

### SAFETY STANDARDS POLICY:-

#### For Carrying out 2-in-1 Fuel Injection Service

Lube Mobile as part of our ongoing commitment to Employee safety, is concerned with the unsafe work practices being used to carry out 3-in-1 Fuel Injection Services, especially removing the fuel hose which has resulted in a number of injuries and vehicles catching fire.

The following Operating procedure is to be used :-

- Vehicle must be parked in a well-ventilated area.
- **Safety Glasses and Safety Gloves must be worn.**
- Ensure that there is sufficient space around the vehicle to carry out the procedure, there is clear access to the Van, and all children, animals and customers have been moved away from the Service area.
- Ensure the vehicle is at operating temperature.
- Make sure the vehicle is in **park or neutral and the handbrake is engaged.**
- Remove Air Cleaner
- Rev engine just above idle and keep idling until ½ can of AUS3000 is used.
- Spray AUS 3000 ISCCC into carburettor throat.
- If engine is staggering during adding the treatment, this is ideal.
- Use approximately ½ **can** of AUS3000 then quickly turn engine off.
- Remove spark plugs and spray the remainder of AUS3000 evenly into each cylinder and let **soak for 15 minutes.**
- Replace spark plugs and air filter.
- Start the engine without using the accelerator and let the engine idle for 2 minutes.
- Then take the car for a minimum 5klm test drive to remove all loose carbon from the combustion chambers.
- Finally **add 40ml of US5000 to ½ a tank of petrol.** This is a must to complete the decarbonising procedure.

**In the interests of your safety Lube Mobile requires you to adhere to this procedure.**

LUBE MOBILE WORKING SAFELY

### SAFETY STANDARDS POLICY:-

#### For Carrying out 3-in-1 Diesel Injection Service

Lube Mobile, as part of our ongoing commitment to Employee safety, is concerned with the unsafe work practices being used to carry out 3-in-1 Fuel Injection Services, especially removing the fuel hose which has resulted in a number of injuries and vehicles catching fire.

**The following Operating procedure is to be used :-**

- Vehicle must be parked in a well-ventilated area.
- **Safety Glasses and Safety Gloves must be worn**
- Ensure that there is sufficient space around the vehicle to carry out the procedure, there is clear access to the Van, and all children, animals and customers have been moved away from the Service area.
- Ensure the vehicle is at operating temperature
- Mix 1 can of Valve & Injection Purge with 500ml of Diesel in a clear bucket.
- Connect 2 metres of fuel hose to the fuel line and Connect 2 metres of clear hose to the fuel return line and place both hoses into the mixture in the bucket.
- Make sure the vehicle is in park or neutral and the handbrake is engaged.
- Start the vehicle and run for 20-25 minutes.( You should see wax, varnish, and carbon deposits settle in the bucket )
- Turn the engine off.
- Remove the fuel hose and reconnect the main feed line to the pump.
- Restart the engine and allow the return hose line to become clear. Rev the engine occasionally to purge the fuel pump.
- When it is clear remove the clear hose and reconnect the return line.
- Replace the fuel filter ( This must be changed )
- Test drive the vehicle for a minimum of 5klms.
- Finally add can of 100% Pure Quill to the fuel tank.

**Note.** 1 can of 100% Pure Quill will treat up to 80 litres of fuel – use more Quill if required. 1 can of Valve and Injection purge will treat up to a 3 litre engine. Use extra for engines over 3 litres ( eg 10 litre engine would require 4 cans of purge mixed with 2 litres of diesel.

**In the interests of your safety Lube Mobile requires you to adhere to this procedure**

# LUBE MOBILE

## THE MOBILE MECHANICS

### SAFETY STANDARDS POLICY:-

#### For Carrying out 3-in-1 Fuel Injection Service

Lube Mobile as part of our ongoing commitment to Employee safety, is concerned with the unsafe work practices being used to carry out 3-in-1 Fuel Injection Services, especially removing the fuel hose which has resulted in a number of injuries and vehicles catching fire.

**The following Operating procedure is to be used :-**

- Vehicle must parked in a well-ventilated area.
- **Safety Glasses and Safety Gloves must be worn**
- Ensure the vehicle is at operating temperature.
- Ensure that there is sufficient space around the vehicle to carry out the procedure, there is clear access to the Van, and all children, animals and customers have been moved away from the Service area.
- Disable fuel pump by either removing fuse, Relay or disconnecting the fuel pump Harness.
- Make sure the vehicle is in park or neutral and the handbrake is engaged.
- Disable the ignition system and crank motor for at least 10-15 seconds ( this removes fuel from the fuel rail ).
- Undo the fuel hose clamp using a wet rag to prevent fuel spilling over the motor. Then remove the hose.
- Fit 3-in-1 connection to the fuel rail. ( Look for an easy hook-up thou banjo fittings on filters, cold start banjo on fuel rail etc. ).
- Block off return line by using a clamp or Loop.
- Shake can of Valve and Injection purge well, then mix 200ml with 400ml of petrol, stir briskly, then place mixture into the VIP tool.
- Connect air hose to VIP tool and adjust air pressure to 4 bars.
- Open lower tap canister releasing mix slowly into rail.
- Start engine and allow mix to run out – ( approx 15 minutes ).
- When 3-in-1 has been carried out Pressure will remain in the canister and fuel rail.

• ***TO SAFELY REDUCE PRESSURE THE FOLLOWING PROCEDURE IS TO BE FOLLOWED :-***

- Shut off the tap at the top of the canister.
- Remove air hose from canister.
- Disable the ignition system.
- Slowly open Top Tap to release pressure from Canister, Fuel Hose and rail.
- Crank motor for at least 10-15 seconds to release any fuel/chemical pressure in fuel rail and allowing any excess chemical to flood the motor and assist in decarbonising.
- Shut off Lower Tap.
- Slowly remove all hoses and connections and restore the fuel system.

***THEN TO CARRY OUT ENGINE DECARBONISING***

- Empty the balance of Unused Valve & Injection Purge ( 272ml ) unmixed ( neat ) into the VIP tool. Fit spray wand onto hose. The lower canister Tap must be in the OFF position.
- Reattach air line to VIP tool, adjust air pressure to 6 bars.
- Start engine, increase idle at first, turn the bottom and top canister taps on and spray in throttle body 1 to 2 inches from throttle butterfly until product runs out. ( **Note : engine will run rough, just above idle, this is ideal** ).
- As soon as the product has run out, stall the engine and leave to soak for 10-15 minutes.
- Shut off the top canister tap.
- Disconnect the air line.
- Slowly open Top Tap to release pressure.
- Drive the vehicle for a minimum of 5 klms, then reset mixtures, idle etc.
- Finally, after every Injector / decarb service you must add 1 can of 100% PURE QUILL to a full tank of fuel. FUEL FILTER must be replaced.

**In the interests of your safety Lube Mobile requires you to adhere to this procedure.**

<b>LUBE MOBILE WORKING SAFELY</b>
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# **LUBE MOBILE**

## **THE MOBILE MECHANICS**

### **O.H&S POLICY:-**

#### **ACCIDENT / INCIDENT INVESTIGATION PROCEDURE**

### **1. Why Investigate**

The primary purpose of accident investigation is to prevent recurrence of similar incidents by identifying deficiencies in equipment or procedure and recommending what action to be taken.

### **2. Why Every Accident / Incident should be Investigated**

When an accident occurs, it points to the fact that something went wrong. If nothing is done to correct the situation, it will happen again. The purpose of investigating the accident is to eliminate the risk of it happening again, by finding out what caused the accident. Once this has been determined, action can be taken to eliminate the cause(s).

### **3. When should the Investigation Take Place**

- The investigation should take place as soon as possible but no longer than 5 days later. The longer you wait the harder it is to get the facts.
- As time passes, evidence is lost and important details quickly forgotten.
- Prompt action will get the best results.

### **4. Who Should carry out the Investigation.**

The Supervisor should make his own investigation. Depending on the nature of, or the seriousness of the incident, Head Office will advise if a Senior Manager or Director will assist.

There are 3 good reasons why you should get the facts personally :-

- You have Ownership
- You are legal and morally responsible for the safety of all Employees in your Zone
- You know your Employees and the job they do better than anyone else and you are in the best position to get the facts and find a practical solution to what caused the accident / incident. Your investigation, if carried out with the right attitude, should promote good relations with your staff and improve moral, as it demonstrates that you care for their safety.

## **5. Important Message to Investigating Staff**

Blame is not the aim. An investigation is not a witch hunt and is not about blaming anyone or taking Prisoners. Many employees will be concerned that disciplinary action may be taken against them as a result of the accident and therefore you will need to exercise care and communication skills to ensure that you obtain their confidence and co-operation.

## **6. What you should find out**

- What happened to cause the accident ( was it equipment, procedure or a combination of both ).
- What can be done to prevent it from happening again ( Training, Equipment repair or Company Policy )

## **7. Site Inspection**

Check the site and circumstances of the accident as thoroughly as possible, hopefully before anything has been changed or moved. Look for clues and investigate each one.

## **8. Where to Interview**

The interview with the Employee where possible, should take place in a friendly and neutral environment. The Managers office may offer privacy but Employees will probably feel uncomfortable.

## **9. Structure of the Interview**

It is important to explain the purpose of the interview and that you are not looking to blame anyone, just find out what happened.

- Ask the Employee to complete the 4<sup>th</sup> page of the form ( Headed “ To be completed by the Employee “ ) and write in his own words exactly what happened.
- It can be helpful to visit the site where the accident happened.
- After you have read the Employees account of the accident discuss it with him and ask him to go step by step through the events that took place before the accident, the Accident itself and what happened after the accident.
- Interview any witness to the Accident and really dig for information - the smallest detail may point to the real cause.
- Reconstruct the events which resulted in the accident. Consider all the possible causes, evaluate the “ Unsafe Acts “, Unsafe Equipment or “ Unsafe Conditions “ or “ Failure to comply with Company Policy or Accepted Industry Standard “.
- Inspect equipment if necessary
- Determine the cause of the accident. If help is needed to do this, ask for it. Other staff, Senior Managers, Safety experts or our Insurers could all be good assistance.

- Complete the Investigation form together with your recommendations, and place a copy on the Employees file, a copy to the Chairman of your State OH&S Committee and fax a copy to Head Office, Sydney, Attention National OH&S Committee.

## **10. A few Good Tips**

Remember accidents are basically caused by unsafe practices, conditions or not following Company policy.

- Decide what needs to be done to avoid the Accident / Incident occurring again.
- Decide what changes in policy or equipment can be made to eliminate or control the cause.
- Ensure that the changes you recommend are discussed by the State Safety Committee and if you have any dissatisfaction with the results please advise your State Manager or a member of the National OH&S Committee.

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**Version 1**

**1/1/2004**

## Bi-Annual External Vehicle Hoist Inspection Report

### Equipment Details:

Hoist Brand \_\_\_\_\_

Hoist Serial No. \_\_\_\_\_

Hoist Type \_\_\_\_\_

Location \_\_\_\_\_

Inspectors Name \_\_\_\_\_

Items Inspected	Satisfactory	Unsatisfactory	Comments
Foundation			
Footing			
Foundation Bolt			
Rated Capacity Prominently Displayed			
Load Distribution details prominently displayed			
Operating Instructions displayed			
Operator Manual available			
Rope, chain, screw and nut detail (as applicable) displayed			
Operating controls			
Movement direction displayed			
Hold-to-run operation			
Vehicle access			



Vehicle positioning device			
Machinery guarding			
Warning Signs (eg no riding on hoist)			
Lock off isolation switch (if applicable			
Lock off isolation switch ID displayed			
Structure (columns and beams for alignment & structural integrity)			
Vehicle support arms and pads			
Support arm locks			
Wheel stops			
Anti-creep device			
Travel limit switch (top)			
Travel limit switch (bottom)			
Safety Devices			
Hydraulics			
Fluid Type Displayed			
Oil Level			
Air/oil pressure vessels			
Oil leaks			
Support wire ropes			
Wire rope certificates available			
Support chains			
Termination fittings			

Slack rope or chain device			
Drive chain excess slack device			
Rope sheaves & pins			
Chain sprockets			
Support Screws			
Safety nuts			
Wear limit side 1			
Wear limit side 2			
Lubrication			
Guide rollers/pads			
Vehicle Clearance – vertical			
Vehicle Clearance – Horizontal			

### Tests

Items Tested	Test Description	Results
Maximum Load Test		
Controls Test		
Safety Devices Tested (list each )		
Other Tests (list each)		

## Findings

Details of items requiring attention or repair :

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# Certificate

## Equipment general condition description

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## Remarks

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## Recommendation

I recommend that:

- i. This equipment be re-examined and tested on or before\_\_\_\_\_
- ii. The following components of equipment be re-examined and tested as appropriate on or before the date indicated for the item:

Item	Date

The examination was

Annual \_\_\_\_\_ Major \_\_\_\_\_

I certify that I have tested as appropriate, hoist serial number: \_\_\_\_\_  
and I find that the equipment is/is not in a satisfactory condition for safe use.

## Inspectors Details:

Name \_\_\_\_\_

Address \_\_\_\_\_

Telephone No \_\_\_\_\_

Facsimile No \_\_\_\_\_

Qualifications \_\_\_\_\_

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Date*

## Bi-Annual Internal Vehicle Hoist Inspection Report

### Equipment Details:

Hoist Brand \_\_\_\_\_

Hoist Serial No. \_\_\_\_\_

Hoist Type \_\_\_\_\_

Location \_\_\_\_\_

Inspectors Name \_\_\_\_\_

Items Inspected	Satisfactory	Unsatisfactory	Comments
Foundation			
Footing			
Foundation Bolt			
Rated Capacity Prominently Displayed			
Load Distribution details prominently displayed			
Operating Instructions displayed			
Operator Manual available			
Rope, chain, screw and nut detail (as applicable) displayed			
Operating controls			
Movement direction displayed			
Hold-to-run operation			
Vehicle access			

Vehicle positioning device			
Machinery guarding			
Warning Signs (eg no riding on hoist)			
Lock off isolation switch (if applicable			
Lock off isolation switch ID displayed			
Structure (columns and beams for alignment & structural integrity)			
Vehicle support arms and pads			
Support arm locks			
Wheel stops			
Anti-creep device			
Travel limit switch (top)			
Travel limit switch (bottom)			
Safety Devices			
Hydraulics			
Fluid Type Displayed			
Oil Level			
Air/oil pressure vessels			
Oil leaks			
Support wire ropes			
Wire rope certificates available			
Support chains			
Termination fittings			

Slack rope or chain device			
Drive chain excess slack device			
Rope sheaves & pins			
Chain sprockets			
Support Screws			
Safety nuts			
Wear limit side 1			
Wear limit side 2			
Lubrication			
Guide rollers/pads			
Vehicle Clearance – vertical			
Vehicle Clearance – Horizontal			

## Findings

Details of items requiring attention or repair :

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\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

# **LUBE MOBILE**

## **THE MOBILE MECHANICS**

### **STANDARDS POLICY:-**

#### **Cancellation of Jobs**

To provide a uniform approach to the Cancellation of jobs the following Policy will apply :-

#### **1. A job can only be Cancelled when :-**

- The job has not been dispatched. ( a reason for the cancellation must be entered )
- We have arrived on-site less than 5 minutes ( This would normally give time to meet and greet the client and quote them at least the minimum charge. It would also allow for instances where the customer is not there etc ).

#### **2. Cancellation is not allowed when :-**

- We have arrived on site and have been there for more than 5 minutes.

The reasons are :-

- If it is a recall and even if the client will not let us touch the vehicle we need an invoice to say that. If we do diagnose the problem and the customer does not want to proceed, we need an Invoice. The reason we require an invoice is to create a paper trail and if we are called out again we can ascertain what was done last time.
- If it is a paying job and we have spent longer than 5 minutes on site ( This should have given us the time to quote the client, the minimum charge at least ). If we do not charge the client we require an invoice to say why. ( eg the client refused to pay, or it was a FOC quote etc ).

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# LUBE MOBILE

## THE MOBILE MECHANICS

### SAFETY STANDARDS POLICY:-

#### Carrying Petrol in the Waste Fluid Tank

A number of Branches have expressed concern with the build up of pressure in the new waste oil tanks, especially on hot days, and if they are carrying fuel.

The National Committee recognized your concerns and report as follows :-

Jeff Cronan contacted Shell to seek their advice and they advised :-

**“ Given the dimensions of the tank, in their opinion at 40 degrees Celsius the tank would build up 5 PSI pressure”.**

**We then decided to carry out a pressure test in Sydney. Tank was placed under the 4 post hoist, for safety in case it burst, and pressurized in 5 PSI steps up to 20 PSI. The tank did slightly bulge, at the sides, at this pressure, but the welds remained intact and there was no leakage from the neck welds or cap.**

**Given that there will be a minor build up of pressure we would strongly recommend that only one side of the cap is undone, to allow the pressure to release. DO NOT RELEASE BOTH SIDES AT ONCE.**

We have also checked out all State Regulations on the carrying of fuel in the vans. Whilst regulations differ from State to State, all acknowledge that minor quantities of petrol can be transported without a dangerous goods license or placarding the vehicle. Minor quantities are anything less than 200 litres.

**Employees must be aware of the following procedures in the case of an emergency :-**

- **Notify the Police or Fire Brigade as soon as possible**
- **Provide reasonable assistance to emergency services**
- **If there is any escape of petrol, prevent other vehicles or any source of ignition from coming within 15m of the vehicle.**
- **Warn any person in the vicinity who may be at risk.**
- **Prevent or minimize the escape of the petrol into drains or natural watercourses by using your spill kit.**

**LUBE MOBILE WORKING SAFELY**

# **LUBE MOBILE**

## **THE MOBILE MECHANICS**

### **CASH HANDLING POLICY**

There has been an increasing number of Employee's paying in short, with a wide range of excuses, from "I lost it", "it was stolen", etc, etc. You should also be aware that an Employee was recently dismissed for stealing a small sum.

For your information the Company policy on handling cash is: -

- At the completion of each day the employee must complete the daily trading report and have it ready for collection. The employee is expected to pay in to the cent and short falls will not be tolerated.
- The employee is responsible for the safe keeping of any cash under his control, and will be held responsible for any loss. The employee will be liable to reimburse the Company for any loss.
- All cash must be kept in a secure location and must not be left in the van, under any circumstances when the van is unattended.
- Any theft of Lube Mobile's assets will result in the Employee being reported to the Police and be summarily dismissed on the spot. (This means that you will not receive a notice period or be paid any leave or other benefits owing).

<b>LUBE</b>	<b>MOBILE</b>	<b>WORKING</b>	<b>SAFELY</b>
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### **STANDARDS PROCEDURE:-**

#### **WHEN COLLECTING VANS FROM PANELBEATERS OR VEHICLES FROM 3/P REPAIRERS**

##### **Introduction.**

A number of incidents have occurred when we have collected vans from the Panel Beaters or vehicles from 3/P Repairers.

##### **Procedure to be followed.**

The following safety checks must be made before starting the Vehicle.

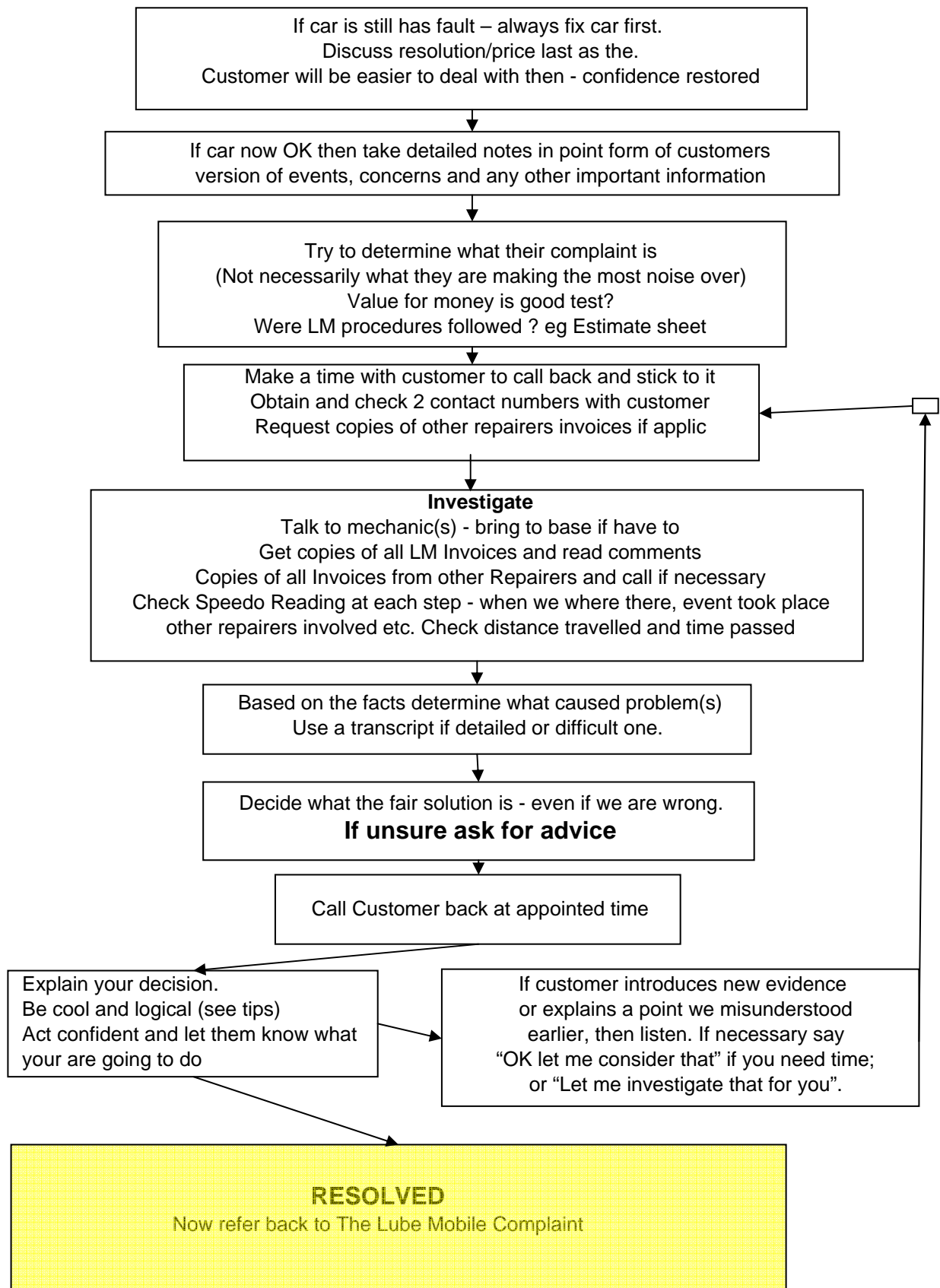
- Check radiator water level and top up if required. Ensure radiator cap is on securely
- Check oil level, brake fluid level and other fluid levels and top up if required
- Is it registered and does it have the correct number plates
- Check Battery
- Check Headlights, indicators and Brake Lights
- Check Reverse Sensors and reversing lights.
- Check windscreen wipers and washers are operating
- Make a visual check of tyres
- Check petrol level.
- Check if Cargo Barrier installed and all items in cabin in van are secure
- Have the repairs it was there for been completed
- New Hiace Van – check steering column is tight
- Think about what repairs have been done. This will give an indication as to what areas on the van require special attention. For example if the tailgate was damaged, has the wiring to stop, reverse and tail lights, and reverse sensors, been fitted correctly.

After checking these items start the vehicle and check driveability :

- Brake Pedal feel and Clutch Operation (if fitted)
- Steering/Suspension condition
- Operating temperature, when it warms up.

**If all okay drive to your destination**

# Complaint Handling Flow Chart



# **LUBE MOBILE**

## **THE MOBILE MECHANICS**

### **O.H&S POLICY :-**

#### **CUSTOMER'S MOTOR VEHICLES**

This Policy details 4 situations involving Lube Mobile Customer's Motor Vehicles

- 1. Customers or 3<sup>rd</sup> Party assisting Lube Mobile Employee's**
- 2. Customer fitted Parts or Customer's attempting Repairs**
- 3. Unregistered Motor Vehicles**
- 4. Unroadworthy Motor Vehicles**

#### **1. Customers or 3<sup>rd</sup> Parties Assisting Lube Mobile Employee's**

Employees should always take special care when the customer or a 3<sup>rd</sup> Party offers any assistance whatsoever. It is not Lube Mobile's policy to discourage customers from watching, and in fact we encourage it, but from a safe distance. Customer assistance increases the risk of an incident occurring. A number of incidents have occurred as a result of the customer providing assistance by starting the vehicle whilst the mechanic is working at the front of the vehicle You must :-

- **Always remove the keys from the ignition when working on a motor vehicle.**
- **If you need to have someone turn the engine over, check and make sure the vehicle is in neutral or park, and the handbrake is engaged and your hands are well away from danger. Do not stand in front or at the rear of a vehicle.**
- **If you need assistance to start the vehicle, again make sure the vehicle is in neutral or park and handbrake is engaged and do not stand in front of or at the rear of the vehicle, until it has started.**
- **Do not allow the customer near the engine bay whilst the vehicle is running.**
- **Do not allow the customer near the vehicle whilst jacking it up or when the vehicle is on stands.**

## 2. Customer fitted parts or Customer's attempting repairs.

Vehicles which have been worked on by a third party ( including the customer or "Friend " ) increase the risk of an incident occurring, as a result of the third party not completing the job or due to faulty workmanship. Special care needs to be taken and as much information obtained from the customer before you commence work on the vehicle.

**Before you start work on the vehicle take 5 minutes to :-**

- **Discuss with the customer the extent of the work performed by the third party or friend.**
- **Survey the area where you will be working**
- **Think about what the customer has told you and what has been done or attempted, on the motor vehicle.**
- **Then check the vehicle out, taking particular care with the areas of concern.**
- **If the customer is using any of his equipment do not use it, Replace it with Lube Mobile supplied equipment. Eg if on customers stands, replace with Lube Mobile's. Use our jack not the customers.**

## 3. Unregistered Vehicles.

Lube Mobile employees **are not permitted to drive unregistered motor vehicles**, without exception. The reason for this, is that Lube Mobile is not insured should an accident occur and more importantly Lube Mobile Employee's are not covered by Third Party Personal Injury Insurance. In addition if stopped by the Police the Employee could be charged with driving an unregistered and uninsured vehicle and this carries a substantial fine.

## 4. Unroadworthy Vehicles

Similarly, Lube Mobile Employees are **not permitted to drive unroadworthy motor vehicles** as the risk of a serious injury is substantially increased. ( Unroadworthy vehicles include unregistered vehicles, vehicles where the lights or blinkers don't work, brakes are faulty, tyres are bald etc. ).

This is particularly relevant when test driving a vehicle. If we have reported items that make the vehicle unroadworthy and the customer has chosen not to repair one or more items then we are **NOT to Test Drive the vehicle**. The mechanic is to note on the invoice " Not test driven as vehicle is Unroadworthy ".

## Appendix 1

### Pre-Operation Inspection Checklist

Items Inspected	Satisfactory	Unsatisfactory	Comments
Operating Controls			
Emergency and Safety Features			
Anti-roll bars in place			
Visual check of Structure			
Air/hydraulic system leaks			
Loose or Missing Parts			
Placards, decals and warnings			
Operating Instructions displayed			

# LUBE MOBILE

## THE MOBILE MECHANICS

### STANDARDS POLICY: -

#### Deposits on Large Jobs

Lube Mobile has incurred significant losses over the past 12 months or so, on large jobs where the customer has been unable to pay on completion of the job. A number of branches are now left with vehicles that will have to be auctioned, and will realise next to nothing, when and if sold.. The uncollected goods legislation in most States is a time consuming procedure, and in one State it is impossible to sell the vehicle.

Lube Mobile's Policy is that on any job in excess of \$1,500.00, when the job will not be completed the same day, or if the vehicle is driven or towed away from the original worksite, **a deposit of at least 50 % of the estimated cost, must be taken before any work is commenced.**

**Therefore if you are towing or driving a car away from the original job site, you must arrange the deposit with the client, before leaving the site.**

**Remember no deposit, no work.**

#### LUBE MOBILE POLICY



# LUBE MOBILE

## THE MOBILE MECHANICS

### O.H&S POLICY:-

#### LUBE MOBILE VEHICLES – DRIVING AFTER HOURS

As detailed in the Employment contract “ *The use of any Lube Mobile vehicle after hours is totally forbidden* “.

We have been advised that Recent changes in NSW Legislation have seen 3<sup>rd</sup> Party Insurers cease to offer “ At Fault “ cover and other States may follow suit.

What this means is that if an Employee :-

- **Deviates from the most direct route to or from work or**
- **Uses the Lube Mobile vehicle after hours, with or without permission**

and has an accident, where he is at fault, then the **Employee is not covered by 3<sup>rd</sup> Party Insurance for Medical Expenses.**

During working hours all Employees are covered by Workers Compensation Insurance whether at fault or not. NSW, Qld & ACT are covered for travelling to and from work. VIC, SA & WA are not covered.

Therefore if you drive a Lube Mobile after hours and have an accident, whether you are at fault or not, you could be faced with :-

Medical Expenses and Liability claim of the 3<sup>rd</sup> Party

Cost of repairs to the 3<sup>rd</sup> Party vehicle

Cost of repairs to the Lube Mobile vehicle

#### LUBE MOBILE WORKING SAFELY

# **LUBE MOBILE**

## **THE MOBILE MECHANICS**

### **SAFE DRIVING POLICY**

**Lube Mobile is committed to providing a Safe Workplace. We will achieve this by implementing policies to set safe work standards and continually improve work practices to prevent accidents from happening. Our target at Lube Mobile is to have “0” accidents.**

**As Mobile Mechanics, our “workplace” includes the van, both at a job site and travelling to or from the job site. The commitment to provide a safe workplace extends to providing a safe vehicle and implementing safe driving policies and procedures. Driving a motor vehicle presents the greatest risk of Death or Serious injury to our Employees. Both Lube Mobile and each Employee have a responsibility to prevent accidents occurring.**

**Lube Mobile’s Responsibilities are: -**

- **To provide Safe Driving instruction, training, supervision and counselling to all employees.**
- **To supply Safe Motor Vehicles and take all reasonable steps to ensure that vehicles are maintained as per the manufacturers recommendation and are in roadworthy condition.**
- **To maintain an effective Accident Reporting System**

**Employee’s Responsibilities are: -**

- **To comply with Lube Mobile Safe Driving Standards which include:-**
  - **No alcohol or drugs to be consumed during working hours**
  - **No unauthorised passengers to be transported in any company vehicle**
  - **No unauthorised use of the Company’s vehicle after hours**
- **To display the highest level of professional conduct and courtesy to other road users**
- **To comply with all traffic regulations, traffic signs and parking restrictions**
- **To ensure that vehicles are serviced and in roadworthy condition.**
- **To report all motor vehicle defects so that they can be repaired as soon as possible.**
- **To treat Lube Mobile vehicles with respect and keep them clean, inside and out, and polished.**
- **To report all accidents and damage no matter how small, to their Supervisor as soon as possible after the occurrence.**

# **LUBE MOBILE**

## **THE MOBILE MECHANICS**

### **COMPANY POLICY:-**

#### **USE OF THE EMAIL and INTERNET POLICY**

##### **Objective**

The purpose of this Policy is to provide all staff with guidance and acceptable use of internal and external electronic mail (: e-mail”) and the Internet. The primary purpose for which access to e-mail and the internet is provided by Lube Mobile to its employees is to assist them in carrying out their duties of their employment.

##### **Use**

Employees may use these facilities for reasonable private use, but not in such a way as to significantly interfere with their duties of employment or expose Lube Mobile to significant cost or risk of liability.

##### **Privacy**

The Company reserves the right to monitor email transmitted or received by email users when there is a legal obligation to do so. The Company will follow procedures as laid down under Commonwealth Legislation.

##### **Unacceptable Use**

Examples of unacceptable use are :

- Conducting illegal activities
- Interference or disruption to other users, services or equipment.
- Distribution of unsolicited advertising.
- Distribution of chain letters
- Propagation of any form of malicious software, viruses, worms etc.
- Use of the network to make unauthorised entry to other Company systems.
- Forwarding on any obscene, pornographic, racial or harassing material, including potentially insensitive religious, political or racist material, whether humorous or not.
- Accessing or downloading any obscene, pornographic, racial or harassing material, including potentially insensitive religious, political or racist material, whether humorous or not.

- Knowingly downloading any software or data that the Employee has reason to believe will use a greater amount of network than is appropriate.
- Distribute confidential information without authority
- If you receive any emails which link to unacceptable websites or contain unacceptable material, it should be referred to your Supervisor immediately.

### **Non-Compliance with Policy**

Lube Mobile will review any alleged breach of this Policy on an individual basis, which may result in restriction of access, or disciplinary action (including dismissal), and/or action by the relevant regulatory authorities.

**I agree to abide by the Terms and Conditions of this Policy**

**Name of Employee** .....

**Signature** .....

**Date** ...../...../.....

**Version 1**

**1/1/2005**

### SAFETY STANDARDS POLICY:-

#### EMERGENCY PROCEDURE FOR MOBILE MECHANICS

**1. If an incident / accident occurs, assess the situation and ascertain :-**

- Do those involved require medical assistance
- Are those involved in immediate danger

**2. If there is a risk that those involved are in immediate danger, then if able, eliminate or control the risk by :-**

- Removing those involved if they are able to be moved
- Remove the danger from those involved
- Control the area by not allowing any access to the area, other than those authorised.
- Assist those involved in any way that you can, if you are able to without risking your own safety.

**3. Call for assistance by :-**

- Enlisting assistance from another co-worker
- Calling emergency services if required ( Ambulance, Fire Brigade, Police )

*If calling for emergency assistance ensure that a detailed location and a brief description of injury or problem is given. Stay with those involved until assistance arrives.*

**4. When injured person or incident is in the care / control of emergency professionals, call your Supervisor and report the incident.**

**5. Procedure for contacting Lube Mobile following an Emergency by using the 2-Way Radio.**

*Between the hours of 7-30am and 6-00pm in NSW ( other States up till 5.30pm ) the following procedure is to be used :-*

- Select channel 208 with the up and down buttons on the right of the radio
- Select Status 21 with the up and down buttons on the left of the radio
- Send Status message 21 by pressing call button whilst 21 is flashing in top left hand corner of 2-way radio screen.

**6. Procedure for AFTER HOURS EMERGENCIES**

After 6.00pm in NSW or after 5.30pm in other States, if there is no answer on the 2 way radio, the following procedure is to be used :-

Contact the call centre on 133032 which has a Manager trained in emergency procedures, by using :-

- Customers Phone
- Flag down a passing motorist
- Suppliers phone
- Pay phone, if close by

**In the interests of your safety Lube Mobile requires you to adhere to this procedure.**

# **LUBE MOBILE**

## **THE MOBILE MECHANICS**

### **STANDARDS POLICY :-**

#### **FIRST AID KITS**

**In the interests of your Safety and for easy access in the case of an injury, the storage of First Aid Kits will now be standardised Australia wide.**

**“ First Aid kits will be stored in the Glove Box with a First Aid sticker attached to the outside of the Glove Box “.**

**Storing the First Aid kit in the glove box will allow easy identification and access for 3/Parties in the event of injury.**

- In the interests of your safety Lube Mobile requires you to comply with this policy.**

#### **LUBE MOBILE WORKING SAFELY**

# LUBE MOBILE

## THE MOBILE MECHANICS

### SAFETY STANDARDS POLICY

#### HANATECH SCAN TOOL

There are a number of Safety risks that must be taken in to account, and eliminated, when using the Scanner, they are:-

##### **Workshop**

When an engine is running, the exhaust should be attached to an exhaust removal system or, if not available, you should only use a well ventilated area. Engines produce carbon monoxide, an odourless and poisonous gas that causes slower reaction time and may lead to serious injury or death.

##### **Brakes and Wheel blocks.**

You must apply the hand brake and block the wheels before using the equipment. You need to block the wheels because the handbrake may not hold, especially in front wheel drive vehicles.

##### **Test Driving**

Never drive the vehicle and operate the test equipment at the same time, as you could be distracted and have an accident. If you must use the equipment mobile, you must have one person operate the equipment whilst the other person drives.

Never place the equipment in front of you when driving the vehicle, because if the air bag inflated the equipment could cause serious injury.

##### **SRS**

**Never sit in the vehicle when entering the SRS section in the scan tool. Always stand outside the vehicle with the door closed.**

**Do not try to test the SRS Air Bag system while driving the vehicle as the air bag may inflate as a result.**

##### **Engine Compartment**

Moving components and belts may catch your hands, clothing, or the test cables. Therefore when using the equipment in the engine bay, you must maintain sufficient clearance between moving components.

##### **Vehicle Battery**

The Scan tool is designed to prevent damage from reverse polarity battery cable connection, however it is highly recommended to always ensure correct polarity terminal connection. Never lay the equipment on the vehicle battery. You may short the terminals and hurt yourself, or damage the equipment or the battery.

#### LUBE MOBILE WORKING SAFELY

# **LUBE MOBILE**

## **THE MOBILE MECHANICS**

### **SAFETY STANDARDS POLICY: -**

#### **Removal of Harmonic Balancers / Right tool for the Right Job**

We have recently had a number of incidents involving the removal of Harmonic Balancers. Investigation into these incidents has revealed the major contributing factor to be, using the wrong tools (eg levers, screwdrivers etc) and not a proper harmonic balancer puller.

We would also add that a large percentage of injuries are caused by not using the correct equipment / tools and/or not using them in the correct way.

Lube Mobile has a minimum tool requirement for all Technicians and a Harmonic Balancer puller and its bolts are on the list.

When removing Harmonic Balancers, a Harmonic balancer pulley, together with the correct bolts must be used.

Therefore under no circumstances are any of Lube Mobile employees permitted to use any other tool for removing the harmonic balancer than a Harmonic Balancer Puller with the correct bolts. Further to this specific task, no Employee is to use the incorrect tool or piece of equipment for any other type of job.

We also remind every Technician that a maximum of 70% exertion is to be used for any task. If you need to exert more than 70%, then you are either using an incorrect tool, piece of equipment, or procedure.

**In the interests of your safety Lube Mobile requires you to adhere to this procedure.**

#### **LUBE MOBILE WORKING SAFELY**



### **SAFETY STANDARDS**

#### **HEAT STRESS**

Heat stress occurs when heat is absorbed from the environment faster than the body can get rid of it. To keep internal body temperatures within safe limits in hot conditions, the body must get rid of excessive heat. It does this by varying the blood flow to the skin and by evaporation of sweat. Prompt action will avoid the serious or fatal consequences of fully developed heat stroke.

#### **Symptoms**

- Heavy sweating, tired and thirsty
- Headache and vomiting
- Feeling faint
- Irritability, loss of appetite
- Prickly heat rash, nausea
- Muscle spasms/twitching, moist cool skin
- Painful muscle cramps (limbs and abdomen).

#### **How to Avoid**

- Drink 2 to 3 litres of water per day, even if not thirsty ( Do not drink soft drinks as the body needs to get rid of it, draws water from the reserves, and dehydrates you).
- Start drinking in the morning. Don't wait until you get thirsty.
- Avoid heavy protein foods (eg meat, dairy products, etc) which raise body heat and increase fluid loss.
- Wear a wide brimmed hat
- Use sunscreen
- Avoid direct sunlight if possible
- Take regular rest breaks in cool shady areas.

#### **First Aid**

##### **If you are feeling any of the symptoms:-**

- Report it to your Zone Manager
- Drink more water
- Lie down in a cool place out of the sun
- Loosen clothing
- Use a wet towel around neck and face

Sunscreen is provided, and wide brimmed hats are available. Refer to your State or Zone Manager.

## **Hoist Inspection, Maintenance and Repair Procedure**

Lube Mobile is committed to provide a safe work environment for its employees. The following procedure covers the company requirements for inspecting, maintaining and repairing vehicle hoists. These procedures are designed to minimise, if not eliminate the risk of mechanical failure with a vehicle hoist.

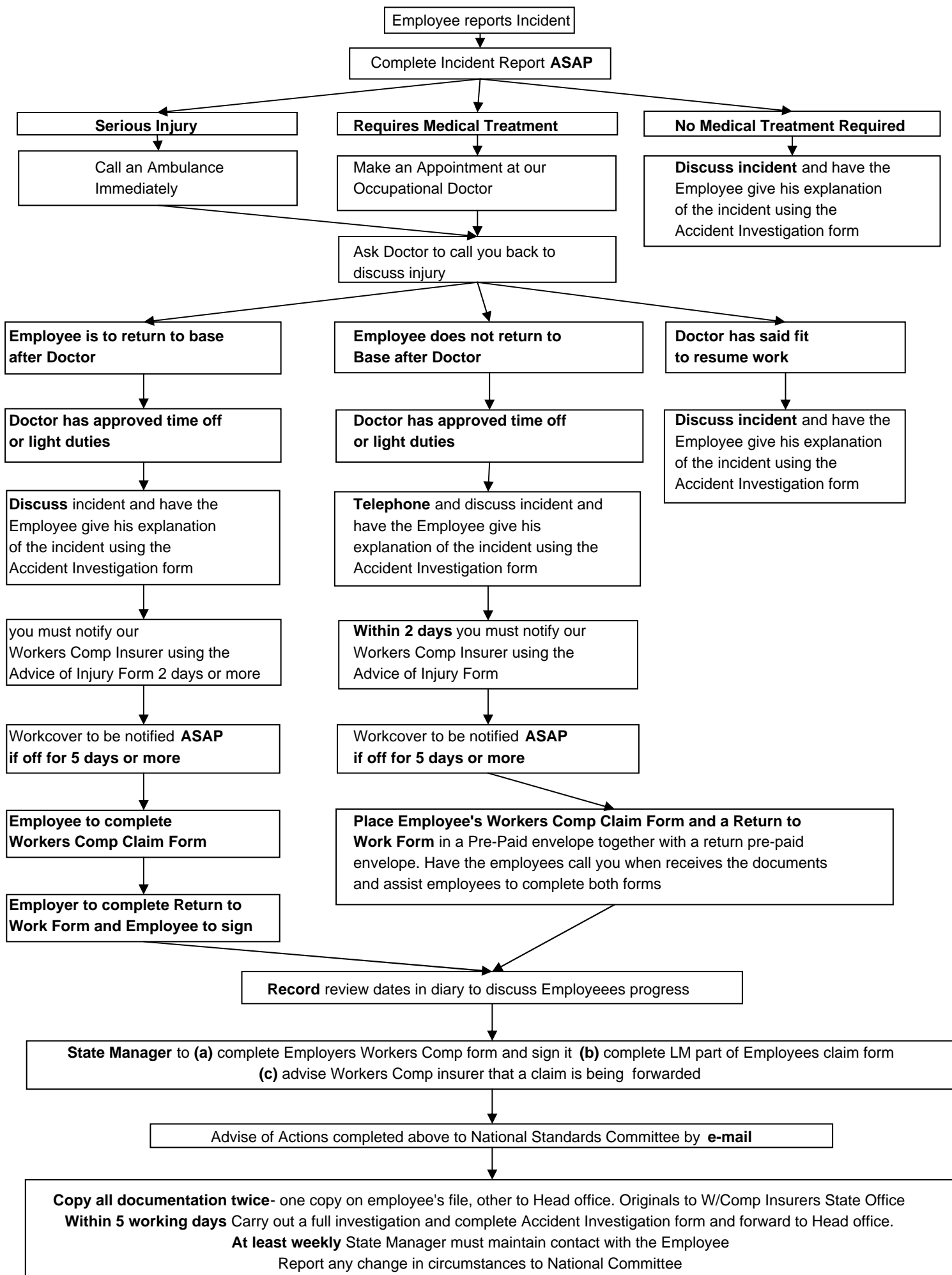
Lube Mobile requires three levels of hoist inspections to be carried out.

1. Pre-operation inspection – to be carried out by the operator each day. The inspection checklist is clearly displayed near the operating controls on the hoist.
2. Weekly Inspection – to be carried out by the workshop manager or a zone manager every Monday. Inspection to be recorded in the Weekly Safety Checks Log.
3. Internal Bi-Annual Inspection and Report – to be carried out by an appointed member of the Safety Committee. The inspection to be conducted on 19 June and 19 December each year. A copy of the report must be retained. Inspection to be recorded in the Routine Inspection Log.
4. External Bi-Annual Inspection, service and written report – to be carried out by a competent 3<sup>rd</sup> party, who specialises in hoist maintenance & repair. The inspection is to be conducted on 19 March and 19 September each year. A copy of the report must be retained. Inspection to be recorded in the Routine Inspection Log.

A pro-forma inspection checklist can be found in appendix 1. The checklist whilst being comprehensive, is generic and covers all types of hoists. Ensure that reference is made to the manufacturers operating and maintenance manual, for items specific to the particular hoist being used.

The company requires a logbook to be maintained for each hoist. The logbook will record the inspections carried out and will also record any faults found and action taken to rectify those faults. Refer to appendix 2 for a pro-forma logbook. Keeping the Log Book up to date and maintained is the responsibility of the State/Ops Manager in each location.

# SAFETY INCIDENT PROCEDURE



# **LUBE MOBILE**

## **THE MOBILE MECHANICS**

### **O.H&S POLICY:-**

#### **PROCEDURE FOR HANDLING EMPLOYEE INJURIES**

#### **Lube Mobile's Goal**

**Lube Mobile's goal is to have all injured Employees return to work as soon as possible either on full or light duties.**

#### **Lube Mobile's Medical Team**

Lube Mobile has assembled a Medical team, including Occupational Doctors, Physiotherapists, Chiropractors and Psychologists in every Branch.

Occupational Doctors have considerable expertise in work related injuries and have been briefed on Lube Mobile's operations and the light work duties available.

**It is a requirement that all injured Employee's be examined by a Specialist Company Doctor immediately after injury.**

Experience has shown that Family Doctors or local GP's are not sufficiently experienced in modern return to work practices and are also have no working knowledge of Lube Mobile's work practices and alternative light duties. This is often to the detriment of the Employee's health and financial situation and can cause severe family disruption as their return to work was unnecessarily prolonged.

***There is considerable medical evidence to the effect that the sooner an Employee is gainfully employed the quicker the recovery to full health. Therefore every effort must be made to keep the Employee working.***

#### **Procedure for handling Employee Injuries**

1. All injuries must be reported as soon as you are informed by the Employee.
2. Take the details from the Mechanic and complete a " Injury / Incident Report " ( sourced from the Co-Ordinators Screen or off the Intranet ). Try and get as much information as possible.

3. (a) If the injury is serious and the Employee is unable to drive, immediately call an Ambulance or make suitable arrangements or ;  
  
(b) If the injury requires Medical attention and the Employee is capable of driving, he should be directed to a Lube Mobile Company Occupational Doctor. These Occupational Doctors are specialists in work related injuries. ( Refer to your State Manager for the details of the State Doctor ). Lube Mobile is legally entitled to request an Employee to see a Doctor recommended by the Company and the Employee is quite within his rights to then visit a Doctor of his choice.
4. Supervisor must contact the Occupational Doctor prior to the interview with the Employee, so that the Supervisor knows the conditions under which to draft the return to work plan. Supervisor needs to discuss the Employee's condition, nature of the injury, severity etc, and then draft the return to work plan.
5. After the visit with the Occupational Doctor the Employee must come straight to base to discuss the return to work plan with his Supervisor.
6. Return to Work Plan is to be documented ( form is on the Intranet ), and signed by Employee and Supervisor, with copy to Employee, National OH&S Committee, copy on Employee's file and a copy sent to the State Workers Compensation Insurer.
7. If required Employee and Employer Workers Compensation claim forms are to be completed in accordance with the Lube Mobile claims procedure.
8. Supervisor is to review progress of plan at scheduled dates as set out in the plan.
9. Supervisor must maintain regular contact with the Employee and Medical team throughout the period of the plan so as to react to changing circumstances and to maintain progress.

**National Standards Committee members are to be kept up to date at all times with the progress of every injury, and are always available to advise branches on any problems or difficulties with an Employee.**

**The objective when handling employee's injuries is to see them return to full duties and full pay as soon as possible.**

<b>LUBE MOBILE WORKING SAFELY</b>
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# LUBE Mobile

## THE MOBILE MECHANICS

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2. Take the details from the Mechanic and complete a " Injury / Incident Report " (Sourced from the Co-Ordinators Screen or off the Intranet). Try and get as much information as possible.
3. (a) If the injury is serious and the Employee is unable to drive, immediately call an Ambulance or make suitable arrangements or;  
  
(b) If the injury requires Medical attention and the Employee is capable of driving, he should be brought to base and the circumstances of the injury discussed with the State/Zone Manager.  
  
(c) He should then be directed to a Lube Mobile Company Occupational Doctor. It is preferable that the State/Zone Manager accompanies him to the Doctor. These Occupational Doctors are specialists in work related injuries. (Refer to your State Manager for the details of the State Doctor). Lube Mobile is legally entitled to request an Employee to see a Doctor recommended by the Company and the Employee is quite within his rights to then visit a Doctor of his choice.

4. Supervisor must contact the Occupational Doctor prior to the employee arriving at the surgery, discuss the symptoms that the Employee is showing, and fax the Doctor a copy of our Light Duties, and request him to call you back after he has seen the Employee, as the Supervisor needs to know the conditions under which to draft the return to work plan.
5. The Supervisor needs to discuss, with the Doctor, the Employee's condition, nature of the injury, severity etc, and then draft the return to work plan.
6. After the visit with the Occupational Doctor the Employee must come straight to base to discuss the return to work plan with his Supervisor.
7. Return to Work Plan is to be documented (form is on the Intranet), and signed by Employee and Supervisor, with copy to Employee, National OH&S Committee, and a copy placed in the Employee's file.
8. If required Employee and Employer Workers Compensation claim forms are to be completed in accordance with the Lube Mobile claims procedure.
9. Supervisor is to review progress of plan at scheduled dates as set out in the plan.
10. Supervisor must maintain regular contact with the Employee and Medical team throughout the period of the plan so as to react to changing circumstances and to maintain progress.

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**The objective when handling employee's injuries is to see them return to full duties and full pay as soon as possible.**

<b>LUBE MOBILE WORKING SAFELY</b>
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### **SAFETY STANDARDS POLICY**

#### **REVERSING/PARKING LUBE MOBILE VANS**

Reversing Lube Mobile vans out of parking spaces, driveways etc, poses significant risks of reversing into objects, poles, walls, fences etc, and most importantly, people. The number of reversing accidents from this activity has increased substantially over the past few years, and needs to be reduced. The reverse sensors, in the majority of this type of accident, would not have assisted.

A Lube Mobile van has numerous blind spots, that when reversing out of a parking space, stops a clear vision of other vehicles etc. Whilst the risk of a reversing accident causing an injury, is low, the hazard of reversing out of parking spaces needs to be reduced to a minimum.

**Therefore, effective immediately, vans must be reversed into any parking spot, driveway etc. COMMON SENSE NEEDS TO PREVAIL BUT THE OBJECTIVE IS TO TRAVEL IN A FORWARD MOTION WHEREVER POSSIBLE.**

The reason for this is that when you first arrive you are new to this space and are more likely to notice everything around you. When you leave the parking space, driveway etc, you have a clear vision of any potential hazards, or other vehicles, and you will see where you are going. In the time that you have been parked you may have forgotten hazards that you saw when you parked, or other hazards have appeared.

#### **REVERSE IN ON ARRIVAL DRIVE OUT FORWARD**

**The Lube Mobile policy on reversing vans is:-**

- Always walk behind the van to get into the vehicle, looking up and down (do not walk around the front). **MAKE IT A HABIT.**
- Take a mental picture of any hazards behind you.
- Always check mirrors (Do it at least twice).
- **DO NOT REVERSE UP STREETS.**
- **DO IT SLOWLY.**
- **DON'T REVERSE UNLESS YOU HAVE TOO, OR ONLY AS FAR AS YOU NEED TO.**
- If someone is directing you, ensure that they are always in your vision, on the drivers side if possible.



## LUBE MOBILE DRIVING TEST

Sight current Drivers Licence	Pass	Fail
Sight current Drivers record ( Obtained from State Licensing Authority )	Pass	Fail
Select a vehicle for the test ( not the vehicle the Employee usually drives )		
Hand the driver the keys and sit in the passenger seat		
Did the Employee adjust the seat and mirrors	Pass	Fail
Is the driving position correct ( feet should be able to touch the fire wall and when arms extended wrists should be past the steering wheel )	Pass	Fail
Signals used to take off	Pass	Fail
Observe forward planning	Pass	Fail
Are speed limits observed	Pass	Fail
Obedience to signs ( Stop and Give way )	Pass	Fail
Lane use ( use left lane where possible, keeping within the lanes	Pass	Fail
Hang Back ( correct following distance for conditions and vehicle type )	Pass	Fail
Stopping distance	Pass	Fail
Use of signals for lane change, hazard evasion	Pass	Fail
Is correct procedure used at Roundabouts and are Signals used	Pass	Fail
Brake use	Pass	Fail
Mirror use	Pass	Fail
Courtesy to others	Pass	Fail
Overtaking	Pass	Fail
Shoulder check before lane changing	Pass	Fail
Cornering	Pass	Fail
Ask the Employee to carry out a 3 point turn	Pass	Fail
Ask the Employee to reverse into a parking spot	Pass	Fail



**LUBE MOBILE**

**DRIVING**

**&**

**MOTOR VEHICLE**

**POLICY**

## **To all Employees**

It is Lube Mobile's prime objective to provide a safe Workplace. We will do this by implementing policies to set work standards, and by achieving continuous performance improvement in safety.

**Our target at Lube Mobile is to have “ 0 “ Accidents.**

Lube Mobile is committed to improving Safety practices and Standards and preventing accidents from happening. **We are concerned with the large number of Motor vehicle accidents that are occurring.**

Driving presents the greatest risk of Death or Serious injury occurring to Lube Mobile Employees. In an attempt to eliminate these risks to you, we have prepared this Driving and Motor Vehicle Policy, **and your compliance is vital to your Health and well-being, and is mandatory under our Standards.**

**I urge you all to slow down, concentrate, be aware of other road users and Practice the Good Elements of Driving :-**

- **Concentration**
- **Observation**
- **Anticipation**
- **Judgement**
- **Preparation**
- **Response**

Please read through this policy carefully and contact your supervisor or your standards committee member, if you have any queries whatsoever.

Kind regards,

**Paul Sayer  
Managing Director.**

# **Lube Mobile Driving & Motor Vehicle Policy**

## **INDEX**

- 1. Introduction**
- 2. Lube Mobile's Responsibility**
- 3. Employee's Responsibility**
- 4. Purpose of the Policy**
- 5. Australian State Driving Licence**
- 6. Ensuring the Standard of Lube Mobile Drivers**
  - (a) Apprentice Mechanics**
  - (b) New Employees**
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- 7. Lube Mobile Driving and Knowledge Test**
  - (a) General**
  - (b) Lube Mobile Knowledge Test**
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  - (d) Authorised Examiners**
- 8. Alcohol & Drugs**
- 9. Traffic Infringements**
- 10. Driving Lube Mobile Vehicles after Hours**
- 11. Public Complaints**
- 12. Unauthorised Passengers in Lube Mobile vehicles**
- 13. Mobile Phones & 2-Way Radios**
- 14. Accident Procedure – Reporting and Investigation**
- 15. Vehicle Maintenance and Servicing**
  - (a) Maintenance**
  - (b) Servicing**

## **Lube Mobile Driving and Motor Vehicle Policy**

### **1. Introduction**

Working drivers and commuters account for most of the traffic on our roads. To put things in perspective, road accidents are the most common cause of work-related deaths, injuries and absence from work in Australia. They are more likely than any other type of work-related Injury to result in death or permanent disability.

A major Fleet Management Company has estimated that 20% of all Company vehicles will be involved in an accident every year. This figure would indicate that driver safety is a serious issue and needs to be addressed to ensure the safety of our Employee's.

Both Lube Mobile and each Employee have a responsibility to prevent accidents occurring and those responsibilities are :-

### **Accidents - The Cause**

Accidents are caused, they do not just happen. The immediate cause of any accident can be divided into 3 categories, substandard practices, substandard conditions and human error.

- **Substandard Practices**

Accidents of this nature are of most concern, and occur when a practice deviates from an accepted standard, such as exceeding the speed limit, failing to stop at a Stop sign.

- **Substandard Conditions**

This can be defined as those conditions that deviate from an accepted standard, and would include brake or mechanical failure.

- **Human Error.**

Human Error involves no intent, but an error in judgement. Since no one is perfect these accidents do happen.

## **2. Lube Mobile's Responsibility**

- Lube Mobile has a responsibility to our Employee's to address Driver safety by having a Driving and Motor Vehicle Policy that aims to prevent accidents from occurring, ensures Employee's comply with the Policy, and audits that compliance.
- Lube Mobile has a responsibility to the general community to ensure our Employee's act responsibly and obey all traffic regulations.

### **( a ) Lube Mobile will provide :-**

- Safety Policies, instruction, training, supervision and counselling to ensure Employees drive safely.
- Safe Vehicles by having regular on site inspections, the self reporting checklist and an automated system to schedule services as per the Manufacturers Handbook.
- Accident Reporting System

## **3. Employees Responsibility**

Lube Mobile Employee's have a responsibility to Lube Mobile, to other road users, to their family and to themselves.

Their responsibilities are;

- To comply with Lube Mobile Policies and Driving Safety Standards
- To display the highest level of Professional conduct and curtesy to other road users while in control of a Lube Mobile vehicle.
- To comply with all traffic regulations, traffic signs and parking restrictions
- To ensure that their vehicles are serviced and in roadworthy condition.
- Are responsible for reporting all motor vehicle defects so that they can be repaired before they develop into a major problem or increase the risk of an accident occurring.
- Must treat Lube Mobile vehicles with respect and keep them clean, inside and out, and polished.
- To report all accidents and damage no matter how small, to their Supervisor as soon as possible.

#### **4. Purpose of the Driving and Motor Vehicle Policy**

The structure of this Driving and Motor Vehicle Policy manual is to discuss each element of the Driving & Motor Vehicle safety program, and sets out Lube Mobile's policies from the initial job application through to maintenance and servicing.

The reasons for having a policy are :-

- To save lives and injuries and therefore improve Employee Safety
- Improved Public safety
- Enhanced corporate image

#### **5. Australian State Drivers Licence**

It is a condition of Employment for a Mobile Mechanic or any other Employee that drives a Lube Mobile vehicle to have and maintain a current Drivers Licence. Employees will be required to produce their licence when renewed.

It is an offence for Lube Mobile to allow an Employee to drive any Company vehicle when they suspect that the Employee does not have a current Drivers Licence. Therefore any loss of licence must be reported to Management immediately. If Lube Mobile suspects that any Employee does not have a current licence they may request a copy of the Employee's driving record or other proof.

#### **6. Ensuring the Standard of Lube Mobile Drivers.**

##### **General Introduction**

A large part of a Mobile Mechanic's working day involves driving a Lube Mobile vehicle. It is therefore essential that the Lube Mobile vehicle is driven in a safe and courteous manner and all State regulations are complied with.

As part of the Lube Mobile safe driving initiative we have introduced a number of new tests, restrictions on certain Employees driving Lube Mobile vehicles.

This section covers those initiatives and includes :-

- (a) Apprentice Mechanic's
- (b) New Employee's
- (c) Existing Employee's



### **(a) Apprentice Mechanic's.**

- 1<sup>st</sup> and 2<sup>nd</sup> year apprentices will not be permitted to drive any Lube Mobile vehicle at anytime even if they have a current Drivers licence.
- 3<sup>rd</sup> year apprentices will need to pass the Lube Mobile Driving test, written and practical. If a pass is achieved then a 6 month probationary period will be approved. If a clean driving record is achieved during the probationary period, then they will be fully authorised to drive Lube Mobile vehicles.
- A fail will require the Employee to undergo specific skill training or counselling and start the process again.

### **( b) New Employees**

#### **i. Prior to the interview**

The applicant is to be informed that at the interview they will need to produce a Current Drivers Licence.

#### **ii. At the Interview**

This offers the chance to probe the applicant's previous experience and attitudes to driving. The interview is an opportunity to verify or expand on the information supplied, and to form an opinion about the applicant's ability and attitude to safe driving.

Taking about previous traffic infringements and accidents is an important part of the interview and will enable the interviewer to form an opinion as to the attitude of the applicant to these incidents. A poor safety record in itself should not be taken as grounds for automatic disqualification as there could be very good reasons for the previous actions. As example people whose occupation included driving are at increased risk of an accident.

#### **iii. Prior to Commencing Employment**

Applicant must be informed that prior to commencing employment with Lube Mobile they will be required to :-

- Produce a copy of their Driving Record ( Can be obtained from any State Driver License Department ( RTA, Vic Roads etc )
- Pass the Lube Mobile Knowledge Test
- Pass the Lube Mobile Driving skills Test

If a pass is achieved then a 6 month probationary period will be approved. If a clean driving record is achieved during the probationary period, then they will be fully authorised to drive Lube Mobile vehicles.

### **(c ) Existing Employee's**

Existing Employees will not be required to pass the Lube Mobile Driving and Practical test if they maintain a clean driving record.

#### **They will be required to sit the tests if :-**

- They are involved in an “ At Fault “ motor vehicle accident or contributed to the accident.
- If an Employee receives more than 2 traffic infringements in 12 months or if the infringement is serious ( speeding more than 20 klms over the limit
- If Lube Mobile receives more than 2 public complaints regarding their driving.

Then they will be required to re-sit both the practical test and driving test and may be required to undergo specific skill training or counselling. Serious breaches may result in the continued employment of the Employee being critically reviewed.

## **7. Lube Mobile Driving and Knowledge Test**

### **(a). General**

The widespread assumption is that anyone with a valid current driver's licence must be able to drive competently. However, driving a Lube Mobile van is completely different to driving a passenger vehicle. A van's braking capacity is less, it weighs more and has limited vision. The concept of Lube Mobile conducting knowledge and skills driving test is designed to highlight these differences to new Employee's and provides us with the opportunity to select drivers with the skills and knowledge that we require.

### **(b). Lube Mobile Knowledge Test**

Applicant is to sit the written test ( Appendix A ) and must score over 90% to pass. Applicant is to then complete the Driving test.

### **(c). Lube Mobile Driving Test.**

Explain to the Employee that Lube Mobile has introduced a “ Lube Mobile Drivers test “ and that you are carrying out an assessment of their ability to drive a Lube Mobile van safely and that they understand the differences between a van and a passenger vehicle.

If the applicant fails the test, it may mean that they will not be employed or that they may need some specific training to correct skill problems, before being allowed to drive a Lube Mobile vehicle. The Examiner, during the test, may have also identified a driving attitude problem ( eg Road Rage etc ) which may require counselling or further training.

Also explain that a Lube Mobile vehicle is a mobile advertising billboard and as such is easily identified and the actions of the driver reflect on Lube Mobile as a Company. The sign on the rear of the vehicle “ Lube Mobile supports safe driving “ was put there specifically to enable the public to report unsafe driving or practices.

### **(d). Authorised Examiners**

Only Senior Managers, Zone Managers and Co-Ordinators are authorised to carry out Lube Mobile Driving Assessment tests.

## **7. Lube Mobile Driving & Motor Vehicle Education course**

Every Employee must complete the course prior to driving a Lube Mobile vehicle.

New Employees are to complete the course as part of the induction process.

Existing Employees must complete the course at a time determined by Management and must complete a refresher course every 12 months.

## **8. Alcohol and Drugs.**

Alcohol and drugs affect the skills required for driving. Any Employee drinking or using drugs during working hours will be dismissed.

## **9. Traffic Infringements**

If any speeding, red light camera or any other traffic infringement notices are received by Lube Mobile these are your responsibility and Lube Mobile will provide your details to the relevant authority. Lube Mobile will not accept any responsibility for the payment of the penalty which may be imposed. Any outstanding fines that the Company has to pay on your behalf will be deducted from your pay.

## **10. Driving Lube Mobile Vehicles After Hours**

The van is supplied for the exclusive use of Lube Mobile's business and is not to be used for any other purpose other than Lube Mobile business.

The driving of Lube Mobile vehicles after hours is not permitted. Using a Lube Mobile vehicle without permission is considered a serious offence and can result in termination of employment.

The vans must be locked when unattended and always kept in a secure position at night or on weekends, either in a garage, behind locked gates or down a driveway with another vehicle parked behind. The parking of vans outside business hours in the street is not permitted.

If a Lube Mobile vehicle is used by an Employee, outside of work hours or deviates from the most direct route to or from work, and has an accident, whether at fault or not, the Employee could be responsible for :-

- Your own medical expenses and time off work.
- Cost of 3/P medical expenses, loss of income etc.
- You may be sued by our Insurance Company for the cost of repairs to both vehicles.
- You will have to pay our Excess.

Do not drive Lube Mobile vehicles outside work hours or face the consequences.

## **11. Public Driving Complaints.**

Lube Mobile treats any public complaint very seriously as not only does it breach National Standards it creates a bad image in the community.

Therefore any complaints received from the public regarding Employee's driving habits will be fully investigated and may result in disciplinary action, or in serious cases could result in the loss of employment

## **12. Unauthorised Passengers in Lube Mobile Vehicles**

No other persons, other than Lube Mobile employees, are permitted in Lube Mobile vehicles. If for some legitimate reason you are required to drive a customer or have a passenger, then you must first obtain permission from your supervisor.

## **13. Mobile Phones & 2 Way Radio's**

The use of Mobile Phones and 2 way Radio's while driving is not permitted and it is against Lube Mobile Policy and the Government Road rules. You must pull over and park.

## **14. Accidents.**

If an accident occurs then the following procedure is to be followed :-

### **(a) Employee/Driver**

- Stop immediately. If you don't stop and you get caught, you could lose your licence or face serious legal charges.
- Try and make the crash site highly visible – with hazard lights, headlights etc.
- Give assistance to anyone who is injured.
- Call police and ambulance if anyone is injured.
- Call Lube Mobile via the 2-Way and report the accident.
- Give your name, address, phone number, registration number, and Lube Mobile's name to other people involved in the accident.
- Collect all details of the other party and complete the crash report form.
- **DO NOT** admit liability, promise payment for damage, engage in accusations with other parties, or make any statement except to the Police, or attempt to drive an un-roadworthy vehicle from the scene of the accident.
- If no one is injured you will still need to report the accident to the Police.
- If Police are at the accident scene, abide by their reporting procedures and obtain the relevant officer's name, number and Station.
- After all formalities have been completed, contact Lube Mobile and be guided by your Supervisors instructions.

## **15. Vehicle Maintenance and Servicing**

### **(a) Servicing**

- Lube Mobile vehicles are to be maintained in accordance with the Manufacturers specifications, and are to be serviced every 10,000 klms and be roadworthy at all times.
- When the Shell fuel card report is read into the Computer, any vans that are due for servicing will be automatically booked in. A job will automatically be created and appear on the Co-Ordinators screen.
- It is the Employee's responsibility to regularly check oil, water, tyre pressure ,lights etc.
- It is the Employee's responsibility to report all mechanical defects so that they can be repaired before they develop into a major problem or increase the risk of an accident occurring.
- Supervisor's are to check fuel reports monthly and take action where required. The fuel report is a good source of information on a vehicle requiring attention, vehicle abuse or Speeding.
- Employee's are to complete and hand in the Vehicle self reporting form at every Zone meeting.

### **(b) Maintenance**

Lube Mobile vehicles are part of our Corporate image and are a mobile advertising billboard. We spend many \$000's every year refurbishing our vehicles to maintain this image.

It is the Employee's responsibility to keep the vehicles in pristine condition by washing regularly and polishing at least 4 times per annum.

It is also the Employee's responsibility to keep the cabin and cargo area clean and tidy.

A percentage of the attendance and cleanliness bonus is paid to Employee's to keep our vehicles clean and polished and if our vans are not kept pristine, then the bonus will not be paid.

**LUBE MOBILE**

**DRIVING**

**&**

**MOTOR VEHICLE**

**PROCEDURE**

**To all Employees**

**from Paul Sayer, Managing Director**

It is Lube Mobile's prime objective to provide a safe Workplace. We will do this by implementing policies to set work standards, and by achieving continuous performance improvement in safety.

**Our target at Lube Mobile is to have “ 0 “ Accidents.**

Lube Mobile is committed to improving Safety practices and Standards and preventing accidents from happening. **We are concerned with the large number of Motor vehicle accidents that are occurring.**

Driving presents the greatest risk of Death or Serious injury occurring to Lube Mobile Employees. In an attempt to eliminate these risks to you, we have prepared this Driving and Motor Vehicle Policy, **and your compliance is vital to your Health and well being, and is mandatory under our Standards.**

**I urge you all to slow down, concentrate, be aware of other road users and Practice the Good Elements of Driving :-**

- **Concentration**
- **Observation**
- **Anticipation**
- **Judgement**
- **Preparation**
- **Response**

Please read through this policy carefully and contact your supervisor or your standards committee member, if you have any queries whatsoever.

Kind regards,

**Paul Sayer  
Managing Director.**

# **Lube Mobile Driving & Motor Vehicle Policy**

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# **Lube Mobile Driving and Motor Vehicle Policy**

## **1. Introduction**

Working drivers and commuters account for most of the traffic on our roads. To put things in perspective, road accidents are the most common cause of work-related deaths, injuries and absence from work in Australia. They are more likely than any other type of work-related Injury to result in death or permanent disability.

A major Fleet Management Company has estimated that 20% of all Company vehicles will be involved in an accident every year. This figure would indicate that driver safety is a serious issue and needs to be addressed to ensure the safety of our Employee's.

Both Lube Mobile and each Employee have a responsibility to prevent accidents occurring and those responsibilities are :-

## **2. Lube Mobile's Responsibility**

- Lube Mobile has a responsibility to our Employee's to address Driver safety by having a Driving and Motor Vehicle Policy that aims to prevent accidents from occurring, ensures Employee's comply with the Policy, and audits that compliance.
- Lube Mobile has a responsibility to the general community to ensure our Employee's act responsibly and obey all traffic regulations.

### **( a ) Lube Mobile will provide :-**

- Safety Policies, instruction, training, supervision and counselling to ensure Employees drive safely.
- Safe Vehicles by having regular on site inspections, the self reporting checklist and an automated system to schedule services as per the Manufacturers Handbook.
- Accident Reporting System

### **3. Employees Responsibility**

Lube Mobile Employee's have a responsibility to Lube Mobile, to other road users, to their family and to themselves.

Their responsibilities are;

- To comply with Lube Mobile Policies and Driving Safety Standards
- To display the highest level of Professional conduct and curtesy to other road users while in control of a Lube Mobile vehicle.
- To comply with all traffic regulations, traffic signs and parking restrictions
- To ensure that their vehicles are serviced and in roadworthy condition.
- Are responsible for reporting all motor vehicle defects so that they can be repaired before they develop into a major problem or increase the risk of an accident occurring.
- Must treat Lube Mobile vehicles with respect and keep them clean, inside and out, and polished.
- To report all accidents and damage no matter how small, to their Supervisor as soon as possible.

### **4. Purpose of the Driving and Motor Vehicle Policy**

The structure of this Driving and Motor Vehicle Policy manual is to discuss each element of the Driving & Motor Vehicle safety program, and sets out Lube Mobile's policies from the initial job application through to maintenance and servicing.

The reasons for having a policy are :-

- To save lives and injuries and therefore improve Employee Safety
- Improved Public safety
- Enhanced corporate image

### **5. Australian State Drivers Licence**

It is a condition of Employment for a Mobile Mechanic or any other Employee that drives a Lube Mobile vehicle to have and maintain a current Drivers Licence. Employees will be required to produce their licence when renewed.

It is an offence for Lube Mobile to allow an Employee to drive any Company vehicle when they suspect that the Employee does not have a current Drivers Licence. Therefore any loss of licence must be reported to Management immediately. If Lube Mobile suspects that any Employee does not have a current licence they may request a copy of the Employee's driving record or other proof.

## **6. Ensuring the Standard of Lube Mobile Drivers.**

### **General Introduction**

A large part of a Mobile Mechanic's working day involves driving a Lube Mobile vehicle. It is therefore essential that the Lube Mobile vehicle is driven in a safe and courteous manner and all State regulations are complied with.

As part of the Lube Mobile safe driving initiative we have introduced a number of new tests, restrictions on certain Employees driving Lube Mobile vehicles, and a demerit points system for unsafe driving and at fault accidents.

This section covers those initiatives and includes :-

- (a) Apprentice Mechanic's
- (b) New Employee's
- (c) Existing Employee's
- (d) Authorised Examiners
- (e) Lube Mobile Knowledge Test
- (f) Lube Mobile Driving Test
- (g) Demerit Points System
- (h) Lube Mobile Power Point Presentation

### **(a) Apprentice Mechanic's.**

- 1<sup>st</sup> and 2<sup>nd</sup> year apprentices will not be permitted to drive any Lube Mobile vehicle at anytime even if they have a current Drivers licence.
- 3<sup>rd</sup> year apprentices will need to pass the Lube Mobile Driving test, written and practical. If a pass is achieved then a 6 month probationary period will be approved. If a clean driving record is achieved during the probationary period, then they will be fully authorised to drive Lube Mobile vehicles.
- A fail will require the Employee to undergo specific skill training or counselling and start the process again.

## **( b) New Employees**

### **i. Prior to the interview**

The applicant is to be informed that at the interview they will need to produce a Current Drivers Licence.

### **ii. At the Interview**

This offers the chance to probe the applicant's previous experience and attitudes to driving. The interview is an opportunity to verify or expand on the information supplied, and to form an opinion about the applicant's ability and attitude to safe driving.

Taking about previous traffic infringements and accidents is an important part of the interview and will enable the interviewer to form an opinion as to the attitude of the applicant to these incidents. A poor safety record in itself should not be taken as grounds for automatic disqualification as there could be very good reasons for the previous actions. As example people who's occupation included driving are at increased risk of an accident.

### **iii. Prior to Commencing Employment**

Applicant must be informed that prior to commencing employment with Lube Mobile they will be required to :-

- Produce a copy of their Driving Record ( Can be obtained from any State Driver License Department ( RTA, Vic Roads etc )
- Pass the Lube Mobile Knowledge Test
- Pass the Lube Mobile Driving skills Test

If a pass is achieved then a 6 month probationary period will be approved. If a clean driving record is achieved during the probationary period, then they will be fully authorised to drive Lube Mobile vehicles.

## **(c ) Existing Employee's**

Existing Employees will not be required to pass the Lube Mobile Driving and Practical test if they maintain a clean driving record.

### **They will be required to sit the tests if :-**

- They are involved in an " At Fault " motor vehicle accident or contributed to the accident.
- If an Employee receives more than 2 traffic infringements in 12 months or if the infringement is serious ( speeding more than 20 klms over the limit
- If their demit points total drops below 8.
- If Lube Mobile receives more than 2 public complaints regarding their driving.

Then they will be required to re-sit both the practical test and driving test and may be required to undergo specific skill training or counselling. Serious breaches may result in the continued employment of the Employee being critically reviewed.

## **7. Lube Mobile Driving and Knowledge Test**

### **(a). General**

The widespread assumption is that anyone with a valid current driver's licence must be able to drive competently. However, driving a Lube Mobile van is completely different to driving a passenger vehicle. A van's braking capacity is less, it weighs more and has limited vision. The concept of Lube Mobile conducting knowledge and skills driving test is designed to highlight these differences to new Employee's and provides us with the opportunity to select drivers with the skills and knowledge that we require.

### **(b). Lube Mobile Knowledge Test**

Applicant is to sit the written test ( Appendix ) and must score over 90% to pass. Applicant is to then complete the Driving test.

### **(c). Lube Mobile Driving Test.**

Explain to the Employee that Lube Mobile has introduced a " Lube Mobile Drivers test " and that you are carrying out an assessment of their ability to drive a Lube Mobile van safely and that they understand the differences between a van and a passenger vehicle.

If the applicant fails the test, it may mean that they will not be employed or that they may need some specific training to correct skill problems, before being allowed to drive a Lube Mobile vehicle. The Examiner, during the test, may have also identified a driving attitude problem ( eg Road Rage etc ) which may require counselling or further training.

Also explain that a Lube Mobile vehicle is a mobile advertising billboard and as such is easily identified and the actions of the driver reflect on Lube Mobile as a Company. The sign on the rear of the vehicle " Lube Mobile supports safe driving " was put there specifically to enable the public to report unsafe driving or practices.

### **(d). Authorised Examiners**

Only Senior Managers, Zone Managers and Co-Ordinators are authorised to carry out Lube Mobile Driving Assessment tests.

## **7. Lube Mobile Driving & Motor Vehicle Education course**

Every Employee must complete the course prior to driving a Lube Mobile vehicle.

New Employees are to complete the course as part of the induction process.

Existing Employees must complete the course at a time determined by Management and must complete a refresher course every 12 months.

## **8. Demerit Points System**

A demerit points system will be introduced along similar lines to State Systems but will include points for at fault accidents and customer complaints. Once the Employee has passed the Lube Mobile Knowledge and Driving skills test 15 points will be allocated per annum. If Employees break the traffic laws they will have demerit points deducted from the 15 allocated points. The purpose of the points system is to identify those persons with poor driving techniques and habits so that we may take action to remedy.

Points will be deducted for such things as:-

- Traffic Infringement notices received
- Proved Public Complaints
- At fault Motor vehicle accidents

As loss of points occur, the Employee will receive progressive counselling. Severe cases may result in the Employee being terminated.

A list of the demerit points for various offences are detailed in Section ( ).

## **9. Alcohol and Drugs.**

Alcohol and drugs affect the skills required for driving. Any Employee drinking or using drugs during working hours will be dismissed.

## **10. Driving Lube Mobile Vehicles After Hours**

The van is supplied for the exclusive use of Lube Mobile's business and is not to be used for any other purpose other than Lube Mobile business.

The driving of Lube Mobile vehicles after hours is not permitted. Using a Lube Mobile vehicle without permission is considered a serious offence and can result in termination of employment.

The vans must be locked when unattended and always kept in a secure position at night or on weekends, either in a garage, behind locked gates or down a driveway with another vehicle parked behind. The parking of vans outside business hours in the street is not permitted.

If a Lube Mobile vehicle is used by an Employee, outside of work hours or deviates from the most direct route to or from work, and has an accident, whether at fault or not, the Employee could be responsible for :-

- Your own medical expenses and time off work.
- Cost of 3/P medical expenses, loss of income etc.
- You may be sued by our Insurance Company for the cost of repairs to both vehicles.
- You will have to pay our Excess.

Do not drive Lube Mobile vehicles outside work hours or face the consequences.

## **11. Public Complaints.**

Lube Mobile treats any public complaint very seriously as not only does it breach National Standards it creates a bad image in the community.

Therefore any complaints received from the public regarding Employee's driving habits will be fully investigated and may result in the loss of points or in serious cases could result in the loss of employment

## **12. Unauthorised Passengers in Lube Mobile Vehicles**

No other persons, other than Lube Mobile employees, are permitted in Lube Mobile vehicles. If for some legitimate reason you are required to drive a customer or have a passenger, then you must first obtain permission from your supervisor.

## **13. Mobile Phones & 2 Way Radio's**

The use of Mobile Phones and 2 way Radio's while driving is not permitted and it is against the Road rules. You must pull over and park.

## **14. Accidents.**

If an accident occurs then the following procedure is to be followed :-

### **(a) Employee/Driver**

- Stop immediately. If you don't stop and you get caught, you could lose your licence or face serious legal charges.
- Try and make the crash site highly visible – with hazard lights, headlights etc.
- Give assistance to anyone who is injured.
- Call police and ambulance if anyone is injured.
- Call Lube Mobile via the 2-Way and report the accident.
- Give your name, address, phone number, registration number, and Lube Mobile's name to other people involved in the accident.
- Collect all details of the other party and complete the crash report form.
- **DO NOT** admit liability, promise payment for damage, engage in accusations with other parties, or make any statement except to the Police, or attempt to drive an un-roadworthy vehicle from the scene of the accident.
- If no one is injured you will still need to report the accident to the Police.

- If Police are at the accident scene, abide by their reporting procedures and obtain the relevant officer's name, number and Station.
- After all formalities have been completed, contact Lube Mobile and be guided by your Supervisors instructions.

**(b) Supervisor**

- If the accident appears serious, a Supervisor or nominee is to attend the accident scene and take photographs. Do not try to interview the Employee or 3/Party.
- To assist in accident prevention, all accidents, no matter how small, are to be investigated and an Accident Investigation form completed.
- If a 3/Party is involved the Supervisor is to telephone them, within 2 working days, and see if they are okay and discuss what happened. This information should be recorded and used in the interview with the Employee and in the Accident Investigation. **Never admit liability and never argue with the 3/Party.**

- **Investigation.**

Investigation is to be carried out whether it is an at fault or 3/P at fault accident.

The investigation should happen as soon as possible after the accident, but within 5 working days.

Employee is to be interviewed and counselled on Lube Mobile standards of safety and safe driving practices and advised :-

- (i) The attendance / cleanliness bonus will not be paid until Lube Mobile's insurance excess amounting to \$1,000-00 is recovered.
- (ii) For serious at fault accidents a written warning is to be given re Driving attitude and performance.
- (iii) Depending on the frequency and severity of accidents, their continued Employment will be reviewed.

**(c) 3<sup>rd</sup> Party at Fault accident.**

- No disciplinary action to be taken.



#### **(d) The Glove Box Kit.**

Lube Mobile has issued a Glove Box kit to every vehicle, and it can be found in the glovebox.

The kit contains information on :-

- What to do in the event of an accident
- Accident report card.
- First Aid advice.
- Emergency telephone numbers
- Name and addresses of Lube Mobile Smash repair companies.

After the accident the Employee will be required to come to base as soon as possible and will be interviewed by his Supervisor, and complete an Accident Report form and an Insurance Claim Form.

#### **(e) Accidents - The Cause**

Accidents are caused, they do not just happen. The immediate cause of any accident can be divided into 3 categories, substandard practices, substandard conditions and human error.

- **Substandard Practices**

Accidents of this nature are of most concern, and occur when a practice deviates from an accepted standard, such as exceeding the speed limit, failing to stop at a Stop sign.

- **Substandard Conditions**

This can be defined as those conditions that deviate from an accepted standard, and would include brake or mechanical failure.

- **Human Error.**

Human Error involves no intent, but an error in judgement. Since no one is perfect these accidents do happen.

## **15. Vehicle Maintenance and Servicing**

### **(a) Servicing**

- Lube Mobile vehicles are to be maintained in accordance with the Manufacturers specifications, and are to be serviced every 10,000 klms and be roadworthy at all times.
- When the Shell fuel card report is read into the Computer, any vans that are due for servicing will be automatically booked in. A job will automatically be created and appear on the Co-Ordinators screen.
- It is the Employee's responsibility to regularly check oil, water, tyre pressure ,lights etc.
- It is the Employee's responsibility to report all mechanical defects so that they can be repaired before they develop into a major problem or increase the risk of an accident occurring.
- Supervisor's are to check fuel reports monthly and take action where required. The fuel report is a good source of information on a vehicle requiring attention, vehicle abuse or Speeding.
- Employee's are to complete and hand in the Vehicle self reporting form at every Zone meeting.

### **(b) Maintenance**

Lube Mobile vehicles are part of our Corporate image and are a mobile advertising billboard. We spend many \$000's every year refurbishing our vehicles to maintain this image.

It is the Employee's responsibility to keep the vehicles in pristine condition by washing regularly and polishing at least 4 times per annum.

It is also the Employee's responsibility to keep the cabin and cargo area clean and tidy.

A percentage of the attendance and cleanliness bonus is paid to Employee's to keep our vehicles clean and polished and if our vans are not kept pristine, then the bonus will not be paid.

**STANDARDS SAFETY POLICY:-****Mobile Phones****Driving**

Lube Mobile is committed to the goal of no injuries to our Employees.

The use of Mobile Phones whether personally owned or Company supplied, whilst driving, presents a significant safety hazard.

A number of overseas studies have clearly demonstrated that persons involved in phone conversations showed significantly slower responses and the risk of collision was **4 times** higher. There was **no difference** in people using hands free devices.

In fact, using a mobile phone while driving, even hands free, lengthens reaction time **more** than being over the legal alcohol limit. Therefore the use of;

- **Mobile Phones, whether using Hands Free or not is not permitted**

If you are driving during company time, the Mobile Phone may only be used in the following ways:-

- **No outgoing calls or SMS messages may be made while the vehicle is in motion. They can only be made whilst the vehicle is stationary and in a safe place.**
- **No incoming calls, or SMS messages, may be answered while the vehicle is in motion**
- **Upon receipt of a call, or an SMS message, you must pull over to a safe place to return the call, or message.**

The reason you have been supplied with a phone cradle is to charge the phone only.

**Customer Service**

We recently brought to your attention that Lube Mobile clients expect a professional service and are paying you to service their vehicle.

**They are not paying for you to talk on your mobile phone for an excessive amount of time.**

If you must take a personal call while on-site, please keep any necessary calls to a minimum.

**Please also note that Blue tooth devices are not to be worn whilst on-site.**

**Acceptable Use of the Company Mobile Phone**

**The downloading and saving of any pornographic, racial, insensitive, religious, or unsuitable material on the Company supplied mobile phone, including, screen saver, ring tone, movies etc, is unacceptable, and not permitted.**

**LUBE MOBILE WORKING SAFELY****Version 4****9/02/2007**

**I confirm that I have read, understood, and will comply with Lube Mobile's Mobile phone policy**

**Mobile No \_\_\_\_\_ Name \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/2007**

**Signature \_\_\_\_\_**

# LUBE MOBILE

## THE MOBILE MECHANICS

### SAFETY STANDARDS POLICY:-

#### NEW VAN STEERING POLICY

We have received a number of reports that new vans are floating or wandering all over the road, and are very difficult to handle in windy conditions on the freeway.

New vans are delivered without any adjustments made for the load to be carried, and normally are very high in the front. Therefore, before any new vans go on the road the following modifications/adjustments are to be made, **after the van has been fully loaded with the waste fluid tank (half fill with water), mechanics tools and Lube Mobile supplied equipment :-**

1. Adjust the torsion bar to level the van. Tests have also revealed that the weight of the mechanic can also have an effect on the set up. Measure the distance between the tyre and the guard, front and rear and front and back, firstly without the mechanic sitting in the driver's seat, then with him sitting in the van.
2. Be careful not to lower any further than 2cms above the bump stops.
3. Take the van to your tyre supplier for a wheel alignment.
4. Check tyre pressure

At the first service, the van should have settled down, but the above procedure may need to be repeated.

#### LUBE MOBILE WORKING SAFELY

### Setting up a New Office Terminal

1. Check that the computer is set up to boot off CD. You can do this via the computer's BIOS menu. To access this menu press either DEL or F2 when it is first booting up. (Depends on the computer as to whether it is DEL or F2, Dell's are usually F2).
2. Make sure the Windows XP CD is in the drive and reboot the computer. It should now boot off the CDROM and start the installation process. Click through selecting typical settings until install has finished. If it does not include the latest service pack, install that too.
3. Install either Microsoft Office or Open Office. Open office install files and instructions can be found here:  
<http://www.BRANCH.lube/downloads.php?OpenOffice>. Replace the word *BRANCH* with your office name. The office names are:
  - adelaide      - canberra      - newcastle
  - bert           - goldcoast      - perth
  - brisbane      - hobart          - sydney
  - caboolture    - melbourne
4. Configure mail settings for outlook. (usually found under; tools > accounts), SMTP server should be smtp.*BRANCH*.lube. The POP3 server will be one of: pop3.brisbane.lube, pop3.sydney.lube or pop3.lubemobile.com.au, you can find out which one by visiting the corresponding user page on the firewall. Make sure SSL is enabled for POP3. You will need to enter the correct Lube Mobile password for that user when they first access their mail.
5. If you have outlook installed, Install the XCconnect client for Outlook. Files and install instructions can be found here:  
<http://www.lube/downloads.php?XCconnect-client>. Also if you installed Outlook 2003, you will need to install the dupe remover for it to work correctly with the XCconnect client; Files and installation info can be found here: <http://www.BRANCH.lube/downloads.php?OutlookDupeRemover>.
6. Install TightVNC. Files and installation instructions can be found here:  
<http://www.BRANCH.lube/downloads.php?TightVnc>.
7. Install PuTTY, Files and installation instructions can be found here:  
<http://www.BRANCH.lube/downloads.php?PuTTY>.
8. Set the **Start** button properties as:
  - Start menu (as opposed to Classic Start Menu)
  - Control Panel: Display as menu
  - Enable dragging & dropping: Checked
  - Favourites Menu: Checked
  - Help and Support: Checked
  - My Computer: Display as Menu
  - My Documents: Display as Menu
  - My Music: Don't display this item
  - My Network Places: Unchecked

- Printers and Faxes: Checked
  - Run Command: Checked
  - Scroll Programs: Unchecked
  - Search: Checked
  - Set Program Access and Defaults: Unchecked
  - System Administrative Tools: Don't display this item.
9. In the *Network Connections* folder, open the properties menu for each *Local Area Connection* and *Wireless Connection* and verify:
- Show icon in notification area when connected is checked
  - Notify me when this connection has limited or no connectivity is checked
  - The properties for the Internet Protocol are set to:
    - Obtain an IP address automatically
    - Obtain DNS server address automatically
  - The Windows Firewall is turned off.
10. In *Control Panel*→*Windows Security Centre* verify the “Firewall” is set to “Not Monitored”.

<b>LUBE MOBILE WORKING SAFELY</b>
-----------------------------------

**Version 3**

**4/5/2006**

# LUBE MOBILE

## THE MOBILE MECHANICS

### O.H&S POLICY :-

#### OIL CHANGES

- It has come to the attention of Management and OH&S Committee that some Mechanics are endangering themselves and other property when performing oil changes, by pouring oil into the customers car directly from 20 litre drums. **This is not a safe practice and is to cease immediately.**
- When you receive stocks of oil in drums you should always decant the bulk oil into easy to handle 5 or 4 litre packs with the Shell logo displayed.
- You should never **bend over a vehicle with a 20 litre oil drum**. This is a very unsafe work practice and is against Lube Mobile policy. This unsafe work practice has the potential to seriously injure your back, other people or possibly other property.
- Think about the customers watching you work. It would look much more professional filling the engine with easy to handle 4 or 5 litre packs, rather than trying to juggle a 20 litre oil drum.
- Lube Mobile is concerned about your safety, so think about the consequences of your actions before starting any work. - Think First.
- If you have any suggestions or comments in regards to OH&S please see your Supervisor or an OH&S Committee member.
- **In the interests of your safety Lube Mobile requires you to adhere to this procedure.**

#### LUBE MOBILE WORKING SAFELY

Version 1

1/1/2004

# LUBE MOBILE

THE MOBILE MECHANICS

## STANDARDS POLICY:-

### Pensioner Discounts

To provide a uniform approach to a discount for qualifying old age Pensioners the following Policy will apply :-

To qualify for a old age Pensioner discount the customer must produce his /her pension card. Other types of pensioners do not qualify.

Discount is 10% of labour only, before GST, and is shown on the invoice in the Labour column as follows :-

Remove and replace Battery and Front Pads	\$165.00
Less 10% Pensioner Discount	<u>-\$ 16.50</u>
<b>Total Labour</b>	<b>\$148.50</b>
Set front pads	\$ 85.00
Battery	<u>\$ 95.00</u>
<b>Sub Total</b>	<b>\$328.50</b>
GST	\$ 32.85
<b>Total</b>	<b>\$361.35</b>

LUBE MOBILE WORKING SAFELY



# LUBE MOBILE

## THE MOBILE MECHANICS

### SAFETY STANDARDS POLICY:-

#### 4WD, HEAVY and AUTOMATIC GEARBOXES

Lube Mobile are committed to the goal of no injuries to our Employees and to prevent any accidents occurring as a result of our work practices.

We have noted that a number of Employees reported injuries from removing and or refitting 4WD gearboxes and other heavy gearboxes. All workshops have been supplied with specialised 4WD gearbox equipment.

Therefore the removal of and the refitting of **4WD, Heavy or Automatic Gearboxes** on-site is banned. All repairs of this nature are to be **brought to the Base workshop to use the specialised gearbox lifting equipment.**

If the vehicle is not driveable then it must be towed to Base.

The normal safety procedures for other lighter manual gearboxes remains unaltered. **That is to arrange an assist from another mechanic through your Zone Manager.**

Employees should also be aware that pushing a gearbox back to replace the clutch, is considered the same as removing it, as it takes a degree of lifting to manoeuvre it out. **Therefore if you are required to do this, you must request as assist.**

**In the interests of your safety Lube Mobile requires you to adhere to this Policy.**

#### LUBE MOBILE WORKING SAFELY



# LUBE MOBILE

## THE MOBILE MECHANICS

### STANDARDS POLICY :-

#### PREMISES AND OTHER ISSUES

##### Smoking.

**Smoking on any Lube Mobile premises or on Customers premises is prohibited.** This includes the Office, the Workshop and on the premises. We have also received a number of complaints from customers regarding Employees smoking on their premises and leaving butts on the lawn and driveways, therefore **Smoking is not permitted on Customers premises.** If you must smoke you must leave the premises and only on authorised breaks.

##### Alcohol / Drugs

We remind all Employees that Company policy bans the consumption of alcohol or drugs during business hours.

##### Parking

Parking is not permitted in the front of the building. Parking is available at the rear of the building. **Do not park vans in the driveway, entrance to the Workshop etc.**

##### Workshop.

Only authorised Personnel are permitted in the workshop or storage area. Customers are not permitted in these areas unless supervised.

##### Mechanics Work Boots.

To maintain the carpet Mechanics are requested to remove work boots before entering the office.

##### Lunch Rooms

Please keep the lunchrooms clean and tidy. Place all garbage in the bins provided and **WASH UP YOUR OWN DISHES.**

##### Disposal of Waste Oil / Garbage

Please do not leave full oil drums around the waste tank. Empty it into the tank and clean up any spills. Garbage is to be emptied into the waste bins.

#### LUBE MOBILE WORKING SAFELY

# Emergency Procedure to transfer data operations to Bert

go to <https://www.bert.lube:4431/firewall/firewall-dataflex.py>

The screenshot displays the 'Lube Mobile Firewall Administration' web interface. The top header is red with the text 'Lube Mobile Firewall Administration' and 'bert.bert.lube' in yellow. On the left, a yellow sidebar contains a 'Menu' with links: 'Backup / Restore', 'Dataflex', 'Linux Status', 'Network Status', 'PC's on Network', 'Reboot Computer', 'Users & Passwords', 'View Logs', and 'Site Index'. The main content area has a title 'Logins Disabled' and a message: 'Logins have been disabled: 1. To enable logins, press the 'enable logins' button 2. To change 'logins disabled' message, enter desired message in box and press the 'change message' button'. Below this message are two buttons: 'Enable Logins' and 'Change Message'. To the right of these buttons is a text box containing a message: 'Dataflex has been taken down for nightly processing since 21:00, Brisbane Time. Logins will be re-enabled at approx 4:30am. Now, go home and go to sleep!'. The text box is enclosed in a dashed border.

you will be presented with the screen below:

click 'Enable Logins', this will allow you to log into Bert.

once you see the screen below you can close the browser.

Lube Mobile Firewall Administration

bert.bert.lube

Menu

[Backup / Restore](#)

[Dataflex](#)

[Linux Status](#)

[Network Status](#)

[PC's on Network](#)

[Reboot Computer](#)

[Users & Passwords](#)

[View Logs](#)

[Site Index](#)

Logins Enabled

Logins are enabled:  
1. To disable logins, press the 'disable logins' button  
2. To change 'logins disabled' message, change message in box before pressing the 'disable logins' button

disable logins

login to firewall as usual.

```
sydfw
SOE 4.0.2

Please choose from the following:

1. Connect to Brisbane's IExec DSL link
2. Connect to Brisbane's iiNet ADSL link
3. Connect to Brisbane's Netspace ADSL link
0. Exit without logging in.

Enter the digit beside the option you want and press Enter: BERT
```

when prompted with the menu below, type "BERT" in uppercase and press enter

you will now be logged into Bert.

# **LUBE MOBILE**

## **THE MOBILE MECHANICS**

### **Purchase and Installation of Plant and Equipment Policy**

The purchase and installation of plant is a very important process. Items of plant by their very nature, pose a very high risk of causing injuries to workers. It is imperative that these risks be eliminated or at least minimised by adhering to the following procedures for the purchase and installation of items of plant.

The procedure is outlined on the attached flow chart. Following are the relevant notes to be read in conjunction with the chart.

#### **1. Decide To Purchase Plant**

Dependent upon business needs, age of existing plant and equipment or any other considerations, it may be necessary to purchase new items of plant or replace/upgrade existing items.

Plant can be defined as any machinery equipment or appliance.

#### **2. Know the Workcover Regulations**

Each State has its own Workcover regulations. It is unreasonable to expect that everyone has an expert knowledge of the regulations, but everyone should be aware of their responsibilities when it comes to commissioning items of plant.

The main points to remember are:

- Make sure the item is in sound working order and is manufactured in accordance with Australian standards.
- Make sure that the item is purchased from a reputable reseller.
- Make sure the reseller understands his obligations under the Workcover Regulations.
- If the item is second hand, ensure:
  - That it has been maintained in accordance with any relevant Australian Standards.
  - That the supplier will certify in writing, that the item is in good working order and complies with the manufacturers specification (Appendix 3).
  - That the Managing Director approves the purchase.

- Ensure that the item is installed and tested in accordance with the relevant Australian Standards. The Installer must provide a certificate if the Standard requires.

### **3. Is there an Australian Standard?**

Check the Standards Australia web site. If unable to access the site, contact a member of the National Safety Committee for assistance. The National Committee will keep a library of Standards, which will be acquired on a needs basis. Check with the Committee first before purchasing a copy.

Remember, not all items of plant will have an Australian Standard. If no standard applies, go to point 5).

### **4. Know What the Standard Requires**

Read the relevant standards and get an understanding of what is required. If help is needed, contact a member of the National Committee.

Remember that the purchaser of an item of plant has a duty to ensure that it is installed correctly and operates in accordance with manufacturers specification.

### **5. Approach Suppliers**

Armed with knowledge of the requirements of the regulations and the Australian Standards, suppliers can be approached regarding the item of plant to be purchased.

It is advisable that at least two suppliers be approached to be able to compare and contrast competing quotes.

### **6. Do they know the Standards and Regulations?**

Test the suppliers knowledge. Do they know the standards? Ask them what their understandings of Workcover requirements are. If any doubt exists regarding their knowledge, go elsewhere.

### **7. Are they Competent?**

There are a number of ways to assess the competence of the supplier/installer. Ask the for supplier/installers qualifications. Verify these with the appropriate licensing body. Ask for references from several customers. Talk to those customers. Visit the supplier/installers premises, observe whether they operate a “safe” workplace.

If there is any doubt about the competence of the supplier/installer to do the job, go elsewhere.

### **8. Is the Plant Fit for Purpose?**

Understand exactly what your needs are. Don’t purchase an item, which falls short of the requirements to do the job. On the other hand don’t purchase a Rolls Royce when a Ford will do.

**If a second hand item is being considered, make sure the supplier will certify the item and make sure that the Managing Director has approved the purchase.**

## **9. Complete the Pre-Purchase checklist**

Ensure that the checklist in Appendix 2 has been completed. Send a copy of the checklist to the Managing Director.

## **10. Raise Purchase Order for Plant**

*Branch/Operations Managers have authority to purchase items of plant up to the value of \$500, with the exception of Trolley Jacks and Vehicle Stands.*

*All items of plant which have a value greater than \$500, must be authorised by the General Manager.*

Branch/Operations Managers have authority to purchase **ONLY** Trolley Jacks and Stands, which have been approved by the National Standards Committee. A list of approved jacks and stands are maintained on the intranet.

Once satisfied with the equipment, and the credentials of the supplier/installer, have the appropriately authorised manager, raise a purchase order for the plant.

## **11. Install Plant in accordance with the Regulations and Standards**

Lube Mobile, as the purchaser, is obliged to ensure that the installation is carried out correctly, that all safety checks are conducted and that all manuals and operating instructions are received.

## **12. Safety Committee to Inspect**

Representatives of the local safety committee must inspect all new items of plant before they are commissioned. Exceptions to this rule are pre-approved items such as trolley jacks and stands. The safety committee members should satisfy themselves that the installation has been carried out in accordance with the documented procedures.

## **13. Train All Users**

The installer must arrange for training to be provided. This may be via several group training sessions or via a “train the trainer” session, whereby the newly trained trainer runs the relevant user training.

Branch/Ops Managers have the responsibility to ensure that all employees are trained before using any new equipment. Training can be conducted as part of Zone meetings or Performance Reviews.

All training must be recorded in the training register as per the training register policy.

## **14. Use Plant**

Once all the above is completed the plant is ready for use.



## **Appendix 1 – Special Rules for Vehicle Hoists**

The following special rules apply specifically to the purchase and installation of Vehicle Hoists:

- Reference to be made to AS1418.9 and 2550.9
- Installation must be carried out by a “competent” person
- Hoist must be installed a minimum of 600mm away from the nearest fixed structure
- Hoist must be fully tested by the installer. Full testing includes all safety devices, limit switches and control function interlocks. Testing must also include load limit testing.
- Installer must provide a written, signed inspection and testing certificate.
- The installer must demonstrate the operation of the hoist.
- The installer must provide training.

## Appendix 2 – Pre-Purchase Checklist

Branch Location : \_\_\_\_\_

Branch/Ops Manager Name : \_\_\_\_\_

Description of Item of Plant : \_\_\_\_\_

Order Number : \_\_\_\_\_

Supplier Name : \_\_\_\_\_

Supplier Address : \_\_\_\_\_

Item	Tick ( )
<b>Check that the reseller is reputable</b>	
Check that the Reseller understand their obligations under the OH&S Regulations and the relevant Australian Standards	
Check that the item been manufactured in accordance with Australian Standards	
Check that the proposed installer competent to do the job	
Check references from other customers of the reseller	
Check references from other customers of the installer	
Obtain approval from MD if item value is greater than \$500	

### IF THE PLANT IS SECOND HAND

Ensure that the Supplier certifies that the item is in good working order and complies with the manufacturers specification	
Where possible, obtain service records for the item	
<b>Obtain approval from the MD to purchase the item</b>	

I hereby certify that I have completed all items on the above check list prior to placing an order for the purchase of the item of plant.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

### Appendix 3 – Sellers Certificate for 2<sup>nd</sup> Hand Plant

## Certificate

I certify that the \_\_\_\_\_, serial number \_\_\_\_\_  
is sold to Lube Mobile Pty Ltd in good working order and that the item complies with the  
manufacturers specification.

### Sellers Details:

Name \_\_\_\_\_

Address \_\_\_\_\_

Telephone No \_\_\_\_\_

Facsimile No \_\_\_\_\_

Qualifications \_\_\_\_\_

\_\_\_\_\_

*Signature*

\_\_\_\_\_

*Date*

**Version 1**

**1/1/2004**



# LUBE Mobile

## THE MOBILE MECHANICS

### STANDARDS SAFETY POLICY:-

#### Pushing Motor Vehicles / Bogged Vehicles

Lube Mobile is committed to the goal of no injuries to our Employees and to prevent any accidents occurring as a result of our Work Practices.

A number of Injuries have resulted from Employees pushing motor vehicles by themselves. Investigation has shown that it usually occurs when we need to move the customer's vehicle, which requires a jump-start, closer to the Lube Mobile van and within reach of the jumper leads. All employees have now been issued with Battery Jump-Start Packs, which should eliminate the majority of cases where a vehicle needs to be pushed.

We have also had an employee injured when assisting another Employee, to unbog his vans that was bogged. This is an extremely dangerous practice and is not to happen again.

#### Pushing Vehicles

- You are not permitted to push a vehicle by yourself.
- Vehicles can only be pushed if they are on a **flat surface and you have an assist from another Lube Mobile employee.** Do not ask the customer to assist. Up hill is not a safe option whether you have an assist or not.
- If you need to push a vehicle you **MUST** contact your Zone Manager to arrange an assist from another Employee.
- If these options are not available then the vehicle must be towed to an area where it can be safely worked on.

#### Bogged Vehicles

- No employee is to attempt to free a vehicle ( ours or the customers ) that is bogged.
- If a vehicle is bogged contact your Zone Manager and have him arrange a tow truck to attend.
- **In the interests of your safety Lube Mobile requires you to adhere to this Policy.**

LUBE MOBILE WORKING SAFELY

# **LUBE MOBILE**

## **THE MOBILE MECHANICS**

### **STANDARDS SAFETY POLICY:-**

#### **REMOVING AUTOMATIC OR LARGE MANUAL GEARBOXES**

**Lube Mobile is committed to the goal of no injuries to our Employees and to prevent any accidents occurring as a result of our Work Practices.**

**The practice of removing or refitting automatic transmissions or heavy manual gearboxes by only one or two people, and/or using an ordinary trolley jack, presents a significant safety hazard, due to their weight and size. A number of injuries have occurred from this practice.**

**Therefore under no circumstances is an automatic or large manual transmission gearbox to be removed or refitted without the use of a purpose built and National Standards Committee approved transmission-securing equipment.**

**Under no circumstances is an ordinary trolley jack to be used.**

**The preferred practice is for the job to be completed is on a hoist in our workshop where we have transmission hoists.**

**If the job cannot be completed safely with such a device, the job is to be subcontracted to a transmission specialist workshop**

- **In the interests of your safety Lube Mobile requires you to adhere to this Policy.**

#### **LUBE MOBILE WORKING SAFELY**

**Version 2**

**Revised 6/9/05**

**Version 1**

**June 2, 2004**

# **LUBE MOBILE**

## **THE MOBILE MECHANICS**

### **STANDARDS SAFETY POLICY:-**

#### **REMOVING ENGINES WITH GEARBOX ATTACHED**

Lube Mobile is committed to the goal of no injuries to our Employees and to prevent any accidents occurring as a result of our Work Practices.

**The practice of removing Engines with the gearbox attached, by only one person, presents a significant safety hazard, due to the risk of it falling off, or becoming unbalanced on the engine hoist, and injuring the operator or the vehicle.**

**Therefore the practice of removing the engine with the gearbox attached, alone, is not permitted. You will either need to detach the gearbox from the engine, or get an assist.**

- **In the interests of your safety Lube Mobile requires you to adhere to this Policy.**

#### **LUBE MOBILE WORKING SAFELY**

### STANDARDS SAFETY POLICY:-

#### Repairing or Servicing Vehicles on Freeways or busy Streets

It has been Lube Mobile's general policy not to service or repair vehicles on freeways, main highways or busy streets, but recently a number of jobs have been booked, that contravened that general policy. The occasion does happen when a customer breaks down on one of these roads, and to provide customer service, we at least need to take action to satisfy the customers needs.

Notwithstanding our Customer service standards, **we will not place any Employee at risk of injury.** The National Committee is of the opinion that it is a question of speed that creates the most risk. Therefore the following policy will apply :-

1. We will **not attend any breakdown where the speed limit on that road exceeds 80 klms.** Booking staff are to inform the customer that we will be happy to arrange for the vehicle to be towed to a safe working location and we will meet them there.
2. We will book breakdowns on streets etc where the speed limit is under 80 klms, **but the final decision is up to the individual Employee to decide whether it is safe.**
  - a. If it is considered unsafe then he is to arrange for the vehicle to be towed to a safer place.
  - b. If he considers it safe to work there, the following procedure will apply :-
    - The van is to be parked 2 car lengths behind the customers vehicle **with the hazard lights turned on and if possible the customers hazard lights turned on.**
    - The Employee is **not to work on the traffic side of the vehicle, all access to be from the front or the non traffic side.**
    - If the vehicle *cannot be started or the problem diagnosed within 10 minutes* then the customer is to be informed that the vehicle needs to be Towed to the Workshop, the customer's premises, or to a safer working environment.
    - In the interests of your safety Lube Mobile requires you to adhere to this policy.





## **REQUEST FOR WARRANTY** **SERVICE CHARTER & PROCEDURE**

### **BACKGROUND**

Product Warranty Claims are a necessary, yet difficult to manage part of the repair industry.

Without the correct process & procedures, many claims can 'go missing'.

In most cases the manufacturer needs to adjudicate the cause of their product failure.

Tracking these claims is paramount to ensure your claims are processed in a timely manner.

### **PROCEDURE – When product is returned.**

1. Repco to record on-line “Warranty Claim-Detail Entry”
2. Original Invoice Number
3. Vehicle Make & Model including kilometre usage
4. Problem Description: EG “Pump Leaking from Seal”
5. Associated Costs – Detail ancillary parts & labour.

### **RECONCILIATION**

Outstanding warranty claims are reconciled each quarter by LM & Repco Head Offices.

Payments are sent to Lube Mobile, Locked Bag 10, Silverwater.

Individual operators are able to check status of their claim at their local RAP branch

### **CLAIM NUMBER ALLOCATED**

Repco will provide LM operator a claim number for future reference.

This will allow tracking on how the claim is progressing.

### **ADDITIONAL INFORMATION**

Addition information to be keyed on claim. EG; Item recharged on invoice 123456.

### O.H&S POLICY:-

#### EMPLOYEE RETURN TO WORK PLAN

##### Employee Details

Incident Report No \_\_\_\_\_ Mobile No \_\_\_\_\_ Date of Incident \_\_\_\_/\_\_\_\_/\_\_\_\_

Given Name \_\_\_\_\_ Surname \_\_\_\_\_

Address \_\_\_\_\_

Suburb \_\_\_\_\_ Postcode \_\_\_\_\_ Phone \_\_\_\_\_

Nature of Injury \_\_\_\_\_

Medical Restrictions \_\_\_\_\_

##### Medical Practitioner Details

Doctors Name \_\_\_\_\_ Phone No \_\_\_\_\_ Fax No \_\_\_\_\_

Further Treatment Required ? Describe \_\_\_\_\_

When \_\_\_\_\_

##### Rehabilitation Provider Details (if applicable )

Provider Name \_\_\_\_\_ Company Name \_\_\_\_\_

Phone No \_\_\_\_\_ Fax No \_\_\_\_\_

Date of Return to Work \_\_\_\_/\_\_\_\_/\_\_\_\_

##### Alternate Duties ( Complete duties proposed )

1. \_\_\_\_\_

For how Long \_\_\_\_\_ Hours of Work \_\_\_\_\_ Review Date \_\_\_\_/\_\_\_\_/\_\_\_\_  
(Days or months ) ( per day or per week )

2. \_\_\_\_\_

For how Long \_\_\_\_\_ Hours of Work \_\_\_\_\_ Review Date \_\_\_\_/\_\_\_\_/\_\_\_\_  
(Days or months ) ( per day or per week )

3. \_\_\_\_\_

For how Long \_\_\_\_\_ Hours of Work \_\_\_\_\_ Review Date \_\_\_\_/\_\_\_\_/\_\_\_\_  
(Days or months ) ( per day or per week )

Return to full Duties on \_\_\_\_/\_\_\_\_/\_\_\_\_

Return to Work Supervisor

Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Employee Agreement to Return to Work Plan

Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

# LUBE MOBILE

## THE MOBILE MECHANICS

### O.H&S POLICY:-

#### MOTOR VEHICLE TROLLEY JACK

- Lube Mobile as part of our ongoing commitment to Employee safety, is concerned with the unsafe work practices being used to operate motor vehicle trolley jacks and the following operating policy is to be used.
- Inspect the site, prior to getting the trolley jack out of the van, and ensure there are no holes or other objects that would make the operation unsafe. Motor vehicle trolley jacks are only to be used on a safe, secure level surface. If this is not available then the vehicle must be moved to a safe site or the workshop.
- No one is permitted in or on a vehicle that is being jacked up.
- The **FULL LENGTH** jack handle must be used at all times when using the trolley jack. The use of only half the handle is not permitted.
- No one is permitted under a vehicle that is only supported by the Trolley Jack. Vehicle stands must be used when the vehicle is in a raised position.
- After the vehicle has been raised and the stands are in place, the Trolley Jack must be removed from under the vehicle and placed in a safe place to avoid tripping over it.
- If the wheels are removed they must be placed under the vehicle.
- Prior to removing the stands and lowering the vehicle, check to see if all objects have been moved from under or near the vehicle.
- Any Trolley Jack that shows signs of wear or is faulty **MUST NOT BE USED**. Advise your Supervisor immediately.
- **In the interests of your safety Lube Mobile requires you to adhere to this procedure.**

#### LUBE MOBILE WORKING SAFELY

Version 1

1/1/2004

# LUBE MOBILE

## THE MOBILE MECHANICS

### STANDARDS POLICY :-

## WELDING

A potentially serious incident occurred recently, when an employee was welding a fire-wall and the insulation material started to smoke. Luckily it was extinguished, before the vehicle caught fire.

**The potential hazards/risks associated with this procedure are high, and simply not worth the risk of damaging customers vehicles, computer systems etc. Welding fire-walls is a job for a panel beater, not Lube Mobile, and therefore any damaged fire- walls in the future are to be referred to a panel-beater.**

The purpose of welding is to join metal parts. The two most common ones used at Lube Mobile are Oxy-Acetylene and Arc. Because high temperatures are required to produce the weld, this creates a serious health hazard, and the risk of fire, explosion, UV radiation, electric shock, and flash burns to the eyes.

### **Oxy-Acetylene Welding**

- Must be carried out only in a well ventilated area as welding fumes are an unavoidable by-product of the welding process.
- Must not be carried out in a confined space.
- To minimise the risk of burns it must be assumed that all metal objects are hot and nothing should be picked up without ensuring that it is cool enough to handle.
- A fire extinguisher must be available and nearby.
- Personal Protective Equipment (PPE) must be worn out all times, leather gloves. Welding Apron, welding goggles, and fire-resistant clothing worn.
- Should not be done alone.
- Equipment should be regularly checked, and re-checked before use

### **Arc Welding**

#### **Safety Procedures as listed above in Oxy-Acetylene welding plus:-**

- Personal Protective Equipment (PPE) must be worn out all times, leather gloves, Welding Apron, Welding Mask/helmet, and fire-resistant clothing worn.
  - Should not be done alone.
  - The possibility of electrical shock is one of the most serious risks encountered by an arc-welder. Touching “Live” electrical components including the electrode can result in serious burns or, more seriously, electric shock.
  - Equipment should be regularly checked, and re-checked before use
- 
- **In the interests of your safety Lube Mobile requires you to comply with this policy.**

## LUBE MOBILE WORKING SAFELY

# **LUBE MOBILE**

## **THE MOBILE MECHANICS**

### **SAFETY STANDARDS POLICY:-**

#### **ELECTRICAL WIRING IN VANS**

Lube Mobile, as part of our ongoing commitment to Employee safety, is concerned that in the last two months, we had three shorts in the wiring in our vans that could have had serious consequences.

The first was when the clip lock (where the old jumper cables plugged in at the rear of the van) shorted out, due to wear and tear.

The second incident was where the 2 way radio wiring had been run under the handbrake mount and wire had worn through and shorted out. Also the wiring did not have an in line fuse.

The third incident occurred when the heater fan was turned on the wiring started to smoke.

Lube Mobile has a duty of care obligation under the Occupational Health & Safety Act to ensure the health, safety and welfare of our Employees and therefore we need to have every van in the fleet inspected to :-

- 1. All wiring to the rear of the van is to be disconnected and removed.**
- 2. All wiring direct to battery must be inspected and either removed (if not required) or an in line fuse installed as close to the battery as possible.**
- 3. Check on all wiring under the dash and to the main fuse box.**
- 4. Inspection form completed and signed.**

**We would suggest that vans be inspected when employees are paying in, and all vans inspected no later than October 25, 2004.**

**In the interests of your safety Lube Mobile requires you to adhere to this procedure**

**LUBE MOBILE WORKING SAFELY**

# **LUBE MOBILE**

## **THE MOBILE MECHANICS**

### **SAFETY STANDARDS POLICY**

#### **MOTOR VEHICLE COOLING SYSTEMS**

- Lube Mobile as part of our ongoing commitment to Employee safety and to comply with the Occupational safety act, is concerned with the unsafe work practices being used when working on vehicle cooling systems

### **Radiators**

With the radiator being under pressure and coolant very hot, presents employees' with a substantial risk. Every care must be taken, even if you have not touched the radiator including:-

- The radiator cap must be left on at all times, and secured, once the vehicle engine is started.
- Try to stand on the side, not in front of the vehicle, and never lean over a running engine.
- Always release the pressure before removing the cap by following the procedure:-
  - If possible allow the vehicle's cooling system to cool down.
  - A rag must be used and place over the radiator cap to provide added protection from scalding.
  - Slowly rotate the radiator cap half a turn, to release pressure from the system.
  - Prior to removing the radiator cap and to ensure that no pressure is left in the system, squeeze either the top or bottom radiator hose.
  - When you are sure that all the pressure has been released, slowly turn the radiator cap and remove.
- Never blow or suck into any hose.

**In the interests of your safety Lube Mobile requires you to adhere to this procedure**

#### **LUBE MOBILE WORKING SAFELY**

# LUBE MOBILE

## THE MOBILE MECHANICS

### SAFETY STANDARDS POLICY:-

#### SAFETY FOOTWEAR

Lube Mobile, as part of our ongoing commitment to Employee safety, is concerned with the number of Employees' wearing Joggers and generally unsafe footwear.

Lube Mobile has a duty of care obligation under the Occupational Health & Safety Act to ensure the health, safety and welfare of our Employees and therefore **effective immediately, all Mobile Mechanics, Workshop Managers and Apprentices must wear Black Safety Boots/Shoes during working hours.**

Safety Boots/Shoes have reinforced toecaps to protect the feet against falling objects and non-slip soles to guard against slips and trips.

Black Safety Boots/Shoes are an important part of **“ Your Safety “** and therefore Lube Mobile is prepared to pay 50% of the cost, limited to one pair per annum.

Supplies are available at Repco and through our Uniform supplier. Contact your Zone/State Manager for approval.

**Black Safety Boots/Shoes must be worn during working hours.**

**In the interests of your safety Lube Mobile requires you to adhere to this procedure**

#### LUBE MOBILE WORKING SAFELY

Access forbidden!

```
/*><!--*/    body { color: #000000; background-color: #FFFFFF; }  
a:link { color: #0000CC; }    p, address {margin-left: 3em;}    span {font-  
size: smaller;} /**/-->
```

Access forbidden!

You don't have permission to access the requested object. It is either read-protected or not readable by the server.

If you think this is a server error, please contact the  
webmaster

.

Error 403

10.7.0.3

Wed Feb 21 09:21:47 2007

Apache/2.0.54 (Debian GNU/Linux) DAV/2 SVN/1.1.4  
mod\_fastcgi/2.4.2 mod\_python/3.1.3 Python/2.3.5 PHP/4.3.10-18  
mod\_ssl/2.0.54 OpenSSL/0.9.7e mod\_perl/1.999.21 Perl/v5.8.4



# LUBE MOBILE

## THE MOBILE MECHANICS

### SAFETY POLICY:-

#### SAFETY GLOVES

- Lube Mobile are concerned with the significant number of Employees that are cutting their hands and fingers and are issuing 1 pair of Safety Gloves to all Employees as part of our ongoing commitment to Employee Safety.
- **Effective immediately Safety Glasses must be worn at all times when working, except when driving and talking to the customer.**
- **They are also to be worn when you are in the workshop, whether or not, you are working on a vehicle. The only exception is if you are in the designated walkway/wash bay.**
- The gloves are Nylon Nitrile coated and provide excellent resistance to cuts, punctures and abrasions. They feature an interlock knit liner ensuring excellent flexibility and touch and conform to AS/NZS Standard 2161: 1998 4.1.2.1.
- The gloves will also be beneficial to any Employees that have allergies or Dermatitis.
- Care should be taken when working with any Methyl product and Carby Cleaner.
- Gloves can be hand washed as you would wash your hands and are Machine washable.
- 1 pair of gloves will be issued to every Employee. Employees can purchase further pairs at Lube Mobile's cost price of \$ 7-65 inc GST.
- **In the interests of your safety Lube Mobile requires you to adhere to this safety policy.**

#### LUBE MOBILE WORKING SAFELY

# **LUBE MOBILE**

## **THE MOBILE MECHANICS**

### **STANDARDS SAFETY POLICY :-**

#### **RAZOR BLADES**

Lube Mobile is committed to the goal of no injuries to our Employees and to prevent any accidents occurring as a result of our Work Practices.

**Over the past few years, numerous incidents have been recorded, where employee's have received cuts, some serious, from using razor blades as scrapers.**

**The use of unprotected razor blades is now banned.**

**The only acceptable replacement is a scraper with a handle. Repco supply a scraper with a Stanley knife blade and replacement blades are available.**

- **In the interests of your safety Lube Mobile requires you to adhere to this procedure.**

#### **LUBE MOBILE WORKING SAFELY**

# **LUBE MOBILE**

## **THE MOBILE MECHANICS**

### **STANDARDS SAFETY POLICY :-**

#### **EMPLOYEES TOOL BOXES**

**Lube Mobile is committed to the goal of no injuries to our Employees and to prevent any accidents occurring as a result of our Work Practices.**

**A number of injuries have occurred with Employees either lifting their own toolboxes into the van or assisting another employee to lift it in, with the drawers in.**

**The following procedure is now to be followed, whatever the size of the toolbox:-**

- **New employees are the most at risk from this procedure. An assist must be provided for any new mechanics setting up their van or any mechanic changing vans etc.**
- **Removing or putting in a toolbox alone is not permitted**
- **Drawers must be removed no matter what the size of the toolbox**

**We have also had a number of toolboxes that have been inadequately secured and have torn out when involved in an accident.**

**All employees toolboxes need to be securely fitted as follows:-**

- **Drop down fuel tank**
  - **Remove drawers**
  - **Bolt toolbox to the floor using a minimum 8mm bolt, with a metal plate or large washer under the floor pan.**
  - **It may also be necessary to use a metal plate or large washer under the bolt.**
- 
- **In the interests of your safety Lube Mobile requires you to adhere to this Policy.**

#### **LUBE MOBILE WORKING SAFELY**

### **SAFETY STANDARDS POLICY:-**

#### **For Contractors, Sub-Contractors or their Employees working AT BASE (on Lube Mobile Premises’).**

##### **(a) Introduction**

Lube Mobile is committed to the provision of a safe and healthy workplace for all Contractors, Sub-Contractors and their Employees, who undertake work on Lube Mobile premises or in Workshops.

The prevention of injury in the workplace is the responsibility of everyone and the co-operation of all Contractors is vital. The Occupational Health and Safety regulations impose a duty of responsibility on Lube Mobile, to ensure any Contractor or Sub-Contractor that performs work in our premises, adheres to Lube Mobile’s safety policies and procedures and complies with their industry’s safe work policies.

##### **(b) Procedures for Lube Mobile Employees’ to follow :-**

- (i) Contractors are to be given a brief induction on location of, the toilets, exits, fire extinguishers, first aid kit, the emergency evacuation plan and meeting point, any hazards known or temporary and who is the first aid officer.**
- (ii) Contractors are to be made aware of and to comply with Lube Mobile’s Premises Policy being:-**
  - Safety Glasses, Gloves and Safety Footwear are to be worn at all times.
  - All electrical equipment must be tagged.
  - Any equipment used must comply with manufacturers operating instructions (ie.used properly and within load limits).
  - Must use the appropriate and recognised personal protective equipment as specified by statutory requirements for the task being undertaken.
  - Any injury or incident must be reported to the State/Zone Manager and a Safety Incident created.
  - A Material Safety Data Sheet must be supplied for any Dangerous goods and hazardous or flammable material brought on site.
  - Any scaffolding and ladders brought on site are to be used in accordance with the relevant statutory requirements.

- Lube Mobile is a “No Smoking Site” and Contractors, Sub Contractors and their Employees must go off site if they wish to smoke.
- Alcohol and drugs must not be brought onto any Lube Mobile site.
- Contractors, Sub Contractors and their Employees must not be under the influence of drugs or alcohol.
- The work area is kept clean and tidy at all times
- Rubbish and Spillages are cleaned up immediately.
- Contractors, Sub-Contractors and their Employees must conduct themselves in a proper manner at all times.

**(iii) All contractors must sign an agreement that they have read and Understand, Lube Mobile’s Premises policy, procedures and Sign the visitor’s book.**

**(iv) They are then to be handed a “Visitors glow Vest” which must be worn at all times when they are on-site**

- **If they are on the premises without this vest, they must be directed to the office to be inducted.**
- **The vest is to be handed back when they are signing out of the visitor’s book.**
- **Contractors, Sub-Contractors and their Employees’ not complying with Lube Mobile’s Premises policies and safe work practices, as detailed above, are to be removed from the premises and any work suspended until they comply.**

# **LUBE MOBILE**

THE MOBILE MECHANICS

## **CONTRACTUAL AGREEMENT**

**Lube Mobile expects all Contractors, Sub-Contractors and their Employees to adhere to Lube Mobile's safe work practices.**

**CONTRACTORS NAME**

.....

**COMPANY NAME**

.....

**AGREE THAT I, MY EMPLOYEES OR SUB-CONTRACTORS, WILL MEET LUBE MOBILE'S POLICY FOR CONTRACTORS AS SET OUT IN THIS DOCUMENT.**

**I HAVE RECEIVED, READ AND UNDERSTOOD LUBE MOBILE'S PREMISES POLICY AND AGREE TO ABIDE BY THE POLICY.**

**I AGREE THAT I AND/OR MY EMPLOYEES WILL UNDERGO ORIENTATION TO LUBE MOBILE PREMISES/WORKSHOPS PRIOR TO UNDERTAKING ANY WORK.**

**SIGNATURE OF CONTRACTOR .....**

**DATE ...../...../.....**

**FOR AND ON BEHALF OF LUBE MOBILE .....**

**DATE ...../...../.....**

# **LUBE MOBILE**

## **THE MOBILE MECHANICS**

### **SAFETY STANDARDS POLICY:-**

#### **For Contractors, Sub-Contractors or Employees working On-Site**

#### **(a) Introduction**

Lube Mobile is committed to the provision of a safe and healthy workplace for all Contractors, Sub-Contractors and their Employees, who undertake work on Lube Mobile's customer's premises.

The prevention of injury in the workplace is the responsibility of everyone and the co-operation of all Contractors is vital. The Occupational Health and Safety regulations impose a duty of responsibility on Lube Mobile, to ensure any Contractor or Sub-Contractor that performs work on-site adheres to Lube Mobile's on-site safety policy and procedures and complies with their industry's safe work policies.

#### **(b) Procedures for Lube Mobile Employees' to follow :-**

(i) **Contractors are to be given a brief induction on location of any hazards known or temporary ( air-conditioning units, animals, slip and trip hazards etc).**

(ii) **Contractors are to be made aware of and to comply with Lube Mobile's On-Site Premises Policy being:-**

- Safety Glasses, Gloves and Safety Footwear are to be worn at all times.
- All electrical equipment must be tagged.
- Any equipment used must comply with manufacturers operating instructions (ie.used properly and within load limits).
- Must use the appropriate and recognised personal protective equipment as specified by statutory requirements for the task being undertaken.
- Any injury or incident must be reported to the State/Zone Manager and a Safety Incident created.
- A Material Safety Data Sheet must be supplied for any Dangerous goods and hazardous or flammable material brought on site.

- Customers' premises are a "No Smoking Site" and Contractors, Sub Contractors and their Employees must go off site if they wish to smoke.
- Alcohol and drugs must not be brought onto any site.
- Contractors, Sub Contractors and their Employees must not be under the influence of drugs or alcohol.
- The work area is kept clean and tidy at all times
- Rubbish and Spillages are cleaned up immediately.
- Contractors, Sub-Contractors and their Employees must conduct themselves in a proper manner at all times.

**(iii) All contractors must sign an agreement that they have read and understand Lube Mobile's On-Site policy and procedures.**

**Contractors, Sub-Contractors and their Employees' not complying with Lube Mobile's on-site policies and safe work practices, as detailed above, are to be removed from the premises and any work suspended until they comply.**



# **LUBE MOBILE**

THE MOBILE MECHANICS

## **CONTRACTUAL AGREEMENT**

**Lube Mobile expects all Contractors, Sub-Contractors and their Employees to adhere to Lube Mobile's safe work practices.**

**CONTRACTORS NAME**

.....

**COMPANY NAME**

.....

**AGREE THAT I, MY EMPLOYEES OR SUB-CONTRACTORS, WILL MEET LUBE MOBILE'S POLICY FOR CONTRACTORS AS SET OUT IN THIS DOCUMENT.**

**I HAVE RECEIVED, READ AND UNDERSTOOD LUBE MOBILE'S ON-SITE POLICY AND AGREE TO ABIDE BY THE POLICY.**

**I AGREE THAT I AND/OR MY EMPLOYEES WILL UNDERGO ORIENTATION TO LUBE MOBILE'S CUSTOMERS PREMISES PRIOR TO UNDERTAKING ANY WORK.**

**SIGNATURE OF CONTRACTOR .....**

**DATE ...../...../.....**

**FOR AND ON BEHALF OF LUBE MOBILE .....**

**DATE ...../...../.....**

# **LUBE Mobile**

## **THE MOBILE MECHANICS**

### **SAFETY STANDARDS PROCEDURE :-**

#### **SPILL MAT & EMERGENCY SPILL KIT**

**Lube Mobile is pleased to advise that we will be supplying all technicians with upgraded Spill Mats and Emergency Spill Kits. The Mats and Kits should be delivered by the end of January, 2004.**

**We believe the upgraded Mat and Spill Kit will further enhance our customer service, by protecting their driveways, provide a more professional service, and not the least better protect the environment by preventing oil or fuel leaks into our waterways.**

**The spill mat has been specially treated to stop any leakage, is sewn on the underside, and will hold up to 60Ltrs, not that we should experience a spill anywhere near that. The mat comes with Velcro ties and is to be ROLLED UP, not folded, and stored in a safe and dry position in the van.**

**The Emergency spill kit contains specially treated absorbent (not kitty litter), brush & pan, 6 plastic bags for disposal of the absorbent and a pair of plastic gloves. The Kit is to be stored in a safe and dry position in the van, and accessible quickly in the event of a spill.**

**The spill mat must be used at all times, whether carrying out a service, a tune-up, brakes or any other repair. The mat should be place under the vehicle after the vehicle has been jacked up, stands in place, and trolley jack removed from the worksite. Drain tray then is placed on top of the spill mat. Do not place stands or run trolley jack over the spill mat, as this will damage it.**

**Should an oil spill occur, pour sufficient absorbent to soak up the spill. Residue should be swept up off the mat and placed in a plastic bag and disposed of in the garbage. Spill mat can be cleaned with a rag and small amount of degreaser or detergent. This should make your job easier by reducing the time needed to cleanup the worksite.**

**A supply of absorbent to replenish the 5ltr bags will be available at each workshop and for use in the workshop.**

**LUBE MOBILE WORKING SAFELY**

# LUBE MOBILE

## THE MOBILE MECHANICS

### STANDARDS SAFETY POLICY :-

#### SAFETY VESTS

- Lube Mobile is issuing iridescent green **SAFETY VESTS** to all Employees', as part of our ongoing commitment to Employee Safety, to make our Employees' more visible in certain weather conditions or whenever.
- Wearing the safety vest is at **each employees' discretion**, however we would recommend you wear the vest in bad light, when raining, when wearing wet weather gear or when you feel it is warranted.
- The safety vests are 100% Polyester and can be machine washed on warm cycle and tumble dried. ( Do not use chlorine-based products).
- Please keep the safety vests clean and not crumpled in a ball on the floor. We would recommend you drape them over the passenger seat.
- **In the interests of your safety Lube Mobile requires you to adhere to this procedure.**

#### LUBE MOBILE WORKING SAFELY

# **LUBE MOBILE**

## **THE MOBILE MECHANICS**

### **STANDARDS SAFETY POLICY: -**

#### **Sealable Airtight Container**

To reduce fumes in the van, and to assist recycling, we are issuing all Technicians with a sealable airtight container to carry used oil and fuel filters.

All used oil and fuel filters must be placed in the container and sealed, to safely transport them back to Base for disposal.

The container of used filters is to be emptied into the used filter bin at Base.

**THE CONTAINER IS ONLY FOR USED FILTERS. DO NOT PUT ANY OTHER GENERAL WASTE IN IT.**

Ensure the sealed container is placed in a position in the rear of the van, where it won't move around or tip over.

**In the interests of your safety Lube Mobile requires you to adhere to this procedure.**

**LUBE MOBILE WORKING SAFELY**

# **LUBE MOBILE**

## **THE MOBILE MECHANICS**

### **STANDARDS POLICY :-**

#### **SICK LEAVE**

##### **Employees**

- All staff must ring in themselves, not their wife, girlfriend or mother, and speak directly to their Manager
- Staff are not permitted to leave a message with booking clerks or the answering service, they must speak to the Manager.
- On the day you return to work, you must go to Base and complete a Sick Leave form, hand in your Doctors Certificate and discuss with your Zone Manager.

##### **State / Zone Managers**

- The reason for the sick leave is to be recorded in the comments section of the clock on screen ( eg Influenza, Gastric etc ).
- Staff are to be informed when they call in sick that they must supply a Doctors Certificate to get paid – assuming they have available sick leave.
- The day they return to work they must come straight to Base and complete a sick leave form, hand in their Doctors Certificate. Check that the Certificate and Clock on screen reason for leave correspond.
- Prior to the debrief arrange for Head Office to provide a sick leave report for the past 12 months, to see if the staff member has had excessive sick leave.
- Sick Leave form and Doctors certificate must be forwarded to Head Office as soon as possible, or the Employee will not be paid sick leave.
- Managers are to debrief the staff member to ascertain the reason for the sick leave and to ensure there is no underlying health or moral problem.
- In the case of excessive sick leave, the staff member is to be referred to the Company Doctor to check on their health. The staff member is to receive every assistance and encouragement to overcome any health problem. If there is no underlying problem the staff member should be disciplined.
- If a staff member is off for more than 2 days then the Zone Manager is to telephone and arrange to collect the Van and any outstanding paperwork.

#### **LUBE MOBILE WORKING SAFELY**

# **LUBE MOBILE**

THE MOBILE MECHANICS

## **SAFETY POLICY**

### **SMOKE FREE WORKPLACE**

#### **Purpose**

The purpose of this policy is to set out Lube Mobile's requirements, regarding smoking in the workplace.

#### **Definition of a Workplace**

A workplace is an area where an employee performs their work i.e. workshop, customers premises, or driving the van.

Maintaining a smoke free environment is an Occupational Health & Safety issue, and therefore Lube Mobile has a legal and moral obligation to provide a safe working environment, and to protect the health of its employees.

The health of all employees, and members of the public, should not be put at risk by exposure to the ill effects of cigarette smoke in the workplace.

#### **Smoking is not permitted in:-**

- The Workshop, Office, or on any Lube Mobile premises.
- In any Lube Mobile owned vehicle.
- At any Lube Mobile customers premises

If you must smoke go out on the footpath and dispose of the butt in a safe manner.

Employees that smoke in the abovementioned areas will be requested to stop. If they continue to smoke following the initial warning, disciplinary action will be taken.

**Information on quit smoking courses is available from the Quit Line on telephone number 131848.**

**LUBE MOBILE WORKING SAFELY**

# **LUBE MOBILE**

## **THE MOBILE MECHANICS**

### **STANDARDS POLICY:-**

#### **LUBE MOBILE STAFF ACCOUNTS.**

Effective immediately any staff wishing to put repair/service invoices on their Lube Mobile staff account must have it approved by their Manager before it is posted.

Lube Mobile staff accounts are a staff privilege for employees, and is not a privilege for family, friends or relatives to pay off the debt.

Any staff member that has family, friends or relatives vehicles, serviced/repaired will be held responsible for the debt incurred if that person fails to pay the invoice(s). A wage deduction form will need to be signed if payment is not received within 7 days

Any further questions can be answered by contacting Mark Sayer on 02 88660088.

#### **LUBE MOBILE WORKING SAFELY**

# **LUBE MOBILE**

## **THE MOBILE MECHANICS**

### **SAFETY POLICY: -**

#### **The use of “Start Assist Pressure Cans” Policy**

- Lube Mobile are concerned with the significant number of incidents where Employees that are endeavoring to start vehicles using “Start Assist Pressure cans” such as “Start You Bastard” or “Aerostart” that are causing the destruction of the Air Flow Meter or worse still having a flame out when the vehicle back fires.
- As we see this practice as being a significant danger to our employees the use of this type of product is banned.
- Therefore Lube Mobile will not at any time issue an order to purchase any of this type of product and will dispose of it if found in your van. In the past 6 months we have had 7 incidents where one of these products has caused a flame out and almost burnt the face off the mechanic using it.
  - Lube mobile has many flow charts and procedures in place that will enable you to diagnose a problem with a vehicle without resorting to the use of a very volatile and dangerous product such as these.
  - Not only are these products highly volatile they also dangerous to breathe as they are mainly “Ether” which is a drug used to put us to sleep.
  - If for some reason you feel that you need to use this type of product Lube Mobile would rather you asked for help to diagnose the problem than put yourself and the clients vehicle in danger.
- In summary Lube Mobile will not allow the use of accelerants being sprayed in or around the intake of any motor vehicles.

#### **LUBE MOBILE WORKING SAFELY**



# LUBE MOBILE

## THE MOBILE MECHANICS

### SAFETY PROCEDURE

#### TESTING ELECTRONIC HIGH PRESSURE FUEL PUMPS

There have been a number of serious Safety Incidents involving testing electronic fuel pumps, where pumps have been tested outside the tank.

Keep in mind that fuel and electricity (Sparks) don't mix too well so what the manufacturers of fuel pumps and vehicles do is immerse the fuel pumps in the fuel and design the pumps so that the fuel runs through them. This creates a fuel rich environment (No Oxygen equals no fire) so that fires and explosions can't happen.

The second that the fuel pump is removed from the fuel tank, if you try and run it, it becomes a bomb just waiting to go off. The right method of testing a fuel pump is as follows:

1. Check for Battery Voltage at Positive on Fuel Pump (At Fuel Tank). If you have Battery Voltage proceed to 2. If not check ignition wiring and Fuel Pump relay.
2. Check for Solid Earth at Negative on Fuel Pump (At Fuel Tank) If Solid Earth Present proceed to 3 If not check wiring and cure bad earth problem.
3. Remove High-Pressure Fuel hose.
4. Check for fuel flow and pressure. If no flow or pressure present replace fuel pump.

Fairly basic stuff in today's world I know, but some mechanics still don't trust the basic tests. They feel the need to confirm the obvious and put themselves and anyone around them in danger. Lube Mobile's Policy is;

***“At no time should a rotary (EFI) Fuel Pump be run or powered up unless it is installed in the fuel tank or its normal position”***

Keep in mind that these Fuel Pumps work on the same basis as a starter motor so they can have intermittent faults that can disappear when knocked or moved. It is quite likely that if the Fuel Pump is not working in the car, by the time you get it out to test, it will work – so there is not much point in testing this way.

***If the Fuel Pump has Battery Voltage and a solid earth but doesn't pump or have correct volume it needs replacing.***

# **LUBE MOBILE**

## **THE MOBILE MECHANICS**

### **SAFETY STANDARDS POLICY**

#### **TOWING CONTRACTORS**

There are a number of Safety risks that must be taken in to account, and eliminated, when a tow truck is collecting or delivering a vehicle.

Recently a tow truck was delivering a vehicle to base. 3 staff were watching it come off the truck, when the wire cable snapped, and the vehicle just missed them, and a staff member's car, and rolled into a bank beside the driveway.

The consequences from this incident could have been very serious.

We have also heard of instances where the wire cable has snapped and whipped around severely injuring a person(s).

For your information we have written to all our tow truck contractors, asking them to advise us of what safety procedures they have in place to prevent this potentially serious incident from happening.

When a tow truck is collecting or delivering a vehicle:-

- If you must watch, never stand behind the tow truck; always stand behind and to the side.
- You should never be closer than 2 to 3 metres.
- The vehicle must be unloaded in the Drop Zone designated area.
- The vehicle should never be unloaded in a position, where, if the cable snaps it could roll into a work area, towards staff, or any other person.

#### **LUBE MOBILE WORKING SAFELY**

### **SAFETY STANDARDS POLICY:-**

## **LUBE MOBILE VAN CABIN LAYOUT AND SAFETY BARRIER**

### **1. VAN CABIN LAYOUT**

In the event of an accident any loose object in the van cabin, could become a missile and cause serious injury to the Driver. Therefore only the items listed below are permitted to be carried in the cabin in the approved location.

- Credit Card Machine is to be stored in the Glove Box with the First Aid kit.
- Credit Card Slips in the Passenger Door Pocket.
- Street Directory, Invoice Pads, Estimate Sheet Pads, Ezi Pay Pads, 3 in 1 Brochures and Diary, on the middle seat with the back of the seat locked down on top. In vans with pockets in the rear of the seats, these items may be stored in the Passenger side pocket, or a combination of both.
- Stapler, pens etc can be stored in the Drivers door pocket.
- No items are permitted on the Dash.
- Battery Pack, Reference Books, Heavy Brief Cases, Tools, Spare Parts, Eskies, Water Jugs must NOT be carried in the Cabin

### **2. SAFETY BARRIER**

The Cargo Barrier fitted complies with Australian Standards and the profile of a Toyota Hi Ace. The Manufacturers instructions and Lube Mobile's Policy is quite explicit :-

**“ DO NOT ATTACH ANY ITEMS TO THE CARGO BARRIER “**

**If anything is attached to, or hanging on the barrier, or if it is modified in any way, it will not meet design specifications and “ WILL PUT YOUR LIFE AT RISK “.**

# **LUBE MOBILE**

## **THE MOBILE MECHANICS**

### **STANDARDS POLICY :-**

#### **WASTE OIL TANK CAP**

**Due to a number of incidents involving the waste oil tanks building up pressure, the National Standards Committee has approved the fitment of a pressure relief valve.**

**Waste oil caps will be fitted with the valve over the next few weeks.**

**The procedure will be:-**

- **Remove Rubber Cap**
- **Depress valve and release any pressure**
- **Release one locking handle of the cap (in case some pressure remains)**
- **Release the other handle**
- **Remove cap**

**Waste fluid can then be removed.**

We have also checked out all State Regulations on the carrying of fuel in the vans. Whilst regulations differ from State to State, all acknowledge that minor quantities of petrol can be transported without a dangerous goods license or placarding the vehicle. Minor quantities are anything less than 200 litres.

**Employees must be aware of the following procedures in the case of an emergency:-**

- **Notify the Police or Fire Brigade as soon as possible**
- **Provide reasonable assistance to emergency services**
- **If there is any escape of petrol, prevent other vehicles or any source of ignition from coming within 15m of the vehicle.**
- **Warn any person in the vicinity who may be at risk.**
- **Prevent or minimize the escape of the petrol into drains or natural watercourses by using your spill kit.**
- **In the interests of your safety Lube Mobile requires you to comply with this policy.**

#### **LUBE MOBILE WORKING SAFELY**

# LUBE MOBILE

## THE MOBILE MECHANICS

### O.H&S POLICY:-

#### FOR COMPLETING WORKERS COMPENSATION CLAIM FORM

#### Introduction.

**Lube Mobile's goal is to have no injuries, however if an injury does occur then our goal is to have the Employee return to work as soon as possible, either on full or light duties.**

#### Procedure to be Followed.

1. When a Lube Mobile Employee produces a Medical Certificate for an injury incurred on the job, from a Lube Mobile Occupational Doctor, that will require light duties or time off, a Workers Compensation claim form must be completed **IMMEDIATELY.** ( at the same time as the " Return to Work form is completed ) The earlier the Insurer receives all documents and information the better they are able to assist or investigate.
2. *If an Employee wishes to lodge a claim, even though there may be doubts as to the boni-fides of the claim, it is against the law to refuse. Any refusal could result in Lube Mobile incurring financial penalties or more serious penalties.*
3. The lodgement of a claim form does not constitute acceptance and any information that can be provided that will assist the Insurer in assessing liability must be provided.
4. *The Employee must be advised that he will not be paid until the claim is approved by Lube Mobile's Workers Compensation Insurer. ( Employees can apply through Centrelink who will maintain weekly payments until the claim is either approved or declined ).*
5. When an injury has occurred, it is **expressly forbidden for a Lube Mobile Manager or Supervisor to agree to an Employee taking sick leave in lieu of submitting a claim,**
6. The Employee's Section of the Claim form is to be completed by the Employee, not a Supervisor or Manager.

7. Employee must be interviewed by the State Manager or State Operations Manager and a return to work form completed, discussed and signed off by the Employee and the Lube Mobile State Manager, ( See Procedure for handling Employee Injuries ) and the Employee claim form checked for omissions etc.
8. State Manager or State Operations Manager are to complete the Employer section of the Claim form and sign on behalf of Lube Mobile. ( **This cannot be delegated** ).
9. Any comments relative to the circumstances or investigation of the claim, are to be noted on a separate document and attached to the Employer claim form, particularly when we dispute the claim .
10. Advise National Standards Committee by E-mail that a claim is being lodged. ( Paul Sayer, David Sayer or Geoff Gilbert-Smith )
11. Telephone your State QBE / Mercantile Mutual contact and advise them that a claim is being submitted ( Except Qld who advise Workcover. )
12. Take 2 copies of all documentation, 1 copy to be filed on the Employees file, the other copy to be forwarded to Head Office ( Attention Doug Bourke ). Send original to the Insurer ( QLD Workcover ).
13. Attach Workcover certificates, Doctors certificates, accounts etc and any other relevant documentation, to the Original Claim Forms and forward it to your State office of your Workers Compensation Insurer.
- 14. Supervisor must maintain at least weekly contact with the Employee to ascertain progress and record the date and time of contact.***
15. Any change in an Employee's circumstances are to be reported immediately to the National Standards Committee.
- 16. No Employee is to be allowed to return to work, even on light duties, unless he produces a Doctors Certificate.**
- 17. If any advise is required or problems encountered, immediately contact National OH&S Committee.**

# LUBE MOBILE

## THE MOBILE MECHANICS

### SAFETY STANDARDS POLICY

#### EMPLOYEES WORKING AFTER HOURS

The normal working hours for a technician are from 8.00am till 4.06pm. As per the contract of employment, at times a technician may be required to work overtime, to complete the job.

However, as a general rule technicians should not work after 6.30pm, as this poses a serious risk to their safety. Usually by then they:-

- Are getting tired
- Are feeling pressured
- Their concentration lapses
- They are thinking more about going home, than the job at hand,

If an employee needs to work after hours, to finish the job, it is recommended that he work no later than 6.30pm. In any event, if a technician works after hours, **the Manager must also remain at work until he is finished.**

**No Employee is permitted to work after hours, if the Manager has gone home.**

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LUBE MOBILE WORKING SAFELY

## **LUBE MOBILE MECHANIC SMS COMMANDS**

### **!BAL**

This will send you back the balance that you should have in your tin, this is only a guide as all this is doing is calculating the totals of the jobs completed since you have last paid in minus any cash orders you have done.

### **!TOT**

This will give you a breakdown of the jobs you have completed for the current lube mobile pay week (Thursday to Wednesday) with a summary at the end.

### **!TIM**

This will give you the times of the status that have been sent to the server allowing you to calculate the correct amount of time you have been on-site.

### **!BON**

This will display the current calculation of the labour and parts you have charged out with the targets showing the shortfall (if the shortfall is a negative this means the target has already been met)

### **!LUD**

This will display the amount of your Lubie \$ balance and also displays the last 5 transactions.

### **!PAR**

This will send back the 20 most common parts that we have sold for the model car you are currently working on. With the retail price

### **!PAR S**

This will send back the 20 most common parts that we have sold that are service parts  
Eg. Spark plugs filters etc for the car you are working on.

### **!PAR R**

This will send back the 20 most common non service parts  
Eg Water pumps, brake pads. Cv joints

### **!PAR D** {Description}

This will send back the parts with the retail prices that are for this model car that have the word in the description. An example of this would be if you entered “!PAR D BRAKE” this would send back all the parts that we have sold for this model car with the word “BRAKE” in the description of the part.

### **!PAR N** {Part number}

This will send back the description and the retail price of the “Part number” that you sent it will also give you the stock levels in the Repco branches in your zone

### **!SMS** {to Mobile} {Message}

This allows a mobile to send a SMS to another mobile and example is as follows:

**!SMS Q07 the quick brown fox jumped over the lazy dog.**

This would send the message to Q07



# **LUBE MOBILE**

THE MOBILE MECHANICS

## **SAFETY STANDARDS POLICY**

### **WHEEL CHOCKS**

**Lube Mobile is committed to the goal of no injuries to our Employees.**

In an effort to improve your safety when working on-site, we have decided to issue every employee with a "Wheel Chock".

The possibility of a vehicle moving and injuring an employee is a Risk that needs to be eliminated, and a wheel chock will eliminate this risk.

However this does not mean you can work on unsafe sites, like sloping surfaces or grass, etc. You still need to assess whether the site is safe or not.

**As per Lube Mobile policies if a job site is not safe, find another site or contact Base.**

The wheel chock is to be used on every job, whether you jack the vehicle up or not. The object of the wheel chock is to add to the handbrake and Transmission/Gearbox keeping the vehicle stationary.

The positioning of the wheel chock, front or rear is your decision, and will depend on whether you jack the front or rear of the vehicle, or don't jack it up at all.

As the intention is to keep the vehicle stationary you need to place the wheel chock in the position (either front or rear of the wheel) to stop the vehicle from rolling.

**In the interests of your safety Lube Mobile requires you to adhere to this Policy.**

**LUBE MOBILE WORKING SAFELY**

### SAFETY STANDARDS POLICY

#### Waste Oil/Coolant Handling Procedure

Lube Mobile is committed to protecting the environment, and therefore we need to manage the disposal of Waste Oil, and Coolant, in an environmentally safe, and customer friendly manner.

There have been a number of incidents recently, where Waste Oil/Coolant has been spilt on the customer's property, resulting in very expensive repairs, and extremely upset customers.

Every van has been supplied with a **DRAIN TRAY, WASTE OIL TANK, SPILL MAT**, and a **SPILL KIT**, to protect customer's driveways, and property, and to prevent any waste entering drains and our waterways.

The spill mat has been specially treated to stop any leakage, is sewn on the underside, and will hold up to 60Ltrs, not that we should experience a spill anywhere near that. The mat comes with Velcro ties and is to be **ROLLED UP**, not folded, and stored in a safe and dry position in the van.

The spill mat must be used at all times, whether carrying out a service, a tune-up, brakes or any other repair. The mat should be placed under the vehicle after the vehicle has been jacked up, stands in place, and trolley jack removed from the worksite. Drain tray then is placed on top of the spill mat. Do not place stands or run trolley jack over the spill mat, as this will damage it. You also need to take care with any other fluids (Brake fluid, Gear Oil, etc) so that they are not knocked over.

New or old oil/fluids should not be placed anywhere around the customer's property. Once finished draining oil/coolant, the drain tray must be emptied into the waste oil tank, not rested next to a wall, or fence, and not in a position where you can trip over it.

The Emergency spill kit contains specially treated absorbent (not kitty litter), brush & pan, 6 plastic bags for disposal of the absorbent and a pair of plastic gloves. The Kit is to be stored in a safe and dry position in the van, and accessible quickly in the event of a spill.

Should an oil spill occur, pour sufficient absorbent to soak up the spill. Residue should be swept up off the mat and placed in a plastic bag and disposed of in the garbage. Spill mat can be cleaned with a rag and small amount of degreaser or detergent. This should make your job easier by reducing the time needed to cleanup the worksite.

A supply of absorbent to replenish the 5ltr bags will be available at each workshop and for use in the workshop.

### SAFETY STANDARDS POLICY

#### MOTOR VEHICLE COOLING SYSTEMS

- Lube Mobile as part of our ongoing commitment to Employee safety and to comply with the Occupational safety act, is concerned with the unsafe work practices being used when working on vehicle cooling systems. To assist in this procedure we have supplied all employees' with a plastic sheet, to protect them.

### Radiators

With the radiator being under pressure and coolant very hot, **presents employees' with a substantial risk.** Every care must be taken, even if you have not touched the radiator including:-

- Safety Glasses and gloves must be worn.
- The radiator cap must be left on at all times, when the vehicle is running, so to eliminate the risk of burns, and only removed with the plastic sheet when work is needed to be done, i.e. TK Test, bleed system, fill radiator etc.

**If you need to remove the cap the following procedure is to be used:-**

- Try to stand on the side, not in front of the vehicle, and never lean over a running engine.
- Always release the pressure before removing the cap by following the procedure:-
  - You must allow the vehicle's cooling system to cool down.
  - Do not attempt to remove the radiator cap whilst the system is under pressure or overheated.  
**Take "5" and wait until the pressure has decreased in the top radiator hose**
  - The supplied plastic sheet must be used and place over the radiator cap to provide added protection from scalding. Wearing your chemical gloves will also provide greater protection.
  - Slowly rotate the radiator cap half a turn, to release pressure from the system.
  - Prior to removing the radiator cap and to ensure that no pressure is left in the system, squeeze either the top or bottom radiator hose.
  - When you are sure that all the pressure has been released, slowly turn the radiator cap, under the plastic sheet, and remove.
- **Never blow or suck into any hose.**
- **In the interests of your safety Lube Mobile requires you to adhere to this procedure.**

# **LUBE MOBILE**

## **THE MOBILE MECHANICS**

### **SAFETY STANDARDS POLICY:-**

#### **ELECTRICAL WIRING IN VANS**

Lube Mobile, as part of our ongoing commitment to Employee safety, is concerned that in the last two months, we had three shorts in the wiring in our vans that could have had serious consequences.

The first was when the clip lock (where the old jumper cables plugged in at the rear of the van) shorted out, due to wear and tear.

The second incident was where the 2 way radio wiring had been run under the handbrake mount and wire had worn through and shorted out. Also the wiring did not have an in line fuse.

The third incident occurred when the heater fan was turned on the wiring started to smoke.

Lube Mobile has a duty of care obligation under the Occupational Health & Safety Act to ensure the health, safety and welfare of our Employees and therefore we need to have every van in the fleet inspected to :-

- 1. All wiring to the rear of the van is to be disconnected and removed.**
- 2. All wiring direct to battery must be inspected and either removed (if not required) or an in line fuse installed as close to the battery as possible.**
- 3. Check on all wiring under the dash and to the main fuse box.**
- 4. Inspection form completed and signed.**

**We would suggest that vans be inspected when employees are paying in, and all vans inspected no later than October 25, 2004.**

**In the interests of your safety Lube Mobile requires you to adhere to this procedure**

**LUBE MOBILE WORKING SAFELY**

### SAFETY STANDARDS POLICY

#### PROCEDURE WHEN HANDLING ASBESTOS

There is a slight risk of exposure to asbestos from friction materials containing asbestos (e.g. brake pads, brake shoes, head gaskets, and clutch plates). Whilst these parts that contained asbestos, stopped being sold in January, 2005, there is a remote possibility that some vehicles may still have these parts. There is no way of identifying which vehicles may have friction materials containing Asbestos, so therefore we must assume that every vehicle is a potential hazard.

To protect you from asbestos dust, every van has an Asbestos Kit Bag, marked “**ASBESTOS**”, which contains:-

- **P2 dust mask x 2**
- **Misting spray bottle**
- **Plastic disposal bags**
- **Disposable cleaning rags**
- **Safety Gloves x 2**

Therefore the “**Wet method**” procedure is to be used. Remember “**It is better to be safe than sorry**”.

#### Procedure

- Place your spill mat under where the work is to be carried out.
- Disposable dust respirator, safety gloves and glasses must be worn
- Use the misting spray bottle to wet down any visible dust.
- Use a damp rag to wipe down the part before removal. Ensure the dust is kept wet as this will prevent airborne contamination.
- Hand tools must be used, not power tools if possible, to prevent airborne contamination.
- Spray the parts with the misting bottle, ensuring that any runoff is captured in the spill mat.
- Clean the parts with a damp rag.
- Then proceed to remove the part(s).

#### De-contaminating the Work area and equipment.

- Use a damp rag to clean the equipment, including the spill mat.
- Place debris, used rags, dust respirator, parts, and any other waste in the sealable plastic bag.
- The plastic bag is to be placed in the used filter nappy bin, and disposed of at base in the waste bin, **NOT IN THE USED FILTER BIN.**

**Replacement Masks, Rags, Plastic Bags, and Gloves, are available on request.**

**NEVER EVER USE COMPRESSED AIR TO CLEAN DUST FROM PARTS.**

# **LUBE MOBILE**

THE MOBILE MECHANICS

## **SAFETY STANDARDS POLICY**

### **DANGEROUS FUEL/SPARK TESTING**

Lube Mobile as part of our ongoing commitment to Employee safety, is concerned with the unsafe work practices being used when completing compression tests, fuel pressure tests, and spark tests, which has resulted in a number of injuries and vehicles catching fire.

#### **Safety Glasses and Safety Gloves must be worn**

**The following Operating procedures are to be used:-**

##### **(A) Compression Testing.**

- Make sure the vehicle is in park or neutral and the handbrake is engaged
- Ensure all fuel hoses/lines are still connected and clamps tight.
- Disconnect all spark systems (coil, distributor, or crank angle sensor).
- Remove plugs and complete compression test Safely.

##### **(B) Fuel Pressure Testing**

- Make sure the vehicle is in park or neutral and the handbrake is engaged
- Disable fuel pump by either removing Fuse, Relay or disconnecting the fuel pump Wiring Harness.
- Disable the ignition system and crank motor for at least 10-15 seconds (this removes fuel pressure from the fuel system).
- Remove the fuel cap which will release pressure from the system.
- Undo the fuel hose clamp with a rag underneath to prevent fuel spilling over the motor. Then remove the hose.
- Fit fuel pressure gauge.
- Refit fuel pump fuse, relay or wiring harness.
- Complete test as required.

### (C) Testing Injector Spray Pattern

- This practice is extremely dangerous and should not be attempted at any time.
- At no time should the injector rail be released from its mounting plates whilst there is fuel pressure or the chance of fuel pressure in the system.
- Standard Trade practice if you suspect a problem with the injector spray pattern is
- Disable fuel pump by either removing Fuse, Relay or disconnecting the fuel pump Wiring Harness.
- Make sure the vehicle is in park or neutral and the handbrake is engaged.
- Disable the ignition system and crank motor for at least 10-15 seconds (this removes fuel pressure from the fuel system).
- Undo the fuel hose clamp with a rag underneath to prevent fuel spilling over the motor. Then remove the hose from the rail.
- Undo the fuel rail, and remove injectors.
- Take injectors to have cleaned and tested in a sonic bath.

### (D) Testing Spark

- Before testing spark, ensure there is no stray fuel lying on the engine or in the engine bay.
- Ensure all fuel hoses/lines are still connected and clamps are secured and tight.
- Using a spark tester, located as far as possible, away from any open combustion chambers, (spark plug hole),
- Wind the engine over whilst checking for spark.

**When working with fuel/spark you need to “Take 5” and carry out a Hazard Identification, before you jump in. Think about what you trying to achieve and the safest way to complete it.**

**Remember at no time should there be open fuel hoses/lines and loose spark, in the engine bay simultaneously, as this will always result in fire, and a high risk of injury to the employee and damage to the vehicle.**

## **MINIMUM STANDARDS OF VAN TOOLS (LM Supplied)**

<b><u>Description</u></b>	<b><u>Brand</u></b>	<b><u>Supplier</u></b>	<b><u>Part No</u></b>
EFI Fuel Pressure Test Kit	ABW	Repco	70440
Lead Light	SAFE-T-LITE	Repco	CF11-12
Battery Load Tester		Repco	
Memory Minder Lead		Allanco	
Vaccum Gauge	ABW	Repco	70374
Air Compressor	25L	Bunnings	
One Man Brake Bleeder	ABW	Repco	70010
Radiator Pressure Test Kit	ABW	Repco	70800
Battery Jump Pack			
Stands		Repco	
Jack		Repco	
Spill Kit			
Oil Drain Tin			
Oil Safes 10litre (Engine Oil 20w50 & 10w30)			
Oil Safes and Pumps 5 litres - g/box and diff			
First Aid Kit		Repco	600304
Fire Extinguisher		Repco	112197
Engine Compression Tester	ABW	REPCO	70218
Timing Light with Advance		REPCO	F82S
3in1 Application Tool		CHEMTUNE	AUS1000
Vice And Slide		CADDYS	
Datateck Lube and Tune Specs Manual		TBA	TBA
Tyre Gauge			
Engine/Ignition Analyser		Autocraft, Bear, Coda IAS or Equivalent	



# LUBE Mobile

## THE MOBILE MECHANICS

### STANDARDS PROCEDURE

#### The Lube Mobile Van Service Policy

Vans are to be serviced as per the Manufacturers Handbook, which are 3 minors at 10,000, 20,000, 30,000 and then a Major at 40,000. For exact specifications for each year model refer to the Lube & Tune Manual.

Procedure to be followed is :-

- The system generates the job or if needed the State/Zone Manager will create a job (van changes etc).
- Service/Repairs must be done at Base
- Employee is to carry out a full inspection prior to completing an estimate sheet including safety items (spare wheel holder, seat base, brakes, tyre pressures etc).

**Note.** Ensure Brakes are to Lube Mobile Standard, xxxxx pads, handbrake secure and adjusted, rear brakes adjusted correctly, wheel cylinders not leaking. Also ensure Tyre pressures are to Lube Mobiles specifications, and check shock absorbers.

- Employee then completes an estimate sheet and must have the State/Zone Manager sign off, before starting any work.
- Employee is then to carry out the service and any repairs required.
- After van service/repairs Employee is to service all equipment (3 in 1, trolley jack, compressor etc).
- The van must then be washed and polished.
- Employee then completes an invoice, separating time spent on service/repairs, parts used and list the equipment serviced, and sign it.
- Invoice and Estimate sheet then to be handed to State/Zone Manager.
- State/Zone Manager must inspect van and equipment and take the van for a test drive, and countersign that this has been done and the van is fit for duty.
- Job is then to be posted as FOC with correct speedo reading.

Original Invoices are to be sent at the end of each month to Head Office along with your monthly Standards reporting kit.

LUBE MOBILE WORKING SAFELY

# LUBE Mobile

## THE MOBILE MECHANICS

### SAFETY STANDARDS PROCEDURE

#### Steering Wheel Cover

There has been a dramatic increase in reported incidents where the wheel nuts on client's vehicles have been left loose.

Leaving wheel nuts loose, puts our clients, their family, and the general public, in a highly dangerous situation. If the wheel comes off, it could cause a serious accident, or could hit someone.

We have investigated these incidents, and found in the majority of cases our technicians have been interrupted, either by the client, a mobile phone, or a passer by. Another cause we found is the use of rattle guns.

In an effort to eliminate the risk from rattle guns, we have previously advised you to double check the wheel nuts with a breaker bar or tension wrench. Most Lube Mobile employees' have a system to remind them the wheel nuts are loose (Like leaving the breaker bar out as a reminder.)

In a further effort to stop these incidents occurring, we have designed a Steering Wheel cover, as a reminder to tighten the wheel nuts. It has printed on the front, **"VEHICLE UNSAFE DO NOT DRIVE"** and has 2 pockets, 1 for your Safety Glasses and the other for your Safety Gloves,

The procedure to be followed is:-

- After the original test drive of the vehicle (if able to be test driven) place the cover on the customers' steering wheel.
- Remove your safety gloves and glasses from steering wheel cover, and put them on.
- Identify any hazards, as per Lube Mobile job procedures, and then proceed to work on the vehicle.
- When the job is completed, and you sit in the car to complete the final test drive, the cover will remind you

#### **"Have I checked that the Wheel nuts have been tightened?"**

- Place your safety glasses and gloves in the pockets, remove the cover, and then proceed to test drive the vehicle.

This steering wheel cover will also prevent customers from driving the vehicle, should they attempt to, before the job is completed. Recently an incident occurred when a client got in the vehicle, and tried to drive it before the job was complete, and had an accident.

# LUBE MOBILE

## THE MOBILE MECHANICS

### STANDARDS POLICY:-

#### CYLINDER HEAD RECONDITIONING AND COOLANT

There appears to be some misunderstandings in the Lube Mobile fleet about: -

- ( a ) What constitutes a reconditioned cylinder head ?
- ( b ) When to add coolant when carrying out cylinder head work.

#### ( a ) The Lube Mobile policy on Cylinder Head replacement is :-

A cylinder head that has been reconditioned should have had all valves either replaced or refaced the valve guides should have been either replaced or “K lined” and the valve seat should have been replaced or machined. Next the head should be straitened and machined, Crack or Pressure tested all corrosion should be welded and drilled and all parts should have been bead blasted so that the head looks new.

If all this work is being carried out the warranty that we should receive from our suppliers should be 12 months or 20,000 km or more.

***Under no circumstances will Lube Mobile just have heads machined and put them back on. This is just asking for trouble and can get very costly when warranty problems come around. Therefore we at Lube Mobile will not allow any Mechanics to patch up head gasket jobs without prior approval from the Branch Managers. If at any time this is carried out the jobs and invoices will be marked with “No Warranty because the Cylinder Head was not Reconditioned at Owners Request”.***

#### ( b )When to add coolant when replacing the head gaskets :

After having discussions with Representatives from both ACL Gaskets and AA Gaskets who between them cover Monotorque and Permaseal Gaskets we can clear this up with the following advice.

When you replace a cylinder head gasket Coolant should be replaced after you are certain that there are no leaks ie. After you have pressure tested the cooling system both hot and cold (so you don't waste the Coolant) before the work is completed. As Coolant does not harm either of these two gaskets it is advised that coolant be added as soon as possible after any headwork is carried out.

This will help stop all electrolysis created by the combination of different metals in the cooling system.

# **LUBE MOBILE**

THE MOBILE MECHANICS

## **SAFETY POLICY**

### **SMOKE FREE WORKPLACE**

#### **Purpose**

The purpose of this policy is to set out Lube Mobile's requirements, regarding smoking in the workplace.

#### **Definition of a Workplace**

A workplace is an area where an employee performs their work i.e. workshop, customers premises, or driving the van.

Maintaining a smoke free environment is an Occupational Health & Safety issue, and therefore Lube Mobile has a legal and moral obligation to provide a safe working environment, and to protect the health of its employees.

The health of all employees, and members of the public, should not be put at risk by exposure to the ill effects of cigarette smoke in the workplace.

#### **Smoking is not permitted in:-**

- The Workshop, Office, or on any Lube Mobile premises.
- In any Lube Mobile owned vehicle.
- At any Lube Mobile customers premises

If you must smoke go out on the footpath and dispose of the butt in a safe manner.

Employees that smoke in the abovementioned areas will be requested to stop. If they continue to smoke following the initial warning, disciplinary action will be taken.

**Information on quit smoking courses is available from the Quit Line on telephone number 131848.**

**LUBE MOBILE WORKING SAFELY**

# LUBE MOBILE

## THE MOBILE MECHANICS

### STANDARDS SAFETY POLICY :-

#### SAFETY GLASSES

- Lube Mobile are issuing a new style of Safety Glasses to all Employees, as part of our ongoing commitment to Employee safety, to reduce Eye and associated injuries from falling objects and foreign particles.
- **Effective immediately Safety Glasses must be worn at all times when working, except when driving and talking to the customer.**
- **They are also to be worn when you are in the workshop, whether or not, you are working on a vehicle. The only exception is if you are in the designated walkway/wash bay.**
- Safety glasses offer protection but it must be understood that they are not unbreakable or impenetrable.
- **DO NOT** use these glasses for welding or brazing. Use protective equipment specially designed for these activities.
- If the lenses become scratched or pitted, advise your Supervisor and they will be replaced immediately.
- Exposure to or contact with chemical vapours or liquids may cause surface crazing and reduce impact resistance. Advise your Supervisor and they will be replaced immediately.
- Do not remove the side shields or other parts or make any modification whatsoever.
- To clean your safety glasses use a dry rag or warm soapy water, do not under any circumstances use a brake or carbonyl clean or any chemical or spray cleaner.
- **In the interests of your safety Lube Mobile requires you to adhere to this safety policy.**

# LUBE MOBILE

## THE MOBILE MECHANICS

### STANDARDS POLICY:-

#### Pensioner Discounts

To provide a uniform approach to a discount for qualifying old age Pensioners the following Policy will apply :-

To qualify for a old age Pensioner discount the customer must produce his /her pension card. Other types of pensioners do not qualify.

Discount is 10% of labour only, before GST, and is shown on the invoice in the Labour column as follows :-

Remove and replace Battery and Front Pads	\$165.00
Less 10% Pensioner Discount	<u>-\$ 16.50</u>
<b>Total Labour</b>	<b>\$148.50</b>
Set front pads	\$ 85.00
Battery	<u>\$ 95.00</u>
<b>Sub Total</b>	<b>\$328.50</b>
GST	\$ 32.85
<b>Total</b>	<b>\$361.35</b>

LUBE MOBILE WORKING SAFELY

### SAFETY STANDARDS POLICY

#### Employees Injured outside Work

Employees that injure themselves outside of work hours need to be treated in the same manner as injuries that happen during working hours.

The reason for this is, that if an employee is not fully recovered, and we allow him to continue working, then we run the risk of the employee aggravating the injury at work, and then Lube Mobile would incur a Workers Compensation claim.

Therefore when an injury outside work is reported by an Employee, the following procedure is to be used:-

1. Create a Safety Incident
2. Discuss the injury with the Employee and find out:-
  - **What part of the body he has hurt**
  - **How he hurt it**
  - **How long before he returns to work.**
3. If they come to work injured, send immediately to our Workplace Doctor for a clearance.
4. If they can't come to work, they are to continue with their recovery, and their own Doctor, and then when they do come to work, send them immediately to our Workplace Doctor for a clearance.
5. A return to work plan is to be completed for both 4 & 5 respectively.
6. State/Zone Manager must review progress of plan at scheduled dates as set out in the plan.

# LUBE MOBILE

## THE MOBILE MECHANICS

### ACCOUNTS POLICY

#### CREDIT CARDS

There is a very high risk of fraud involved when taking credit card numbers over the phone. Over the years Lube Mobile has incurred substantial losses from this type of transaction.

Therefore Lube Mobile has now changed the policy on Credit Cards.

Effective immediately if your client wants to pay by credit card over the phone, a maximum limit of \$1,000 will apply. (This is where details are not imprinted or swiped, and not signed by the card holder).

For any amount over \$1,000 you must:-

- The card must be presented to you
- The card must be swiped through the mobile EFTPOS machine or your swipe machine (click clack)
- The cardholder must be present and sign the slip.
- You must compare the signature on the card to the signature on the slip, and they must match.

#### LUBE MOBILE WORKING SAFELY



### STANDARDS PROCEDURE:-

#### WHEN COLLECTING VANS FROM PANELBEATERS OR VEHICLES FROM 3/P REPAIRERS

#### **Introduction.**

A number of incidents have occurred when we have collected vans from the Panel Beaters or vehicles from 3/P Repairers.

#### **Procedure to be followed.**

The following safety checks must be made before starting the Vehicle.

- Check radiator water level and top up if required. Ensure radiator cap is on securely
- Check oil level, brake fluid level and other fluid levels and top up if required
- Is it registered and does it have the correct number plates
- Check Battery
- Check Headlights, indicators and Brake Lights
- Check Reverse Sensors and reversing lights.
- Check windscreen wipers and washers are operating
- Make a visual check of tyres
- Check petrol level.
- Check if Cargo Barrier installed and all items in cabin in van are secure
- Have the repairs it was there for been completed
- New Hiace Van – check steering column is tight
- Think about what repairs have been done. This will give an indication as to what areas on the van require special attention. For example if the tailgate was damaged, has the wiring to stop, reverse and tail lights, and reverse sensors, been fitted correctly.





After checking these items start the vehicle and check driveability :

- Brake Pedal feel and Clutch Operation (if fitted)
- Steering/Suspension condition
- Operating temperature, when it warms up.

**If all okay drive to your destination**

## Important information about your pay and conditions

Employees in Australia have entitlements and protections at work, under:

Fair Work Laws	Awards	Enterprise agreements	Employment contracts
			
<ul style="list-style-type: none"> <li>▶ minimum entitlements for all employees</li> <li>▶ includes the National Employment Standards</li> </ul>	<ul style="list-style-type: none"> <li>▶ set minimum pay and conditions for an industry or occupation</li> <li>▶ cover most employees in Australia</li> </ul>	<ul style="list-style-type: none"> <li>▶ set minimum pay and conditions for a particular workplace</li> <li>▶ negotiated and approved through a formal process</li> </ul>	<ul style="list-style-type: none"> <li>▶ provide additional conditions for an individual employee</li> <li>▶ can't reduce or remove minimum entitlements</li> </ul>

Find your award at [fairwork.gov.au/awards](https://fairwork.gov.au/awards)

Check if your workplace has an enterprise agreement at [fwc.gov.au/agreements](https://fwc.gov.au/agreements)



## Other information statements

Depending on your employment type you may also need to be given other information statements when you start work or enter into a fixed term contract.

For **casual employees** that includes the Casual Employment Information Statement, available at [fairwork.gov.au/ceis](https://fairwork.gov.au/ceis)

For employees **engaged on a fixed term contract** that includes the Fixed Term Contract Information Statement available at [fairwork.gov.au/ftcis](https://fairwork.gov.au/ftcis)



## Your pay

Your **minimum pay rates** are in your **award or enterprise agreement**. If there is no award or agreement for your job, you must get at least the National Minimum Wage. Minimum pay rates are usually updated yearly.

Find out what you should get at [fairwork.gov.au/minimum-wages](https://fairwork.gov.au/minimum-wages)

**National minimum wage**  
From 1 July 2023



**\$23.23/hour or \$882.80/week**  
(based on a 38 hour week)  
for full-time employees



**\$23.23/hour**  
for part-time employees



**\$29.04/hour**  
for casual employees

This is the **adult minimum rate for employees with no award or enterprise agreement**. Lower rates may apply to juniors, apprentices, trainees and employees with disability whose disability affects their productivity. Lower rates may also apply under some awards, for example rates that apply for a limited time after an employee starts their job. **You can't agree to be paid less than the minimum pay rates that apply for your job.**



Use our free calculators to check your pay, leave and termination entitlements at: [fairwork.gov.au/pact](https://fairwork.gov.au/pact)



## Who can help?

### Fair Work Ombudsman

- ▶ has information and advice about pay and entitlements
- ▶ provides free calculators, templates and online courses
- ▶ helps fix workplace problems
- ▶ enforces workplace laws and seeks penalties for breaches of workplace laws.

[fairwork.gov.au](https://fairwork.gov.au) – 13 13 94

### Fair Work Commission

- ▶ deals with disputes about a range of issues, including unfair dismissal, bullying, sexual harassment, discrimination and 'adverse action' at work
- ▶ approves, varies and terminates enterprise agreements
- ▶ makes, reviews and varies awards
- ▶ issues entry permits and resolves industrial disputes
- ▶ regulates registered organisations.

[fwc.gov.au](https://fwc.gov.au) – 1300 799 675



## National employment standards

The National Employment Standards (NES) are minimum entitlements that apply to all employees. The NES entitlements include the right to receive certain information statements, the right to request flexible working arrangements, and a right to be paid superannuation contributions from your employer. Other NES entitlements are summarised in the table below. Rules and exclusions may apply. **Your award or agreement may provide more.** Find more information on the NES at [fairwork.gov.au/NES](https://fairwork.gov.au/NES)

	Full-time and part-time employees	Casual employees
<b>Annual leave</b>	✓ 4 weeks paid leave per year (pro rata for part-time employees) + 1 week for eligible shift workers	✗ No entitlement to paid annual leave
<b>Personal leave</b> (Sick or carer's leave)	✓ 10 days paid leave per year (pro rata for part-time employees)	✗ No entitlement to paid personal leave
<b>Carer's leave</b>	✓ 2 days unpaid leave per permissible occasion (if no paid personal leave left)	✓ 2 days unpaid leave per permissible occasion
<b>Compassionate leave</b>	✓ 2 days paid leave per permissible occasion	✓ 2 days unpaid leave per permissible occasion
<b>Family and domestic violence leave</b>	✓ 10 days paid leave per year	✓ 10 days paid leave per year
<b>Community service leave</b> Jury service Voluntary emergency management activities	✓ 10 days paid leave with make-up pay + unpaid leave as required for jury service ✓ Unpaid leave to engage in other eligible community service (such as voluntary emergency management activities)	✓ Unpaid leave as required for jury service ✓ Unpaid leave to engage in other eligible community service (such as voluntary emergency management activities)
<b>Long service leave</b>	✓ May be entitled to long service leave under the NES, an enterprise agreement or under state or territory legislation. Amount and eligibility rules vary	✓ May be entitled to long service leave under the NES, an enterprise agreement or under state or territory legislation. Amount and eligibility rules vary
<b>Parental leave</b> Eligible after 12 months employment	✓ 12 months unpaid leave – can extend up to 24 months with employer's agreement	✓ 12 months unpaid leave for regular and systematic casuals – can extend up to 24 months with employer's agreement
<b>Maximum hours of work</b>	✓ Full-time employees – 38 hours per week + reasonable additional hours ✓ Part-time employees – 38 hours or employee's ordinary weekly hours (whichever is less) + reasonable additional hours	✓ 38 hours or employee's ordinary weekly hours (whichever is less) + reasonable additional hours
<b>Public holidays</b>	✓ A paid day off if you'd normally work. If asked to work you can refuse, if reasonable to do so	✓ An unpaid day off. If asked to work you can refuse, if reasonable to do so
<b>Notice of termination</b>	✓ 1-5 weeks notice (or pay instead of notice) based on length of employment and age	✗ No entitlement to notice of termination
<b>Redundancy pay</b> Eligible after 12 months employment	✓ 4-16 weeks pay based on length of employment (some exclusions apply)	✗ No entitlement to redundancy pay
<b>Casual conversion</b>	✗ Not applicable	✓ The right to become a full-time or part-time employee in some circumstances



## Flexibility

After 12 months employment, you may have the right to make a **written request for flexible working arrangements**. This includes if you're pregnant, 55 or over, a carer, have a disability, are experiencing family and domestic violence, are supporting a member of your immediate family or household who is experiencing family and domestic violence, or are the parent of, or have caring responsibilities for, a child of school age or younger. Employers need to follow certain rules for responding to a request for flexible work arrangements, including responding in writing within 21 days.

Find out more about these rules at:

[fairwork.gov.au/flexibility](https://fairwork.gov.au/flexibility)

You and your employer can also **negotiate an individual flexibility arrangement**. This would change how certain terms in your award or enterprise agreement apply to you. An individual flexibility arrangement must be a genuine choice – it can't be a condition of employment – and it must leave you better off overall.



## Right of entry

Union officials with an entry permit can enter the workplace to talk to workers that they're entitled to represent, or to investigate suspected safety issues or breaches of workplace laws.

They must comply with certain requirements, such as notifying the employer, and can inspect or copy certain documents. Strict privacy rules apply to the permit holder, their organisation and your employer to protect your personal information. Find out more at:

[fwc.gov.au/entry-permits](https://fwc.gov.au/entry-permits)

## Agreement making

Enterprise agreements are negotiated between an employer (or one or more related employers), their employees, and any employee representatives (for example, a union). This process is called 'bargaining' and has to follow set rules. The Fair Work Commission checks and approves agreements. For information about making, varying, or terminating an enterprise agreement visit:

[fwc.gov.au/agreements](https://fwc.gov.au/agreements)



## Transfer of business

If a transfer of business occurs, your employment with your old employer ends. If you're employed by the new employer within 3 months to do the same (or similar) job, some of your entitlements might carry over to the new employer. This may happen if, for example, the business is sold or work is outsourced. Find out more at:

[fairwork.gov.au/transfer-of-business](https://fairwork.gov.au/transfer-of-business)



## Protections at work

**All employees have protections at work.** You can't be treated differently or worse because you have or exercise a workplace right, for example, the right to request flexible working arrangements, take leave or make a complaint or enquiry about your employment.

You have the right to join a union or choose not to, and to take part in lawful industrial activity or choose not to.

You have the right to talk about (or not talk about) your current or past pay, and the terms and conditions of employment that would be needed to work out your pay (such as your hours of work). You can also ask other employees the same thing (about their pay and terms and conditions of employment) but they don't have to tell you.

You also have protections when temporarily absent from work due to illness or injury, and from discrimination, bullying, sexual harassment, coercion, misrepresentation, sham contracting, and undue influence or pressure.

Find out more at:

[fairwork.gov.au/protections](https://fairwork.gov.au/protections)

[fairwork.gov.au/bullying-harassment](https://fairwork.gov.au/bullying-harassment)



## Ending employment

When your employment ends, your final pay should include **all outstanding entitlements**, such as wages and unused annual leave and long service leave.

You may be entitled to **notice of termination**, or pay instead of notice. If you're dismissed for serious misconduct, you're not entitled to notice. If you resign you may have to give your employer notice. To check if notice is required and what should be in your final pay visit:

[fairwork.gov.au/ending-employment](https://fairwork.gov.au/ending-employment)

If you think your **dismissal was unfair or unlawful**, you have **21 calendar days** to lodge a claim with the Fair Work Commission. Rules and exceptions apply. Find out more at:

[fwc.gov.au](https://fwc.gov.au)

## Did you know:

You can create a free **My account** to save your workplace information in one place:

[fairwork.gov.au/register](https://fairwork.gov.au/register)

You can find free **online courses** to help you start a new job or have difficult conversations at work:

[fairwork.gov.au/learning](https://fairwork.gov.au/learning)

You can access a wide range of free **tools and resources**, such as templates, best practice guides and fact sheets:

[fairwork.gov.au/tools-and-resources](https://fairwork.gov.au/tools-and-resources)