

Policy

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02. POLICY

The purpose of the Head Office Operations Policy is to outline general guidelines around maintenance, operation and responsibilities of the workplace environment. This policy outlines the integrity of the RJA organization, which must be adhered to by office personnel. This policy is also developed for consistency and to align with RJA's company goals and core values, as well as ensuring a safe and fair work environment for all RJA employees.

03. OPENING HEAD OFFICE

The office is required to be opened and set up correctly every weekday (and weekends where required) to create a safe and hospitable environment for all employees and visitors.

Safety should always come first in the office environment. Should the office door appear to be tampered with, look suspicious or if the office looks like someone may be inside other than a staff member – do not enter. Call Parramatta Police Station on (02) 9633-0799. Safety is the responsibility of each individual employee. As the office is entered, all employees must take note to check that the environment is safe, lights are working, and there are no trip hazards etc.

How to **open** up the office:

1. Individual alarm codes are issued to all RJA employees and are not to be shared with any other RJA employee or contractor.
2. The master key provided to all employees opens all doors and the chain padlock. Employees are also issued with a security fob to access the ground floor office door. All keys and fobs are issued by the Office Manager.
3. Upon opening the premises, un-padlock the chain across the front driveway
4. Entry into the building is through the door in the right-hand side roller shutter of the building. Upon entering the building, immediately disarm the alarm. There is a 30 second delay to enter the building and turn off the alarm. The alarm control pad is located inside the ground floor communal bar space, on the brick wall to the left-hand side after entry.
5. Turn on the main light switch, located next to the alarm control pad.
6. If after 7am, the main roller shutter must be opened. If prior to 7am, the main roller shutter must remain closed.
7. The smaller roller shutter and the swing door on the right-hand side of the building must remain closed at all times. This is for deliveries and vehicle access to the warehouse only.
8. The building has 3 x air conditioning units. The main air conditioning unit control panel is located upstairs on the wall above the filing cabinets behind the Project Manager desks. This unit is to be turned on, with no other settings to be adjusted. No other units are to be turned on at this time, as the EA will turn on to appropriate settings during the morning setup.

04. CLOSING HEAD OFFICE

The office is required to be closed and secured correctly when the last remaining staff member leaves.

How to **close up the office**:

1. The building has 3 x air conditioning units that all need to be checked to ensure they are turned OFF.
 - The main air conditioning unit control panel is located upstairs on the wall above the filing cabinets behind the Project Manager desks.
 - The 2nd unit is located on the right-hand side of the main stairs as you enter the 2nd floor on the gyprock wall.
 - The 3rd unit is located near the Directors office on the brick wall.
2. Next to the 2nd air conditioning unit control pad is a light switch with 6 switches. All switches need to be turned OFF.
3. The roller shutter needs to be closed fully.
4. The main light switch, located next to the alarm panel, needs to be turned OFF.
5. The Male and Female restroom do not need to be turned off. They are automatically switched with the master light switch.
6. The alarm needs to be turned ON - the alarm will start beeping as an exit sequence to signal that it has been armed. There is a 30 second delay to exit the building once the alarm is turned on.
7. If the bins are booked for collection – keep outside
8. The main roller shutter must be closed at 5:30pm by any employee leaving the premises, even if other employees are still inside head office.

05. GENERAL MAINTENANCE & UPKEEP OF HEAD OFFICE

RJA is a luxury office space working with luxury clients and as such, the office space is to be maintained to a high standard. The office must always be kept defect free and requires maintenance to achieve this.

The office environment should replicate any of the luxury stores built and maintained by RJA. As a rule – if an matter is not acceptable in one of the luxury stores built by RJA, then it is not acceptable within the RJA Head Office.

1. Damage, and wear and tear are inevitable in an office environment. Should an employee create wear and tear or damage, they are required to advise the Facilities Manager immediately.
2. Light globes must always be working. Should a light globe not be working, employee must advise the Facilities Manager immediately.
3. All amenities and moving parts must always be working. This includes, however is not limited to, air conditioning units, power points, data points, taps, toilets, door handles, drawers, hardware, locks, roller shutters. Should an item be identified as not working properly, employee must advise the Facilities Manager immediately.
4. Wear and tear or maintenance items are to be allocated to an ongoing maintenance schedule and administered by the Facilities Manager. Tasks will be prioritized based on labour availability.
5. Where works are required to be completed at Head Office, the following guidelines must be followed for safety reasons and to ensure minimal disruption within the office space:
 - a. Ground Floor Communal Space - tremendously noisy works or dusty works must be finished by 8am. However, minor work (with minimal disruption) is permitted to continue through the day where required.
 - b. First Floor Office Space - All noisy, untidy or dusty works must be finished by 8am (Mon – Fri).
 - c. Outdoor Courtyard Space – All work types can occur at any time during the day if they are not disruptive.
6. The large general waste bin located on the ground floor near the rear warehouse is available for the disposal of large non-recyclable rubbish. It must not be overfilled, and the lid must always remain closed.
7. The large general waste bin collection occurs on Tuesday and Thursday mornings. Bookings are made by the Facilities & Maintenance Manager.
8. The Office Manager must arrange for the bin to be placed outside via forklift. Forklift operation is to operate from the warehouse to the smaller roller shutter, and is not to be driven through the courtyard.
9. The two red general waste council bins are collected on Wednesday mornings and must be placed on the roadside on Tuesday afternoon by Office Manager.
10. There are two blue paper recycle bins located near the main bench (stationery and printer area). Once these are full please notify the Office Manager to be emptied into the cardboard recycle bin located on the ground floor next to the red general waste bins.

06. OFFICE HYGIENE

All RJA employees have a duty of care for the health and safety of their workplace. This duty often extends to visitors and contractors in the work environment. All RJA employees must always maintain a safe and healthy work environment.

1. Floors should always be kept vacuumed and free from spills. Should a staff member make a mess, the mess is to be cleaned up immediately using the RJA vacuum. Or if it is a spill, it must be wiped up and a sign for wet floor should be placed in the required area.
2. Rubbish is not to be left anywhere in the building. Rubbish at workstations needs to be placed in bins. Bins will be emptied weekly by the designated cleaning company. However, if bins are overflowing it is the staff members responsibility to empty into the large bin on the ground floor whenever necessary.
3. Food disposal is not permitted in workstation bins. Disposal of all food products must be in the kitchen bin only.
4. All employees must remove any dishes, glasses, cups etc from desks, and place in the dishwasher after use.
5. Workstations and benchtops are to be left clutter free each day. Folders and paperwork are to be stored away from desk and bench space, accessed when required and then returned to storage. All RJA employees are provided with ample storage to maintain clear desk spaces.
6. Crates or packages from deliveries and samples are to be opened and disposed of into the large bin. Crates or packages must not be left in the office environment or in overflowing office bins.
7. Boxes of stationery, paper, consumables, etc. are to be received from delivery, broken down and placed into their allocated stored areas. No bulk boxes are to be stored in the office or block passageways.
8. Windows should remain clean, smear free and dust free. If there are small blemishes, all employees are required to wipe these. If entire windows require cleaning, please advise the Office Manager.
9. Office Manager must arrange additional cleaning requirements when necessary to ensure the RJA premises is always presented to a high standard.
10. Desks must remain clean and free from stains or spills. Desks will be cleaned weekly; however, it is the responsibility of all employee's to maintain their desk spaces. Should a spill occur it should be cleaned immediately.
11. Plants throughout the office should always be well maintained, looking fresh and healthy. Please advise the Office Manager immediately if plants do not look healthy, as this will be organised by an external plant service who will feed and maintain the plants.
12. The exterior of the building should always be clear from leaves, rubbish and other debris. Please advise Office Manager immediately if the exterior is not clean and presentable.

13. Specific cleaning and ongoing issues may arise - please advise the Office Manager immediately.
14. Ensure work boots are clean and dust free before walking on the carpet upstairs.
15. The vacuum is kept in the far-right hand door under the main stairs.
16. Smoking is prohibited on the RJA premises:
 - a. Employees must not smoke anywhere within 10m of the RJA premises;
 - b. Employees must not smoke in company vehicles;
 - c. All employees must avoid smoking when they have scheduled meetings with clients or vendors.
(refer to "POL014 – Employee Smoking Policy" for further details)

07. BATHROOM ETIQUETTE

All RJA employees must ensure a healthy environment is kept and an appropriate washroom etiquette is always enforced. The building has cleaning weekly via a commercial cleaning company on Monday mornings; however, it is always the responsibility of employees to maintain cleanliness. Sufficient products are provided to ensure your workplace bathroom becomes a haven from harmful bacteria and associated illnesses. Employees must always keep in mind that bathrooms are also utilized by visitors or clients and not just employees.

Specific areas to maintain are as follows:

1. Around the sink bowls – The benchtop and taps should not have drip marks from water following use, this area must be wiped down using the paper towels from the dispenser nearby. This plays a great part in showing respect to other co-workers as well as in maintaining hygiene levels. Always clean up after use.
2. Toilet seat must always be kept clean and any tissue paper must be picked up from the floor and disposed of accordingly.
3. Ensure appropriate hand sanitizing is used to avoid the spread of illnesses and disease amongst colleagues.
4. Toilet paper and paper towel is kept in supply in the bathroom cabinets. All employees are required to replenish the supply of toilet paper next to the toilet and paper towel as it runs out.
5. The shower is located within the Male bathroom. The shower is available for all staff to use, female and male. When in use, the Male bathroom is to be locked via the privacy lock on the entrance door. The shower also has a sliding door which can be used to contain warmth and the water. Excess water is required to be dried up by the employee and must not be left on the floor outside the shower space, or on the bench seat within the shower area.
6. Inside the shower is liquid body wash, which is available for all staff to use. Supplies of liquid body wash are to be checked every Friday by the Office Manager at 8am. Should supplies be low, these will be replenished accordingly.

7. The following items will be checked every Friday by the Office Manager at 8am:
 - a. Shower body wash
 - b. Main supply of toilet roll and paper towel
 - c. Hand soap

08. KITCHEN CLEANLINESS

As the entry to the RJA office provides the first impression to the company, the bar and communal space must always be kept clear and tidy. The building is cleaned weekly via a commercial cleaning company on Monday mornings; however, it is the responsibility of all employees to maintain cleanliness and identify cleaning issues or concerns. Cleaning equipment is readily available in the cleaner's cupboard, located on the ground floor near the server room down the hallway to the toilets.

1. The Office Manager must rearrange cleaning to Tuesday morning in the event of a Public Holiday.
2. Every employee is responsible for dishes, cutlery and glasses they use. They must be washed immediately after use, dried and put away. No items are to be left to air dry in the bar.
3. Dishwasher is for use by all RJA employees. Items are to be rinsed and placed in dishwasher in a usable manner immediately after use. The dishwasher will be turned on once per day by the Office Manager, by COB.
4. The dishwasher will be emptied by the Office Manager once per day at 8:30am. All employees should assist with emptying the dishwasher prior to 8:30am if required. Dish washing cubes and liquid to be maintained by the Office Manager.
5. Coffee machine is for all RJA employees to use; however, it must be cleaned after each use. Pod drawer and drip tray should be emptied and rinsed when full. Filtered water only should be used in the water reserve. The milk frother must be cleaned after each use with detergent. Do not "rinse" only as the milk will not be removed and will result in "burning" the machine. The machine is descaled every 3 months by the Office Manager.
6. Bar sink is to be wiped after use. Drops of water will stain the marble benchtops and water sitting around the sink and on the tap will not be tolerated. Spills of liquid, crumbs or food are to be cleaned up immediately - this is the responsibility of all RJA employees.
7. Bar benches are to be wiped down twice per day by the Office Manager at 8:30am and 4pm.
8. Rubbish is to be placed into the bin immediately by all employees. Rubbish bin is to be emptied once per day by the Office Manager at 4pm. If the rubbish bins are full during the day, it is the responsibility of all employees to empty it and replace with a new bin liner. Bin liners can be found in the bottom right hand drawer below the microwave.
9. Seats and tables within the bar area are to be well maintained. Spills and crumbs to be wiped / vacuumed immediately by all employees. Staff to put back all furniture and chairs after use.

10. Appliances are not to be left out on the bar bench. Toaster is to remain inside the appliance cupboard on the right-hand side of the back bar. All employees must clean and put back in place after use.
11. Microwave is to be well maintained. Food must always have a lid or paper towel on top of it when heated. Should any spills or splatter occur it is the responsibility of each employee to clean immediately. Microwave is to be cleaned weekly by the cleaner and will be monitored by the Office Manager daily.
12. Boiling and chilled water is available through the Zip tap unit. Should issues occur, please contact the Office Manager immediately.

09. KITCHEN & BAR CONSUMABLES

The RJA bar and communal space provides a meeting space for staff, clients and suppliers, as well as a lunch space for all RJA employees. It is the central hub for RJA, and it is vital that, along with cleanliness, consumables are always maintained. Whilst it is not a requirement for RJA to provide food for staff, various food and consumables will be made available.

The following tasks are the responsibilities of the Office Manager, however, should an RJA employee observe the shortage of any consumables, report to the Office Manager immediately.

1. The bar is to always remain stocked with alcohol.
2. Please refer to the *"POL019 – Drug and Alcohol Policy"* for further details.
3. Paper towel and serviettes are to remain stocked in storage. The paper towel dispenser is to be re-stocked once per day by the Office Manager at 4pm.
4. Fresh bread is to be kept in the kitchen and is available to all employees for use. Bread supply will be checked daily by the Office Manager at 4pm and will be replenished the following day if required. All staff are required to advise the Office Manager if the bread is running low.
5. General condiment spreads and salt/pepper will be kept in the kitchen and are available for all employees to consume. Condiment supply will be checked daily by the Office Manager at 4pm and will be replenished the following day if required. All employees are required to advise the Office Manager if a condiment or salt / pepper is running low.
6. Various snacks will be kept in the kitchen and are available for all staff to consume. Snacks will vary throughout the year. All employees are required to advise the Office Manager if the snacks are running low.
7. Tea bags, sugar and coffee will always be available and in storage in the kitchen. These supplies will be checked daily by the Office Manager at 4pm and will be replenished the following day if required. All staff are required to advise the Office Manager if these supplies are running low.

10. PERSONAL HYGIENE, PRESENTATION & DRESS CODE

1. PERSONAL HYGIENE

RJA requires all employees to present themselves in a professional manner, with respect to clothing, personal hygiene and appearance. These standards align with the RJA organizational practices of appropriate business conduct and professionalism.

2. PRESENTATION

High standards of grooming and appearance must always be maintained by RJA employees, as this impacts how the RJA brand is presented to clients and suppliers. Remembering that RJA's brand identity is associated with "Luxury", RJA employee presentation standards must also reflect this.

3. DRESS CODE

All employees must use their own judgement and adapt their dress code where applicable and must relate to the job at hand. The guidelines below assist in determining appropriate attire in various environments;

a. Head Office – Smart Casual Office Wear

Smart casual attire is versatile and requires personal judgement to appear professional. Clothing must be free of holes, tears, inappropriate patterns or other signs of wear. An employee's choice of clothing should not be too revealing. Clothing and grooming styles dictated by religion or ethnicity are exempt.

EXAMPLES:

- MALE: Blazers, jackets, knitwear, collar shirts, tee-shirts, full length pants (jeans or chinos), closed toe shoes or boots.
- FEMALE: Blazers, jackets, blouses, shirts, fashion tops, tee-shirts, full length pants, jeans, skirts, dresses, heels or flat shoes.

b. Meetings at a Clients Office – Adapt dress code to suit the brand/ client

Should an RJA employee be required to attend a meeting at a Clients Head Office, employees must adapt the dress code accordingly. Employees must keep in mind, that all clients are associated with Luxury brands.

EXAMPLES:

- CORPORATE: If the client has a corporate office environment, RJA employees must attend meeting in corporate attire.
- CASUAL: If the client has a casual luxurious office environment, RJA employees must attend meeting in presentable and professional attire.
- HATS: Hats and caps are prohibited at all times, with the exception of the RJA supplied hats or beanies. Beanies must only be worn, if an employee is required to undertake outdoor activities or tasks within a cold environment. In all other circumstances, beanies must be removed when indoors. Hats are to be removed when indoors at all times.

c. Onsite – RJA Uniform

All RJA Onsite Employees are required to wear the uniform provided by Head Office, accompanied by the following requirements.

EXAMPLES:

- MALE: RJA supplied logo tee-shirts, RJA supplied logo collar shirts. Accompanied with full length jeans or pants that are dark in colour and contain no rips. Footwear to be appropriate and aligned with OH&S site requirements.
- FEMALE: RJA supplied logo tee-shirts, RJA supplied logo collar shirts. Accompanied with full length jeans or pants that are dark in colour and contain no rips. Footwear to be appropriate and aligned with OH&S site requirements.
- HATS: Hats and caps are prohibited at all times, with the exception of the RJA supplied hats or beanies. Both beanies and hats must be removed when indoors.
- PROJECT HANDOVERS: During final handover of a project with a client, the Project Manager may wish to follow the Smart Casual Dress Code as opposed to the Onsite Dress Code.

d. Body Art – Head Office & Site Employees

Body Art must not be visible and covered with appropriate clothing. This applies to head office, onsite and client meetings.

e. Jewellery – Head Office & Site Employees

RJA permits employees to wear jewellery at the workplace within the following guidelines. However, some jewellery items may pose a conflict with the employee's job or work environment, they are as follows:

- Personal safety of self or others;
- Offensiveness to co-workers, clients, suppliers or others in the workplace;
- Corporate or social standards;
- Customer complaints.

If management determines that an employee's jewellery may present such a conflict, the employee will be encouraged to identify appropriate options, such as removal of excess or offensive jewellery or transfer to an alternative position, or other reasonable means to resolve the conflict.

4. DRESS CODE VIOLATIONS:

Managers are expected to inform employees when they are violating the dress code. Employees in violation are expected to immediately correct the issue. This may include having to leave work to change clothes. Repeated violations or violations that have major repercussions may result in disciplinary action being taken up to and including termination.

11. PRINTING & STATIONARY

General stationary is readily available for all staff to undertake their work in a cost effective and productive manner. RJA branded stationary (specifically notepads) should always be used by all employees.

1. PRINTING

- a. There are 2 printers located on the main floor of the office.
- b. The Fuji Xerox is the main printer for all staff to use. Paper and toners are located under the main bench in the left-hand side cupboards. Should you need to replace a toner please do so and immediately place the used toner in the recycle bin located next to the red general waste bins on the ground floor.
- c. Do not leave empty toners at the printer. Toners are automatically ordered through the preferred RJA suppliers.
- d. Ensure all prints are collected in a timely manner from the printer and ensure any sensitive or confidential printing is collected immediately. Printing is not to be left on the printer or the large island bench.
- e. Colour printing should be kept to a minimum and all computers set to Black and White default printing.
- f. The large format printer located near the design library is for the printing of drawings and project schedules. This printer is only available to the Office Manager and the Design Team.

2. STATIONARY

- a. All Stationary, including the RJA branded stationary, is stored in the cupboards under the large island bench unit on the First Floor.
- b. Stationary supply will be checked weekly by the Office Manager (every Friday) and will be replenished the following week if required. All staff are required to advise the Office Manager if stationary supplies are running low.
- c. Specific stationary supplies that are not generally kept on stand-by are to be ordered through the Office Manager. These items can be ordered ad-hoc however will potentially take 7-10 days to obtain.

12. BOARDROOM BOOKINGS

The RJA Boardroom is designed for meetings to take place in a quiet and confidential environment. These meetings range from video or voice calls with employees, or for meetings with external visitors. To ensure efficiency, the boardroom must always be securely booked through the appropriate method prior to use.

1. Open the **Calendar** section in Outlook.
2. Open a new **appointment** or **meeting**.
3. Click on **Location** and you will see “Boardroom”. Double click on Boardroom then click OK.
4. Locate and double-click the resource to add it to the rooms bar at the bottom. To filter the list, you can either type the name of the resource, or switch to more columns and enter the room number etc. And **Select OK**
5. Check that the room is available during the selected meeting time – the **Scheduling Assistant** will show you if any meetings are already scheduled in your desired timeslot.
6. When you've set an appropriate date, time and subject, and added participants as you would for any other meeting, copy in the Office Manager to all bookings and click **Send**.
7. It is recommended that you **review the location field** in the meeting booking to check that it will be understood by the recipients of the meeting invite. The location field can be edited to something more suitable if required.
8. You will receive an automated response either “accepting” or “declining” your request.
9. If you require a Video Conference Session for your room booking you need to also include a “Skype for Business meeting” request in your booking.
10. When bookings are made, employees must specify in a separate email request to the Office Manager how many people will be in attendance. The Office Manager will then ensure that fresh water and sufficient glasses are in the boardroom ready for the meeting.
11. The boardroom must always be maintained, both prior to and after meetings. It is the staff members responsibility to ensure that at the end of the meeting all furniture (including chairs) are back in place, all stationery is removed, all rubbish is removed, and the room is setup for the next meeting. Employees must take their glasses and place in the dishwasher where possible.
12. Employee should advise the Office Manager when the meeting is complete. Office Manager will attend to the room to ensure it is in order for the next meeting and remove all remaining glasses / plates / cutlery and put into the dishwasher in preparation for the next meeting.
13. Office Manager should only be required to assist with the tidy and setup of the boardroom after a meeting, in the event the employee responsible for the previous booking is required to attend another meeting immediately following the completion of the previous meeting.

13. BRINGING CHILDREN TO WORK

Our company is committed to providing a productive and effective work environment. However, circumstances may arise from time to time whereby an employee may need to bring their children to work. Safety, legal liability, workplace productivity and disturbance to others must be considered.

Provided it does not unduly interfere with an employee's work responsibilities, children may be brought to work on condition that there is prior verbal, telephone or written approval by RJA management. The following guidelines must be taken into consideration:

1. For periods of not more than two hours on infrequent occasions for short visits;
2. For emergencies or other unforeseen personal reasons;
3. Generally, but at the discretion of Management, leave must be taken rather than bringing children to work during foreseeable periods such as school holidays;
4. Children who are unwell must not be brought to work;
5. Children will not be permitted to use workplace computers under any circumstances.

Employees who are approved to bring their children to work must:

1. Ensure other RJA employees are not disrupted by the behaviour of their children;
2. Not expect other RJA employees to care for their children;
3. Ensure there is no breach of privacy or confidentiality resulting from the presence of their children;
4. Always take responsibility for the safety of their children;
5. Always supervise their children (supervised by parent only);
6. Ensure their children behave appropriately.
7. Ensure their children stay seated within the employee's workspace only;
8. Be responsible for any damage caused by their children;
9. Sign a disclaimer accepting responsibility and liability for their children (*refer to "FORM012 – Child Safety Disclaimer Form"*)

14. BREAKOUT ROOM

The RJA Breakout Room is located on the ground floor of Head Office next door to the gym and has various functions. It is a place for employees to relax, recharge, take a break, have meetings or brainstorm ideas. Very often just having a different environment or being in a less formal atmosphere can help drive the creative process and enable the exchange of ideas. Some points to note when using the space:

1. The room is available to all RJA employees and no bookings are required;
2. No food is permitted in the Breakout Room (drinks only);
3. All employees must clean the room after each use and ensure the furniture is placed in original positions before leaving. The upkeep of the Breakout Room is the responsibility of all RJA employees.

15. GYM FACILITIES

The RJA gym is located on the ground floor of Head Office and available to all RJA employees for use.

1. Who can use the Gym?
 - The gym is available solely for use by RJA employees.
 - Any individual who uses the gym does so voluntarily and at the individual's own risk. RJA will not be liable for any injury sustained by any person as a result of using the gym equipment.
2. Before using the Gym Facility:
 - It is the responsibility of each RJA employee to seek medical advice before using the equipment if you have a medical problem.
 - Employee's should always ensure that their clothing and footwear are clean and suitable for exercising.
3. Use of the Gym
 - The gym is provided for the enjoyment of all who use it, irrespective of whether it is recreational for keeping fit, rehabilitation from injury, or as part of a training programme for an individual sport.
 - Towels must be used in the gym at all times, on all equipment and on the floor
 - The gym is to be left in a clean state at all times. This means no food or drinks (other than water) are to be taken into the gym
4. The following equipment offers a full body workout including cardio in a confined space. Equipment may be added or altered / removed from time to time:
 - Pull up bar
 - Workout straps
 - Kettle Bells
 - Battling Rope
 - Bench
 - Power bags

5. Prior to commencing use of the gym, employees must complete **“FORM011 - Gym Waiver Form”**. This form must be signed and provided to the Office Manager prior to using any equipment in the gym. **Please read this carefully and seek any advice you require before signing this document.** Employees will not be permitted use of the gym until this document has been signed and submitted.
6. Use of the shower facilities is available for all employees, (*refer to Section 07.5 – Bathroom Etiquette for further details*).
7. Employees must ensure they bring their own towels for showering purposes.

16. HEAD OFFICE VISITORS

The RJA Head Office has visitors come through the premises daily, and all visitors must be escorted accordingly to create a professional and safe environment whilst within the RJA building.

1. Visitors to the office must be pre-advised to the Office Manager. Visits will be managed via the Visitors Calendar by the Office Manager, to avoid double bookings and a lack of professionalism or space.
2. All visitors will be greeted verbally at the entrance door through the intercom by the Office Manager. Should the Office Manager be unavailable, the first available employee should greet the visitor and be shown to the seated area in the entry until the hosting employee is notified of their guests' arrival.
3. Tea, coffee or chilled water should be offered to all visitors upon arrival and served to them by the Office Manager in their pre-booked meeting space.
4. All visitors are required to sign in to the Visitor Sign In/ Out book, located at the reception desk on the 1st Floor Office Area.
5. Couriers will be provided access through the electronic lock and requested to come to the reception counter on the upper floor where they will be met by a staff member. Couriers should make their delivery and then leave immediately. If a staff member happens to be downstairs when a courier arrives, the staff member should accept the delivery, then inform the recipient that a package has arrived for them.
 - a. **Small packages** can be placed on desks and must not to be left downstairs. This will avoid delays to receiving packages or packages going missing.
 - b. **Large deliveries** are to be accepted by the Facilities and Maintenance Manager downstairs. The Facilities and Maintenance Manager must be notified of any expected large packages prior to delivery. If the Facilities and Maintenance Manager is not available or onsite, couriers can follow the directional signs to the right hand side of the courtyard and the packages can be left in the designated area provided.

6. Pre-planned meetings with catering for suppliers or clients can be requested. A minimum of 48hrs notice is required for catering to be arranged.
 - a. Staff members must email the Office Manager with the request including the time and date of the meeting, the number of people at the meeting, the reason for the meeting along with the location of the meeting (bar area, boardroom, outside courtyard).
 - b. The Office Manager will seek approval from Directors.
 - c. Employee will then receive a reply with confirmation of the meeting and arrange catering accordingly.
7. Visitors must not wander through the building alone and must always be escorted. Visitors should be restricted to the courtyard, bar space, bathrooms and boardroom during their visit. Visitors must not to walk down the laneway towards the gym, rear warehouse or the first-floor office space unless for a specific reason and unless escorted.
8. At the completion of the meeting, the staff member is to escort the visitor to the exit.

17. HEAD OFFICE CARPARK

The parking spaces available on the RJA premises are limited and all employees must follow the parking guidelines set out below:

1. The first 3 car spaces on the left-hand side of the carpark are allocated car spaces for RJA Directors Only. The 4th space (closest to the street) is for use of all employees and will be allocated on a “first come first served” basis.
2. There are 4 car spaces on the right-hand side of the carpark that must always be kept free for Visitors Only. No RJA staff are permitted to park in these spaces.
3. There is ample street parking available for all RJA employees.
4. For trade vehicles that need to be loaded and unloaded, please use the visitor spaces and then relocate the vehicle to street parking.
5. No vehicles should ever enter, or be parked in, the courtyard or the central driveway past the line of the roller shutter. This area is a Pedestrian Zone Only.

Related Resources, Tools and Links

- POL014 – Employee Smoking Policy
- POL019 – Drug and Alcohol Policy
- FORM011 – Gym Waiver Form
- FORM012 – Child Safety Disclaimer Form

Contact & Further Information

For further assistance please contact your direct manager.

Policy Owner

Directors – RJA

Note: This Policy does not form part of any contract between you and RJA. It summarises the expectation of the day to day operations and upkeep of Head Office in accordance with applicable legislation and is not intended to create any additional legal rights or obligations. Any reference to obligations or requirements of the Company in this Policy is not intended to give rise to contractual obligations binding on the Company. This Policy may be varied from time to time.