



## Standard Operating Procedures

### Induction

Staff are to at all times adhere to the venue induction policies and procedures

### Standard operating procedures

All staff are to have read and signed sop before the commencement of shift

### Code of conduct

Staff are to be professional and use moderate language at all times when dealing with colleagues, clients and general public. Staff must act fairly and not discriminate against any person. Staff are not permitted to fraternise with patrons, friends, partners or staff while on shift. Staff are to act within the law and failure to do so may result in termination and legal prosecution.

### Reporting

Staff are to report directly to the vault venue supervisor or vault management, all queries, questions or concerns are to be directed to vault management and not venue management.

### Sign in and out procedure

- All staff are to arrive 15 minutes prior to shift and ensure they sign in and out as per shift start end times
- Ensure notice of authorisation has been completed and signed by management !F you have not previously worked at that venue
- Sign Code of conduct and SOP
- Ensure a picture of timesheet is taken and sent to [vps.accounts@siteservicesholdings.com.au](mailto:vps.accounts@siteservicesholdings.com.au) no later than Monday morning.

### Incident reporting

All incidents including intoxications, physical encounters, and health and safety issues must be recorded.

If necessary use quick notes to record incident as a memory tool and use later to complete RGL and vault incident report book at completion of shift.

1. Fill out RGL form
2. Transfer details from RGL form to vault incident report book (word for word).
3. Ensure managers sign both copies
4. RGL to be given to management at end of night vault incident report book must remain with vault file at all times

### Uniform

Ensure that you arrive at venue in the correct uniform which has been texted to you, Along with the correct credentials. Failure to adhere to this may result in you being sent home.



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**You are not permitted to wear another company's uniform (including lanyard/shirt/jacket etc.). Doing so may result in termination. Also you are not permitted to wear the vault uniform when working for another company.**

### **Damage of equipment/venue file documents**

It is your responsibility to look after the equipment during shift. Non-working or damaged equipment must be reported to your supervisor and vault administration are to be advised by text ASAP. If file is low on documents such as timesheets, notice of authorisations and RGL forms please advise vault administration by text ASAP.

### **Clickers**

Must be used at all times at venue

### **Eating and drinking**

It is not permitted to drink or eat at any time while in position on shift, only water is provided at a venue and you shouldn't ask for anything else. You must not eat or drink in front of clients or patrons, this should only be done on your break away from your post. If you are not entitled to a break you must be discrete about consuming water while on post and keep bottles of water out of sight.

### **Breaks**

Breaks are to be taken when instructed by supervisor and you must not leave position until you have been replaced.

### **Smoking**

Is prohibited at the venues at all times. Smoking is not permitted in venue smoking areas, in front of patrons or the venue. For further clarification on smoking policy please contact vault management.

### **Mobile phone**

It is prohibited to use your mobile phone at any stage during your shift without approval from supervisor unless you are on your break and out of sight of venue managers or patrons.

### **Shift allocations**

It is the staff member's responsibility to advise vault administration of their availability for shifts at the beginning of the week. It is also staffs responsibility to advise vault administration if they cannot make a shift due to extraordinary circumstances. Failure to do so may result in you not receiving a shift for that week or ultimately being removed from the active list.

### **Holiday request/ absence**

Staff must give at least 2 weeks' notice in writing of any request for holidays or days off via text to the main operations number. If you require sick leave you must notify your employer with a phone call ASAP



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### **Licenses and first aid**

It is your responsibility to ensure that your licenses and first aid are current at all times

### **Fit for work**

By signing in you are confirming that you are of sound body and mind and fit to commence work. The company maintains the right to remove the employee from the venue if he or she is unable to fully carry out their duties.

### **Alcohol and drug policy**

You may be subject to a random screening and any staff member found under the influence will be removed from venue immediately. Further disciplinary action may then be taken.

### **Health and safety/equal employment opportunities**

Staff must at all times comply with health and safety and equal employment opportunities legislation. Bullying will not be tolerated at any time

### **Pay**

Staff are paid on a weekly basis every Thursday, please email any enquiries relating to pay directly to Vault accounts at [vps.accounts@siteservicesholdings.com.au](mailto:vps.accounts@siteservicesholdings.com.au)

### **Confidentiality**

All information regarding venue, client and employer is highly confidential. It is prohibited to take pictures at a venue or to upload any information or said pictures to social media sites or to any outside contacts. Any person found sharing said information will be removed from venue immediately. Further disciplinary action will be taken.

### **Termination**

Failure to comply with the above may result in immediate termination from Vault Protective Security Services.

I have read and fully understand the standard operating procedures for vault.

Employee Signature:

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Dated:

Managers Signature:

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Dated: