a defamation claim.

PERFORMANCE AND MISCONDUCT POLICY

1. Commencement of Policy

- 1.1 This Policy will commence from 1st July 2020. It replaces all other performance and misconduct policies of Champions IGA, whether written or not.

2. Application of the Policy

- 2.1 This Policy may be used as guidance for the process or manner in which Champions IGA may discipline an employee because of their poor performance or inappropriate conduct in any circumstances that can be connected to, or impact upon, Champions IGA.
- 2.2 Consequently, employees need to ensure that they exhibit appropriate out-of-work conduct where the circumstances or event can be connected to Champions IGA, such as a work-related function.
- 2.3 A work-related function is any function that is connected to work and includes events such as work lunches, dinners, conferences, Christmas parties and client/customer functions. This Policy also applies when employees go to other workplaces in connection with work, for example, when visiting a supplier, client or customer.
- 2.4 This Policy does not form part of any employee's contract of employment.

3. Grounds for disciplinary action

- 3.1 Disciplinary action may be taken in response to any:
- a) unsatisfactory performance;
 - b) unacceptable conduct; and
 - c) wilful or serious misconduct.

4. Disciplinary procedure

- 4.1 The procedures outlined below are intended as a guide only to the disciplinary procedures which may be implemented by Champions IGA.
- 4.2 In every case, Champions IGA will determine the actual disciplinary procedure to be adopted in its discretion and in consideration of the circumstances of the case as a whole. Nothing in this Policy prevents Champions IGA from issuing a final warning at any stage of the process. Similarly, nothing in this Policy prevents Champions IGA from dismissing an employee at any stage of the procedure set out in this Policy if Champions IGA deems this action is warranted, for example in circumstances involving an employee committing serious or wilful misconduct.

5. Investigation

- 5.1 Depending on the circumstances, it may be necessary to conduct an investigation into certain incidents and/or allegations that have been raised. This may involve collecting relevant data and interviewing the relevant employee as well as material witnesses (such as the employee's co-workers or supervisors, or even customers and suppliers with whom the employee has had contact).

6. Disciplinary interview

- 6.1 If on the basis of the investigation, Champions IGA believes that there is a case to be answered by the employee, the employee may be asked to attend a formal interview meeting to address the area(s) of concern.
- 6.2 An example of a procedure that may be adopted by Champions IGA in these circumstances may involve:
- a) the employee being given notice of the meeting;
 - b) the employee being given a reasonable opportunity to have a support person present at the meeting;
 - c) putting the issue(s) of concern or allegations to the employee;
 - d) giving the employee an opportunity to respond to the concerns or allegations;
 - e) Champions IGA considering the employee's response;
 - f) Champions IGA determining whether the concern(s) or allegations have been substantiated on the balance of probabilities; and
 - g) if it is determined that all or some of the concerns or allegations are substantiated, Champions IGA will make a decision about what, if any, disciplinary action is appropriate in the circumstances.

7. Disciplinary action

7.1 Any disciplinary action taken by Champions IGA against an employee will vary from case to case. This may include a consideration of whether the employee has received any prior verbal or written warnings in relation to their performance or conduct.

7.2 Examples of disciplinary action which may be taken by Champions IGA include, but are not limited to, the following:

- a) training;
- b) informal counselling;
- c) verbal warning;
- d) written warning;
- e) final written warning; and
- f) dismissal, including summary dismissal in circumstances of serious or wilful misconduct.

8. Confidentiality

8.1 Disciplinary discussions and meetings (and their outcomes) are confidential. They are not to be discussed with co-workers. Failure to maintain the confidentiality of performance management discussions or meeting is a breach of this policy and may result in disciplinary action.

9. Suspension

9.1 In some instances, poor performance or misconduct may be serious enough to present a risk to Champions IGA's operations, employees or customers. In these circumstances, an employee may be suspended from employment on ordinary pay whilst an investigation into the poor performance is undertaken.

10. Variations

10.1 Champions IGA reserves the right to vary, replace or terminate this Policy from time to time.

11. Employee acknowledgment

I acknowledge that I have received and understood this Performance and Misconduct Policy.

My signature is recorded on Page 19 to confirm my understanding and acknowledgment.

SOCIAL MEDIA POLICY

1. Social Media Policy

1.1 The Social Media Policy (“Policy”) relates to Champions IGA.

2. Commencement Of Policy

2.1 This Policy will commence from 1st July 2020. It replaces all other policies, if any, relating to access to social media platforms and social networking sites (whether written or not).

3. Scope and purpose

3.1 The Policy relates to all full-time, part-time and casual employees of Champions IGA as well as contractors and subcontractors working at Champions IGA’s workplace (collectively referred to as “Workplace Participants”)

3.2 This Policy seeks to outline the boundaries associated with using social media for all Workplace Participants, whether such media is used in a personal or professional capacity, inside or outside of working hours.

3.3 The Policy does not form part of any contract of employment or contract for services with Champions IGA.

4. What is a social media platform?

4.1 Social media platforms are:

- (a) online social networking sites including but not limited to: Facebook, My Space, Bebo, Friendster, LinkedIn, XING, Blogger, WordPress, Twitter, Yahoo Groups, Google Groups, Whirlpool, Message Board, Podcasts, ‘Wiki’ sites (e.g. Wikipedia) and other similar sites;
- (b) online blogs;
- (c) instant messaging services, including but not limited to Whatsapp;
- (d) file sharing sites, including but not limited to Flickr and YouTube; and
- (e) any internet sites where comments can be posted, including but not limited to news websites.

5. Representing CHAMPIONS IGA in Social Media

5.1 Save for the use of the business networking site LinkedIn, Workplace Participants are prohibited from identifying themselves as being connected with Champions IGA on a social media platform, unless they are expressly authorised to do so by Champions IGA.

5.2 All Workplace Participants are prohibited from making comments on behalf of Champions IGA or using Champions IGA’s branding (including the corporate logo, internal logo and registered trademarks) on any social media platform unless expressly authorised to do so by Champions IGA.

5.3 Where Workplace Participants are authorised to make comments on behalf of Champions IGA on a social media platform, any comments must be factual and consistent with Champions IGA’s goals, objectives and values.

6. Conduct which can be connected to CHAMPIONS IGA

6.1 Although Workplace Participants might not intentionally identify themselves as being connected with Champions IGA on a social media platform, Workplace Participants should be conscious that their comments posted on social media platforms can nevertheless impact upon Champions IGA, as clients, suppliers or other members of the public might recognise the Workplace Participant as being connected with Champions IGA.

6.2 For this reason, at all times when using social media platforms, Workplace Participants must:

- (a) not make any comments which might reflect negatively on Champions IGA’s reputation or that of Champions IGA’s employees or other Workplace Participants;
- (b) not criticise or disparage Champions IGA or any of Champions IGA’s employees, customers or other Workplace Participants;
- (c) not make false or misleading claims about Champions IGA, its clients, suppliers, employees or Champions IGA’s products or services;
- (d) not disclose confidential or commercially sensitive information about Champions IGA (this obligation continues after the employment or engagement ceases);

- (e) not endorse or cite any client, partner or supplier of Champions IGA without the express prior permission of Champions IGA;
- (f) observe relevant privacy, defamation and copyright laws; and
- (g) comply with relevant discrimination and harassment laws and Champions IGA's policies that relate to discrimination and harassment when using social media platforms.

7. Material Posted By Others

- 7.1 Inappropriate or disparaging content and information stored or posted by others (including non-employees) on social media platforms may also damage Champions IGA's reputation.
- 7.2 If a Workplace Participant becomes aware of any such material which may damage Champions IGA or its reputation, the Workplace Participant must immediately notify his/her manager.

8. Consequences of Breaching this Policy

- 8.1 Any breach of the Policy may result in disciplinary action, including, but not limited to:
 - (a) counselling;
 - (b) a verbal or written warning;
 - (c) a final warning;
 - (d) suspension; or
 - (e) termination of employment or the termination or non-renewal of a contract for services.

9. Acknowledgement

I acknowledge:

- *receiving the Policy;*
- *that I should comply with the Policy; and*
- *that there may be disciplinary consequences if I fail to comply, which may result in the termination of my employment.*
- *My signature is recorded on Page 19 to confirm my understanding and acknowledgment.*

DRUG AND ALCOHOL POLICY

1. Commencement of Policy

- 1.1 This Policy will commence from 1st July 2020. It replaces all other drugs and alcohol policies of Champions IGA, whether written or not.

2. Application of the Policy

- 2.1 This Policy applies to all permanent, temporary and casual Workplace Participants and contractors of Champions IGA including Management, whether employed directly or through other related or unrelated entities including employment and/or labour hire agencies (collectively referred to in this Policy as "Workplace Participants").
- 2.2 This Policy does not form part of any employee's contract of employment, nor does it form part of any contractor's contract for services.

3. Application of the Policy

- 3.1 Champions IGA has obligations under Work Health and Safety legislation to, as far as is reasonably practicable, ensure the safety and health of all people associated with its operations and those of its clients.
- 3.2 A key aspect of meeting those obligations is the implementation of a sound and practical Drug and Alcohol policy.
- 3.3 It is recognised that the inappropriate use of drugs and alcohol by a Workplace Participant/contractor, can lead to major deficiencies in an individual's work performance and can be a contributing factor in industrial accidents, driving accidents and road fatalities.
- 3.4 For this reason, Champions IGA has a **ZERO TOLERANCE** approach to breaches of this Policy. If a Workplace Participant is found to be in breach of this Policy the likely outcome, but for exceptional circumstances, will be the termination of a Workplace Participant's employment or termination of a contractor's contract for services.

4. Consumption of alcohol and drugs whilst at work

- 4.1 The manufacture, possession, use, distribution, sale, purchase, transfer of and consumption of alcohol or Illegal Drugs is prohibited while on Champions IGA's premises or whilst performing duties on behalf of Champions IGA. (Other than legitimate Champions IGA business processes within the Liquor Department)

5. Presenting for work and performing work

- 5.1 It is prohibited for a Workplace Participant to present for work or perform any work whilst the Workplace Participant has a blood alcohol content of:
- (a) 0.02 or greater for employees working in a Safety Critical Environment; or
 - (b) 0.05 or greater for employees working in other environments.
- 5.2 It is prohibited for a Workplace Participant to present for work or perform any work whilst the Workplace Participant has in his or her system the presence of the following substances at or above the Australian Standards Cut-Off Levels prescribed below:

Code	Test Drug	Cut-Off Level (urine testing)	Cut-off level (oral testing)
AMP	Amphetamine	300 µg/L	50 µg/L
BZO	Benzodiazepines	200 µg/L	25 µg/L
COC	Cocaine Metabolites	300 µg/L	50µg/L
MET	Methamphetamine	300 µg/L	50 µg/L
OPI	Opiates	300 µg/L	50µg/L
THC	Cannabis Metabolites	50 µg/L	25µg/L

6. Work functions and alcohol

6.1 Despite the above, Champions IGA recognises that at some work-related functions responsible consumption of alcohol is allowed, for example, at a staff function, Christmas party or customer function.

6.2 Workplace Participants must not consume alcohol in the workplace or at work-related functions unless specifically authorised by Management to do so. In these cases:

- It is the responsibility of the Workplace Participant to ensure that they behave in a manner that is legally and socially acceptable;
- Workplace Participants must consume alcohol responsibly;
- Workplace Participants must not become drunk. Inebriation does not diminish an Workplace Participant's responsibility for misconduct;
- Workplace Participants must uphold an appropriate standard of behaviour at all times, consistent with Champions IGA's workplace policies;
- Workplace Participants must not drive any vehicle from a work-related function if they have a Blood Alcohol Concentration above **0.02**. Alternative options to driving from a function are to catch a taxi, obtain a lift with a non-drinker, or simply not drink;
- Workplace Participants who do not have a safe means of transport should advise management so that such transport may be arranged;
- If a Workplace Participant is required to return to work, or continue working after the function, and the consumption of alcohol could adversely affect their ability to perform work effectively and safely, consumption of alcohol by those Workplace Participants is not permitted;
- If a Workplace Participant breaches this Policy at a work-related function and acts inappropriately, the Workplace Participant may be subject to disciplinary action, and may not be permitted to consume any alcohol at future work-related functions.

7. Prescription and pharmacy drugs

7.1 Where a Workplace Participant is taking prescription or pharmacy drugs that contain a warning that the person should not drive a vehicle or operate machinery, then that Workplace Participant must not drive a Champions IGA vehicle or any vehicle, or operate machinery unless:

- contrary specific medical advice is obtained and confirmed in writing, from the Workplace Participant's medical practitioner; and
- the Workplace Participant's manager is notified that the Workplace Participant is taking the prescription or pharmacy drugs and express approval is obtained for the Workplace Participant to continue to operate the vehicle or machinery.

7.2 If a Workplace Participant is taking prescription or pharmacy drugs and suspects or ought to suspect that their ability to safely drive a vehicle or operate machinery is affected, the Workplace Participant must not drive a Champions IGA vehicle, or any vehicle, or operate machinery and must notify their manager or supervisor immediately.

8. When will CHAMPIONS IGA conduct drug and alcohol testing?

Dictionary

8.1 The following definitions will apply to this part:

'Alcohol screen test' — means any analytical procedure or test which is carried out on a Workplace Participant to determine the presence and/or the concentration alcohol (including but not limited to a breath test, urine sample, oral swab and blood test).

'Authorised Officer' — means a suitably trained, qualified and authorised person from an independent testing agency or a suitably trained, qualified and authorised person appointed by Champions IGA for the purposes of undertaking or arranging an alcohol screen test and/or drug screen test.

'Confirmatory test' — means any analytical procedure or test which is undertaken subsequent to a first alcohol screen test or drug screen test, which is used to verify the presence of drugs or alcohol. This may include, but is not limited to the following:

- a test applied to a second sample of a Workplace Participant's urine;
- a test applied to any oral swab taken from a Workplace Participant;
- a second breath test;
- analysis of a Workplace Participant's blood.

'Drug screen test' — means any analytical procedure or test which is carried out on a Workplace Participant to determine the presence and/or the concentration of any drug (including but not limited to a breath test, urine sample, oral swab and blood test).

'Sample' — in relation to urine, includes, if the sample is divided into portions, a portion of the sample.

9. Drug and alcohol testing

9.1 Champions IGA may require Workplace Participants to undergo testing for the presence of drugs or alcohol in the following circumstances, with or without, prior notice:

Causal based

1. If Champions IGA suspects, on reasonable grounds, that a Workplace Participant is under the influence of drugs or alcohol in breach of this Policy.
2. Upon finding evidence that an Workplace Participant has used, possessed, sold, purchased, solicited or transferred drugs whilst in the workplace or while on Champions IGA's property.
3. Where Champions IGA finds drugs or alcohol in the workplace.
4. Upon receipt of a report of drug or alcohol use, provided by a reliable and credible source and confirmed by investigation, in breach of this Policy.
5. Upon obtaining evidence that a Workplace Participant has interfered with, tampered with, falsified or destroyed an alcohol screen test or drug screen test.
6. Where a Workplace Participant has previously received a positive alcohol screen test or drug screen test and has refused to undergo a confirmatory test, he/she shall be required to undergo subsequent testing.
7. Where a Workplace Participant has previously received a confirmatory test result confirming the use of Illegal Drugs or alcohol in breach of this Policy, he/she shall be required to undergo subsequent testing.
8. Where a Workplace Participant notifies Champions IGA that he/she has a drug or alcohol problem.
9. Where a Workplace Participant is taking prescription or pharmacy drugs which may affect their ability to perform the duties and responsibilities of their position in an efficient, competent and safe manner, without risk to the health, welfare or safety of the Workplace Participant, or others in the workplace.

Targeted testing

- 9.2 Where the Workplace Participant holds a position in Champions IGA in which the use of drugs or alcohol by that Workplace Participant in carrying out the duties and responsibilities of that position would pose a significant risk to the health, welfare or safety of that Workplace Participant or others in the workplace.

Post incident or near-miss

- 9.3 Where the investigation of an incident or near-miss determines that the Workplace Participant's actions may have been impaired due to the use of drugs or alcohol, or the Workplace Participant was under the influence of drugs or alcohol.

Random testing

- 9.4 When a Workplace Participant, or group of Workplace Participants are randomly selected by Champions IGA or an authorised officer to undergo a drug screen test and/or alcohol screen test.
- 9.5 A Workplace Participant who is required to undertake a drug screen test and/or alcohol screen test will be required to sign a consent form before taking a drug screen test and/or alcohol screen test.

Use of information

- 9.6 Champions IGA will not use information collected from any drug test and/or alcohol screen for the purposes other than for which it is collected. For the avoidance of doubt, the purposes of collecting this drug and alcohol testing information is to ensure the productivity, health and safety of personnel, to apply this Policy, and for disciplinary purposes.

Refusal to undergo testing

- 9.7 A refusal to undergo a drug screen test and/or alcohol screen test or providing false information during such a test constitutes a breach of this Policy and may result in action being taken against the Workplace Participant, including action as set out below under 'Breach of this Policy'.

10. Breach of this Policy

- 10.1 Workplace Participants must comply with this Policy at all times.
- 10.2 If a Workplace Participant is found to have breached this Policy, the Workplace Participant will be subject to disciplinary action which will, in the vast majority of cases, result in termination. If exceptional circumstances arise, Champions IGA may implement disciplinary action other than termination, which might include:
- performance counselling;
 - a formal warning;
 - suspension; or
 - referral for counselling, treatment or rehabilitation for drug or alcohol dependency.
- 10.3 Agents or contractors (including temporary contractors) of Champions IGA who are found to have breached this Policy may have their contracts with Champions IGA terminated, or not renewed.
- 10.4 In circumstances where a Workplace Participant's behaviour or conduct may involve a breach of any Australian law, Champions IGA may notify the police or other relevant government authority.

11. Definitions

- 11.1 In this Policy references to:

'drug(s)' — include Illegal Drugs, prescription or pharmacy drugs, or synthetic drugs as defined below.

'Illegal Drug(s)' — include:

- any drug prohibited by Australian State, Territory or Federal law or any other laws (including foreign and international laws) to which Champions IGA is subject or which apply to the work performed at or for Champions IGA;
- prescription or pharmacy drugs (as defined below) which are used without the necessary prescription, or for non-medical purposes; or
- any synthetic drug (whether prohibited by law or not), being a psychoactive herbal and/or chemical product which, when consumed, mimics the effects of a prohibited drug, for example synthetic cannabis.

'Management' — means Champions IGA's managers, supervisors, team leaders (whichever are relevant) and all Workplace Participants with supervisory responsibilities.

'Safety Critical Environment' means any environment in which:

- a person might be exposed to serious health or safety risks that cannot be entirely eliminated; or
- any human error or process malfunction may lead to serious injury or severe damage to property or equipment.

Safety Critical Environments include (but are not limited to) the following environments:

- warehouses, factories, mine sites and laboratories;
- confined spaces;
- roads, railways and tramways;
- workplaces involving the presence of or access to hazardous materials;
- workspaces with slippery floors or at heights;
- any workplace involving driving of vehicles or the operating of heavy machinery;
- any workplace involving access to or exposure to electrical cabling, wires or live electricity;
- workplaces involving interaction with bodies of water;
- any work inside planes, trains, trams and automobiles; and
- any work requiring interaction with individuals who may be suffering from disabilities (including mental or physical illness), disease, drug abuse, alcohol abuse or any other condition or behavioural patterns which might result in the individual becoming unstable, aggressive or violent.

12. Variations

12.1 Champions IGA reserves the right to vary, replace or terminate this Policy from time to time.

13. Workplace Participant acknowledgment

I acknowledge that I:

- *have read and understood the Drug and Alcohol Policy;*
- *will comply with the Policy; and*
- *will likely have my employment contract or contract for services terminated if I breach the Policy.*
- *My signature is recorded on Page 19 to confirm my understanding and acknowledgment.*

MOBILE PHONE POLICY

Our induction manual states ***“All personal belongings are not permitted in work areas. They must be put into your locker, including mobile phones.”***

When employees make or receive personal calls while they are on duty, our store may be seen as offering inconsistent or below quality service. Champions IGA Stores depend on customer loyalty for our success. If we do not deliver the service that our customers expect, we can severely damage our business. Therefore, the aim of this policy is to set out the guidelines for personal calls during work hours.

During work times

Employees should not carry unauthorised mobile phones while they are working. Please leave your personal mobile phone in a secure place with the rest of your personal belongings.

Champions IGA understands that sometimes our employees have personal circumstances in which they need to be able to receive important phone calls. In these situations, you can tell people to call the store phone. Please also let your supervisor know that you are expecting a call. We can then organise for somebody to fill in for you while you are on the phone. We will also provide you with a private area in which to conduct your conversation.

If you need to make a phone call during work times, please speak to your supervisor. We are happy to accommodate you by arranging a break and a private area for you to speak.

During break times

Please conduct personal telephone conversations away from customer areas. This assists our store to look professional and also allows our staff to take their breaks without being interrupted by customers.

Breach of this policy

This policy applies to all full time, part time and casual employees of our store. If an employee breaches this policy, that employee may be subject to disciplinary action. The store may also reconsider that employee's suitability for their position.

EMPLOYEE ACKNOWLEDGEMENT

I acknowledge that I have received and read this policy, 'Personal Mobile Phones in our Workplace' and have been given a copy for my records.

My signature is recorded on Page 19 to confirm my understanding and acknowledgment.

Champions IGA Company Policies

EMPLOYEE ACKNOWLEDGEMENT

Employee Name: _____

Store: _____

I acknowledge that I have received and read the Policies noted below in relation to my employment with Champions IGA.

I confirm that I understand the information contained within and agree to comply with the policy terms as detailed.

Code of Conduct

Complaints and Grievance Policy

Information Technology Policy

Discrimination, Harassment and Bullying Policy

Performance & Misconduct Policy

Social Media Policy

Drugs and Alcohol Policy

Mobile Phone Policy

Employee Signature: _____

Date: _____