



# **Australian Spiritual Alliance**

## **HANDBOOK**

**CONTROLLED COPY**

## In Spirit We Trust

### DOCUMENT HISTORY

No.	Detail	Date
v 01	Initial issue	May 21, 2018

**Unless otherwise specified these definitions are implied in all Alliance documents.**

### **DEFINITIONS :**

#### **Alliance**

An Alliance is defined as “a relationship forged between two or more groups that operate as a positive benefit for all parties involved”.

#### **Non Profit / Not for Profit**

An organisation that does not disperse any excess funds or profits to its members by way of dividends, shares or payments directly or indirectly of any kind except for authorised expenses.

#### **Spiritual**

The inspired personal manifestation of the beliefs, codes, ethics, morals, values, guidelines, character and resultant way of life developed by a person themselves through their own life's experiences and motivation that support and manifest their unique understanding of the well-being and holistic balance of their Mind, Body and Spirit.

#### **Self-Regulation**

A plan or code for members to eliminate/reduce risk or non-compliant behaviour and includes self-monitoring, self-evaluation and self-reinforcement within the Alliance and your own skill group and modality.

### **The Alliance Articles of Faith are:**

- 1) Belief in a Supreme Spiritual Deity;
- 2) The immortality of the Soul.
- 3) The Communion of Spirits;
- 4) The Brotherhood of Mankind;
- 5) The Balanced Harmony of Mind, Body and Spirit
- 6) Personal responsibility:
- 7) The benefits of Natural, Traditional and Complimentary Medicine.

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## **Australian Spiritual Alliance**

### **WELCOME**

On behalf of your colleagues, we welcome you to the Australia Spiritual Alliance (Alliance) and wish you every success.

We believe that each member contributes directly to the growth and success of the Alliance, and we hope you will take pride in being a member of our team.

This handbook was developed to describe some of the expectations of our members and to outline the policies, programs, and benefits available to members.

A copy of the Alliance Constitution, Handbook, Guidelines and Policies are available to all members on the Alliance Web site in the Members section. [www.spiritual.org.au](http://www.spiritual.org.au)

Members should become familiar with the contents of the Alliance Constitution, for it will answer and explain many questions about membership of the Alliance and provides the guidelines and format that the Alliance will follow and how a member can interact with the Alliance.

The Alliance has no intention or authority to dictate to a member how the member must manage their own business and operations, regardless if they are Not for Profit or a Business. The Alliance may provide Guidelines to members that recommend procedures to achieve benefits that otherwise would not be available to them. The choice always remains with the member.

We believe that professional relationships are easier when all members are aware of the culture and values of the Alliance. This guide will help you to better understand our vision and objectives for the future and the challenges that are ahead.

We hope that your experience with the Alliance will be challenging, enjoyable, and rewarding.

Again, welcome!

*Henry Barth*

Managing Director / Founder  
Australian Spiritual Alliance  
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## 1. INTRODUCTION

### 1.1 ORGANISATION and DESCRIPTION

The Australian Spiritual Alliance (Alliance) is focused on the many people in Australia that operate their craft in the wide spiritual spectrum within the public arena such as groups, retreats, retail outlets, clubs, fairs, seminars, conferences, symposiums, academies, cruise ships, coffee shops, etc. A large number of the members of the fraternity operate as sole traders and are totally independent.

The Alliance aims to bridge the gap that exists between the members of the fraternity by example and display a cohesive and co-operative organisation that can in time assist all its members to become a highly professional and successful team into the future.

The Alliance membership will operate under a system adapted to provide quality, training, competency, experience and safety being a hallmark of our reputation.

The Alliance aims to become a trustworthy and reliable organisation that can provide positive benefits to the public, media and community service groups and support such public services as Law Enforcement, Health Professions and Welfare Groups.

This Handbook should be read in conjunction with the Alliance Constitution.

#### 1.1.1 GOODS and SERVICES PROVIDED

The Alliance in its initial stages will rely on the services provided by its members that are Inspired Readers and Healers. This includes, but is not limited to: Clairvoyants, Psychics, Mediums, Healers, Readers, Tarot, Reiki, Yoga, Crystal and Energy Healers etc. as well as Traditional, Natural and Complimentary Medicine, Paranormal, Research, Remote Viewing, Afterlife and many more etc. Some providers charge for their services while some do not. Some operate as professionals with retail and wholesale outlets and may appear on the Club scene, Media, tours, and cruises, etc.

The Alliance aims to provide training courses that will include competency demonstrations over a period of time to establish Certified and Accredited modalities.

The Alliance will assist its members to initiate a Safety Management Culture to ensure that members and the public have a safe and managed environment.

The Alliance will have Policies for Privacy, Do No Harm, Complaints, Refunds, Child and Aged Care, Not for Profit, Equal Opportunity, Safety Management, Self Regulation, Training and others. Policies will be developed as the range of inspired modalities increases with membership growth.

#### 1.1.2 FACILITIES AND LOCATION(S)

##### Head Office: -

The Head Office or Centre of Operations, has is yet to be determined

##### Contact:-

Contact with the Alliance, on an initial basis is –

##### Henry Zarth –

Mobile: 0416 032 621

##### Alliance -

Email: [asa@spiritual.org.au](mailto:asa@spiritual.org.au)

Web: [spiritual.org.au](http://spiritual.org.au)

Facebook: Australian Spiritual Alliance

Post: To be advised

Phone: To be advised

Banking: **BSB 611-000 A/c 062022562**

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### 1.1.3 HISTORY

The concept of a Spiritual Alliance came about from experience in the fraternity over 40 years. During these years a number of new and revised legal requirements appear to be overlooked throughout the spiritual fraternity. And in 2017 it appears that these issues are not being considered or being addressed by any denomination or any of the independent groups and sole traders that operate within it. It is an important feature of life today to be aware of your legal responsibilities.

There are at least 4 important reasons why the fraternity that operates in the public arena, needs to consider and apply a number of these requirements and reviews as they apply to those activities.

#### 1). **Workplace Health and Safety (WHS) -**

Documented Risk Assessments and Safety Management Plans are necessary now for every place of work activity and task. It is the first item asked for by Work Safe Inspectors when an incident occurs that results in personal injury or a near miss. The owner and organiser is now required to ensure a safe workplace even if not directly involved in the activity. The penalties for non-compliance are high and cannot be paid by anyone else.

It would be ideal to have a Certified First Aid Officer at every public event and meeting.

#### 2). **Health –**

Whatever is claimed, inferred, implied or can/may be assumed must be able to be proven in Court, under the rules of evidence – as per State Consumer Protection Laws and Health Complaint Laws. It only takes one complaint from “anyone” (even someone not directly involved) and the result could be an emotional nightmare with a possible outcome that could send anyone bankrupt.

This directly affects Inspired Healers and all Natural Therapies, and has put on notice 17 Natural Therapy Modalities which are:

1 Alexander Technique	7 Homeopathy	13 Pilates
2 Aromatherapy	8 Iridology	14 Reflexology
3 Bowen Therapy	9 Kinesiology	15 Shiatsu
4 Buteyko	10 Massage Therapy	16 Tai Chi
5 Feldenkrais	11 Myotherapy	17 Yoga
6 Herbalism	12 Naturopathy	

The government has a report that doubts the efficacy and benefits [if any] of these 17 modalities.

#### 3). **Australian Constitution Section 116- Freedom of Religion**

Currently independent Inspired Healers and Readers, etc. in the fraternity providing goods and services in the public arena must stipulate that they operate “For Entertainment Purposes Only”.

The Alliance has a Statement of Faith in its Constitution that falls within Section 116 of the Australian Constitution and has the effect that these activities and modalities form an integral part of being spiritual. As a member you are not required to stipulate these activities are for entertainment purposes.

#### 4). **Fraternity**

With the Fraternity so independent all sole traders being Inspired Operators do so in total isolation and have no organisation to support their interests and assist them to comply with any relevant legislation that impacts directly on them. This includes professional practitioners that provide additional inspired services outside the scope of their professional certified skill sets.

### 1.1.4 MANAGEMENT PHILOSOPHY

The Alliance is based on transparent responsibility and mutual respect. People who come to the Alliance want to operate within the Alliance because we have created an environment that encourages creativity and achievement. The Alliance aims to become a leader in the Spiritual Fraternity. The mainstay of our strategy will be to offer a level of focus that is superior to that offered by any others in or on the fringes of the Spiritual Fraternity in Australia.

The Alliance seeks to attract highly motivated individuals that want to work as a team and share in the commitment, responsibility, motivation and discipline required to achieve our vision. Part of attracting these special individuals will be to build a culture that promotes both uniqueness and a bias for action. While we will be realistic in setting goals and expectations, the Alliance will also be supportive in reaching its objectives. This success will in turn enable the Alliance to give its members benefits and innovative rewards, key elements in helping us maintain our leadership position in the fraternity and community.

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### 1.1.5 OBJECTIVES

The Objectives of the Alliance are –

- 1) To promote –
  - (a) and advance a spiritual way of life as a personal philosophy and science; and
  - (b) research and investigate all things inspired, spiritual, supernatural and paranormal; and
  - (c) assist in the development, provision, efficacy and use of natural therapies; and
  - (d) establish and assist in the formation of a training and development college; and
  - (e) personal development through mediumship, meditation, healing and discussion, etc.;
  - (f) a quality level of competency and conduct for all inspired modalities;
  - (g) harmony, communication and companionship amongst the fraternity;
  - (h) community involvement for the relief of distress, disease and ill health;
  - (i) wellbeing as a Whole of Life care plan;
  - (j) business relationships with organisations that benefit these objectives.
- 2) To operate as an organisation having Policies for : –
  - (a) Not for Profit and Charity with the aim for registration; and
  - (b) No Harm and includes Workplace Health and Safety; and
  - (c) Child and Aged Care; and
  - (d) Complaints and Refund; and
  - (e) Privacy; and
  - (f) Training and Competency; and
  - (g) Benevolence; and
  - (h) Natural Therapies; and
  - (i) Traditional and Complimentary Medicine; and
  - (j) Quality and Regulation.

### 1.2 INTRODUCTORY STATEMENT

This handbook is designed to acquaint you with the Alliance and provide you with information about any conditions, benefits, and some of the policies affecting your membership. You should read and understand the provisions of the handbook. It describes many of your responsibilities and outlines the programs developed by the Alliance to benefit members. One of our objectives is to provide an environment that is conducive to both personal and professional growth.

No handbook can anticipate every circumstance or question about policy. As the Alliance develops in time, the need may arise and the Alliance reserves the right to develop, revise, supplement, edit or rescind any policies or portion of the handbook from time to time as it deems appropriate. The Alliance website will have a Controlled Copy of the latest version.

### 1.3 CUSTOMER RELATIONS

Customers are among our organisation's most valuable asset. Every member represents the Alliance to our customers and the public, and the way we carry out our activities presents an image of our entire organisation. Customers judge all of us by how they are treated with each member contact. Therefore, one of our first priorities is to assist any customer or potential customer. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention you give to customers.

Everyone that you deal with, either by personal contact, telephone or by electronic media is a customer regardless if they are a member of the public or another member.

The Alliance will provide customer relations and service advice to members with customer contact. Customers who wish to lodge specific comments or complaints should be directed to the Alliance for appropriate consideration. Our personal contact with the public, our manners on the telephone, and the communications we send to members and customers are a reflection not only of ourselves, but also of the professionalism of the Alliance. Positive customer relations not only enhances the public's perception and image of the Alliance, but also pays off in greater customer loyalty and increased services and support.

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## **2. MEMBERSHIP**

### **2.1 NATURE OF MEMBERSHIP**

Membership with the Alliance is voluntarily entered into, and the member is free to resign at any time, with or without cause. Similarly, the Alliance may terminate the membership at will at any time, with or without notice or cause, as provided for in the Alliance Constitution.

Policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of membership between the Alliance and any of its members. An application for membership does require the member to agree to uphold the Constitution of the Alliance for the duration of their membership.

The provisions of the handbook have been developed at the discretion of management and may be amended or cancelled at any time, as provided for in the Alliance Constitution. The Alliance welcomes any suggestions that may provide for an improvement or greater operational efficiency in any of its operations as provided for in the Suggestions Policy.

Policy provisions supersede existing practices and may not be amended or added to without the express written approval of the Alliance Board of Management (Board).

No direct or indirect incentives are to be offered to entice new members, over and above the benefits already being offered to members, without Board approval. The Board may discuss conditions when seeking suitable qualified people to be appointed to a casual vacancy or a new position.

### **2.2 MEMBERSHIP RELATIONS**

The Alliance believes that the membership conditions and benefits it offers to its members are fair and reasonable. If members have concerns about any issue or conditions, they are encouraged to voice these concerns openly and directly to their Leaders or Board Representatives.

Our experience has shown that when members deal openly and directly with leaders, the environment can be excellent, communications can be clear, and attitudes can be positive. We believe that the Alliance amply demonstrates its commitment to members by responding effectively to their concerns.

In an effort to protect and maintain direct member communications, we will protect the right of members to speak for themselves.

### **2.3 EQUAL OPPORTUNITY**

In order to provide equal opportunities for all members and the public, the Alliance will encourage recognition to be based on merit, qualifications, demonstrated abilities, competency and experience. The Alliance does not discriminate in opportunities or practices based on race, colour, religion, sex, nation of origin, health, age, or any other characteristic protected in law. Specific positions may require a higher degree of skills in Communication, Report delivery and Rapid Response in activities where Safety is paramount, in which case these requirements will be made known in the Position Descriptions.

This policy governs all aspects of membership, including selection, appointments, discipline, and access to benefits and training.

Any members with questions or concerns about any type of discrimination in their activities are encouraged to bring these issues to the attention of their immediate Leaders or their Board Representatives. Members can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of their membership and may include being referred to Police.

### **2.4 ETHICS AND CONDUCT**

The successful operation and reputation of the Alliance is built upon the principles of dealing fairly and the ethical conduct of our members. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws, rules, regulations and the Alliance Constitution, as well as a scrupulous regard for the highest standards of conduct and personal integrity, as provided for in the Code of Conduct (Policy).

The continued success of the Alliance is dependent upon public trust and we are dedicated to preserving and improving that trust. Members owe a duty to the Alliance and its customers to act in a way that will merit the continued trust and confidence of all aspects of the community.



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The Alliance will comply with applicable laws and regulations and expects its Board, Managers, Leaders, Officers, and members to conduct their activities in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct or behaviour.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your Leader or Board Representative and, if necessary, with an Executive Member of the Board, for advice and consultation, if the Constitution and Handbook do not provide an appropriate solution.

Compliance with this policy of business ethics and conduct is the responsibility of every Alliance member. Disregarding or failing to comply with this standard of ethics and conduct could lead to disciplinary action, up to and including termination of membership, as a last resort.

### **2.5 PERSONAL RELATIONSHIPS**

Members being relatives, individuals or partners involved in a dating relationship in the same location of an Alliance activity may cause serious conflicts and problems with favoritism and membership morale that can easily lead to claims of partiality and personal conflicts from an external environment which can be carried over into day-to-day relationships.

For the purposes of this policy, a relative is any person who is related by blood, marriage or partner, or whose relationship with the employee is similar to that of persons who are related by blood or marriage. A dating relationship is defined as a relationship that may be reasonably expected to lead to the formation of a consensual adult relationship. This policy applies to all members without regard to the gender or sexual orientation of the individuals involved.

The Alliance has no prohibition against accepting relatives of members or individuals involved in a dating relationship with current members. In the case where actual or potential problems arise, the Alliance will provide a prompt response, and this could include relocation or discipline considerations. Members in a close personal relationship should refrain from public displays of affection or excessive personal conversation.

### **2.6 CONFLICTS OF INTEREST**

Members have an obligation to conduct their activities within guidelines that prohibit actual, potential or perceived conflicts of interest whether it be direct or indirect. This policy establishes the framework within which the Alliance wishes to operate. The purpose of these guidelines is to provide a general direction so that members can seek further clarification on issues related to the subject of acceptable standards of operation. Contact your Leader for more information or questions about conflicts of interest.

Transactions by the Alliance with external organisations must be conducted within a framework established and controlled by the Board. Business dealings with outside firms should not result in unusual gains for members involved in those transactions. Unusual or Unauthorised gain refers to bribes, product bonuses, special fringe benefits, unusual price breaks, corruption and other windfalls designed to ultimately benefit the Alliance, the member, both or any third parties. Promotional plans that could be interpreted to involve unusual gain require specific Board approval.

An actual or potential conflict of interest also occurs when a member is in a position to influence a decision that may result in a personal gain for that member or for a relative or friend because of Alliance business dealings. For the purposes of this guideline, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with external organisations. However, if members have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose these to the Alliance as soon as possible of the existence of an actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where a member or relative has a significant ownership in an external organisation with which the Alliance does business, but also when a member or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving the Alliance.

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## 2.7 OUTSIDE MEMBERSHIPS

Members may hold memberships with other organisations as long as the member can maintain the performance standards of their membership with the Alliance. All members will be judged by the same performance standards and will be subject to the Alliance requirements and activities, regardless of any existing outside memberships.

If the Alliance determines that a member's other memberships interfere with the requirements and activities of the Alliance as they are modified from time to time, the member may be asked to terminate the other memberships if they wish to remain with the Alliance.

Other memberships that constitute a conflict of interest are not permitted.

Members may not receive any income or gain from individuals or organisations outside the Alliance for goods or services rendered while performing their activities as a member for the benefit of the Alliance in compliance with the Policy on Gifts and tokens of gratitude.

## 2.8 NON-DISCLOSURE

The protection of confidential information and restricted business matters is vital to the interests and the success of the Alliance. Such information includes, but is not limited to, the following examples:

- \* Membership lists
- \* Computer processes
- \* Computer programs and codes
- \* Customer lists
- \* Customer preferences
- \* Financial information
- \* Labour relations strategies
- \* Pending projects and proposals
- \* Proprietary production processes
- \* Research and development strategies
- \* Scientific data
- \* Scientific formulae
- \* Scientific prototypes
- \* Marketing strategies

All Board and Committee members are required to sign a non-disclosure Agreement as a condition of appointment or election. Members who improperly use or disclose any confidential information will be subject to disciplinary action, and may include termination of membership and legal action if appropriate, even if they personally do not actually benefit from the disclosed information but someone else may.

## 2.9 DISABILITY ACCOMMODATION

The Alliance will ensure equal opportunity for qualified persons with or without disabilities. All membership practices and activities are conducted on a non-discriminatory basis.

Membership procedures provide for persons with disabilities meaningful opportunities and activities. Membership inquiries are made only regarding an applicant's ability to perform the required duties.

All membership decisions are based on the merits of the situation in accordance with defined criteria and not any disability, if any. Qualified individuals with disabilities are entitled to all the same opportunities and benefits available to all members on an equal basis.

The Alliance is also committed to not discriminate against any qualified member because they are related to or associated with a person with a disability.

This policy is neither exhaustive nor exclusive. the Alliance is committed to taking all other actions necessary to ensure equal opportunity for members with or without disabilities.

The only circumstances where this may be a disadvantage and is judged on a personal basis is where very good communication skills and/or good emergency response skills are required in situations that relate to safety and the immediate well-being of members or the public.

## 2.10 POSITIONS VACANT

The Alliance provides members an opportunity to indicate their interest in any vacant or new positions for advancement within the Alliance based on merit. In general, notices of vacant positions including casual vacancies are advertised internally, although the Alliance reserves its discretionary right to not post a particular vacant position or advertise in the public arena.

Positions Vacant will be advertised on the Alliance Website and would normally remain open for 15 days. Each notice will include the dates of the posting period, position description, title, location, summary, duties, essential and desirable criteria such as particular qualifications, skills and abilities.

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To apply for a vacancy, members must have a good membership service record and possess the required skills, competencies and qualifications as identified in the Notice. Members who are on suspension or discipline probation are not eligible to apply for any vacancies.

To apply for a vacancy, members should submit a written application “resume” to the Board listing all position-related skills and accomplishments. It should also describe their current experience with the Alliance and any prior activities, experience and/or education that qualifies them for the position.

The Alliance recognises the benefit of developmental experiences and encourages members to talk with their leaders about their future plans. Leaders are encouraged to support members' efforts to gain experience and advance within the Alliance and the fraternity.

An applicant's referee and their prospective leader may be contacted to verify performance, skills, attendance and any limitations or other circumstances that might affect a prospective applicant.

Posting vacancies is a way to inform members of opportunities and to identify qualified and interested applicants who might not otherwise be known. Other recruiting sources external to the Alliance may also be used to fill vacant or new positions in the best interest of the Alliance.

The Alliance also encourages members to identify friends or acquaintances that are interested in opportunities and may refer any qualified external applicants for vacancies. Members should obtain approval from the individual before making a referral, share their knowledge of the organisation, and not make any commitments or oral promises of appointment.

An applicant should submit a written resume and/or completed application to the Board by mail or email. All applicants will be notified as to whether or not they are chosen to be interviewed. If the applicant is interviewed, the applicant will be notified of the selection decision. The Board may determine to extend the advertised period or re-advertise if all the applicants were not suitable.

### **2.11 MEMBERSHIP REPRESENTATIVES**

The Board includes a number of Member's representatives who are elected from and by the members at an Annual General Meeting and to hold office until the close of business at the next following Annual General Meeting, subject to the Alliance Constitution. The number of representative positions is determined by the Board and guided by the total number of Members at that time.

A Member Representative represents the interest of the members at Board level and may include management and matters of discipline, if requested.

## **3. MEMBERSHIP AND RECORDS**

### **3.1 MEMBERSHIP and COMPETENCY**

- 1) The categories of membership are specified in the Membership Policy:
  - a) A Junior member may not partake in training courses without Board Approval.
  - b) A member during a Suspension or Discipline Probation period may not partake in any training.
- 2) The levels of Skill Competency are specified in the Training Policy
  - a) Training successfully completed with an external organisation may be accepted.
  - b) Certificates of Accreditation can be issued to an individual Adult or Group.
  - c) Extended Periods of practical demonstrations of skill and competency will be taken into account.

### **3.2 ACCESS TO PERSONNEL FILES**

The Alliance maintains a personnel file on each member. The personnel file includes such information as the member's application, resume, records of training, documentation of performance appraisals, discipline action taken and other service records and contact details.

Personnel files are the property of the Alliance, and access to the information they contain is restricted and strictly managed. Generally, only the Board and Leaders who have a legitimate reason to review information in a file and obtain approval by the Board are permitted to do so, to the extent specified in the Privacy Policy.

Members who may wish to review their own file should contact their leader or the Board to seek approval to gain access. If approved to the extent specified in the Alliance Constitution and with reasonable advance notice, members may review their own personnel files in the Alliance offices and in the presence of an individual appointed by the Board.

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### **3.3 PERSONNEL DATA CHANGES**

It is the responsibility of each member to promptly notify the Alliance Secretary of any changes in personnel data. Personal mailing/email addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of emergency, educational accomplishments, and other such status reports should be accurate and current at all times.

### **3.4 PROBATION PERIOD**

A probation period is intended to give members the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the member meets expectations. The Alliance uses this period to evaluate member capabilities, habits, and overall performance during the period specified for the probation.

A probation period applies, in every case when-

- a) An applicant first becomes a member – 3 months;
- b) An applicant successfully is appointed to a casual or new vacancy – 3 months.
- c) A member after Discipline Action - for a period of not less than 6 months
- d) A member after a Suspension – for a period not less than 6 months

Any significant absence will automatically extend the probation period by the length of the absence. If the Alliance determines that the designated probation period does not allow sufficient time to thoroughly evaluate the member's performance, the probation period may be extended by the Board for an additional specified period.

Upon satisfactory completion of any discipline probation period, the member is restored to full membership and until such time members are not eligible for any benefits or voting rights.

All probation periods only become an issue if discipline action is required during that period.

Probation ceases automatically should there not be any issues of interest during that period.

### **3.5 MEMBERSHIP APPLICATIONS**

The Alliance relies upon the accuracy of information contained in the application, as well as the accuracy of other data presented. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for membership or, if the person has been accepted, termination of membership.

### **3.6 PERFORMANCE EVALUATION**

Members are strongly encouraged to discuss performance and goals on an informal, day-to-day basis. Additional formal performance evaluations are conducted to provide both leaders and members the opportunity to discuss activities, identify and correct weaknesses, encourage and recognise strengths, and discuss positive, purposeful approaches for meeting goals and any Key Performance Indicators (KPI).

After the membership applicant has been accepted the immediate leader may evaluate the member and makes necessary adjustments and recommendations if necessary.

An annual review of members is carried out when considered necessary and is based on competency and performance if and when the quality of the member's performance requires improvement.

### **3.7 POSITION DESCRIPTIONS**

The Alliance makes every effort to create and maintain accurate position descriptions for all positions on the Board, Branch and Sub-Committees within the organisation. Each description includes an information section, a summary section (giving a general overview of the position's purpose), essential criteria, duties and responsibilities section, a qualifications section (including education and/or any experience, language skills, mathematical skills, reasoning ability, and any certification required), a physical demands section, an environment section and desirable criteria to support the application where such a requirement is important.

The Alliance maintains position descriptions to aid in orienting new members to their specified activities, identifying the requirements of each position, establishing membership criteria, setting standards for member's performance evaluations, and establishing a basis for making reasonable accommodations for individuals with disabilities.

The Board prepares the position descriptions when new positions are created. Existing position descriptions may also be reviewed and revised in order to ensure that they are up to date and kept

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relevant. Position descriptions may also be rewritten periodically to reflect any changes in the position's duties and responsibilities. All members will be expected to help ensure that their position descriptions are accurate and current, reflecting the activities actually being applied.

Members should remember that position descriptions do not necessarily cover every task or duty that might be assigned, and that additional responsibilities may be assigned as necessary. Contact the Board if you have any questions or concerns about your position description.

### **3.8 ADMINISTRATION**

The administration program at the Alliance was created to achieve consistent practices that comply with our commitment to Equal Opportunity, Quality, Safety and Self-Regulation, and offer competitive conditions within the fraternity. Because retaining talented members is critical to our success, the Alliance is committed to ensuring its members are treated fairly and responsibly to reflect the requirements and responsibilities of their positions and are comparable to the conditions of similarly situated members in other similar organisations in the fraternity.

The status for every position is determined by several factors, including position analysis and evaluation, the essential duties and responsibilities of the position, and survey data on the practices of other members. The Alliance periodically reviews its administration program and restructures it as necessary. Merit-based adjustments may be enacted in conjunction with superior member performance documented by the performance evaluation process. Recognition and Incentives may be awarded depending on the overall improvement of the Alliance and based on each member's individual contributions.

Members should bring their condition-related questions or concerns to the attention of their immediate leaders, who are responsible for the fair administration of Alliance practices.

## **4. MEMBER BENEFIT PROGRAMS**

### **4.1 MEMBER BENEFITS**

Eligible members at the Alliance are provided a range of benefits that cover all members in the manner determined by the Board.

Benefits eligibility is dependent upon a variety of factors, including member classification and active participation of support at Alliance activities. Your leader can identify the programs for which you are eligible. Details of many of these programs can be found elsewhere in the handbook.

The following benefit programs are available to eligible members:

- \* Reduced Membership Fees
- \* Reduced Training Course Fees
- \* Reduced Event Tickets
- \* Competitive Insurance

and any other benefits approved by the Board.

### **4.2 VACATIONS**

Annual vacations provide opportunities for rest, relaxation, and personal pursuits. All members are entitled to use vacation time.

Where the Alliance requires a position to be maintained during any period of vacation, the member is expected to inform the Board of that intention in sufficient time to arrange a temporary suitable and qualified member to be appointed to that position on a casual basis for that period.

### **4.3 HOLIDAYS**

The Alliance will give due consideration to gazetted public holidays and any impacts it has on its activities and any family considerations.

Should some activities be scheduled to occur on gazetted public holidays or on weekends, it is not unreasonable to agree to a roster amongst the members that plan and enable an event to occur.

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### 4.4 INSURANCE

The Alliance aims to provide arrangements for an insurance program as a benefit for members.

The types of Insurance offered by our nominated Insurance Broker, includes but is not limited to:

- **PUBLIC LIABILITY (PL).** This program covers a member's liability (up to the policy maximum cover) should an attendee or visitor suffer an injury due to any equipment or facility used and requires medical, surgical, hospital treatment or rehabilitation, subject to the terms and conditions of the Insurance Certificate of Currency.
- **PRODUCT LIABILITY (PL).** This program covers a member's liability (up to the policy maximum cover) should an attendee or visitor suffer an injury due to any goods provided and requires medical, surgical, hospital treatment or rehabilitation, subject to the terms and conditions of the Insurance Certificate of Currency.
- **PROFESSIONAL INDEMNITY (PI).** This program covers a member's liability (up to the policy maximum cover) should any goods or service prove to be defective and/or causes an injury or incident sustained at an authorised activity and requires medical, surgical, hospital treatment or rehabilitation, subject to the terms and conditions of the Insurance Certificate of Currency.

The Policy Cover is limited to the maximum cover available for the selected policy. The policy may require an Excess Fee payable for every claim. The Alliance may charge an Administration Fee for this provision. The Broker may require an extra charge for large events or specific locations.

### 4.5 SICK LEAVE

The Board will need to be made aware of any notification of Leave required by a member as a period of temporary absence due to illness or injury. A member may require leave for an absence due to his or her own illness or injury, or to attend to the welfare of a child, parent, or spouse in the member's immediate or extended family. This is required to ensure that any provision of service is not compromised.

Members of an organising team who are unable to attend an activity should notify the activity organiser before the scheduled start of the activity if possible and indicate the duration.

### 4.6 BEREAVEMENT LEAVE

The Board will need to be made aware of any notification of Leave required by a member as a period of temporary absence due to the death of an immediate family member such as a child, parent, or spouse in the member's immediate or extended family. This is required to ensure that any provision of service is not compromised.

Members of an organising team who are unable to attend an activity should notify the activity organiser before the scheduled start of the activity if possible and indicate the duration.

### 4.7 RELOCATION ASSISTANCE

When and if the Alliance ever asks a member to relocate to another area for a specific period for a specific purpose, certain relocation benefits may be provided to facilitate the transition. For specific information regarding the terms and extent of relocation benefits, discuss with your immediate leader.

The benefits payable may amount to the whole or part payment of authorised and submitted expenditure receipts rendered. A claim for re-imbusement will need to be submitted to the Board within a month of the last claimed item of expenditure.

The relocation would be considered as a period of temporary absence from their current position and would require a temporary appointment of a suitably qualified member to that vacated position for that period of time and must include any required training specific to that position.

### 4.8 EDUCATIONAL ASSISTANCE

The Alliance recognises that the skills and knowledge of its members is critical to the success of the organisation. The educational assistance program encourages personal development through formal education and practical demonstrations so that members can maintain and improve modality-related skills or enhance their ability to compete for reasonably attainable activities.

The Alliance may provide educational assistance and support to eligible members immediately upon assignment to an eligible training classification. To maintain eligibility members must remain financial and be performing their course activity through to successful completion of each element of the course.

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Members should contact their immediate leader or the Board for more information or questions about educational assistance. While educational assistance is expected to enhance members' performance and demonstrated professional abilities, the Alliance cannot guarantee that participation in a formal education course will entitle the member to automatic advancement, a different position assignment, or any other benefits.

The board may decide to support in part or whole any subsequent annual training required by a professional practitioner to maintain an approved skill level and competency

### **5. TIMEKEEPING**

#### **5.1 TIME KEEPING**

Accurately recording the time of :

- Meetings;
- telephone communications;
- discussions with members on specific issues, and keep notes;
- actually spent on the performing assigned duties.

Altering, falsifying, tampering with time records, or recording time on another member's behalf may result in disciplinary action, up to and including termination of membership.

If corrections or modifications are made to the time record, both the member and their leader must verify the accuracy of the changes by initialing the time record.

The Alliance shall have an attendance register that must be signed by each member and visitors on entering and leaving an Alliance place of administration and activity.

Should an Emergency Evacuation be required the Attendance Register will provide a list of members and visitors that are on site.

#### **5.2 PAYMENTS**

The Alliance requires that Not for Profit members:

- Do not directly or indirectly receive a benefit from any activities of the Alliance, or
- Do not directly or indirectly receive any excess funds should the Alliance wind up; but
- Can only be reimbursed for authorised expenditure; and
- Can only be provided with an Expense Allowance for authorised anticipated expenditure

#### **5.3 MEMBERSHIP TERMINATION**

Termination of membership is an inevitable part of membership activity within any organisation, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which membership is terminated:

- Resignation - voluntary termination initiated by a member.
- Discharge - involuntary termination initiated by the Alliance for discipline reasons.
- Layoff - involuntary termination initiated by the Alliance for non-disciplinary reasons.
- Retirement - voluntary termination initiated by the member due to age, health, etc.

#### **5.4 ADMINISTRATIVE CORRECTIONS**

The Alliance takes all reasonable steps to ensure that members files and accounts receive the correct amount of attention to avoid errors.

In the unlikely event that there is an error, the member should promptly bring the discrepancy to the attention of the Board so that corrective action can be taken as quickly as possible.

### **6. ACTIVITY CONDITIONS**

#### **6.1 ACTIVITY SCHEDULES**

Normal Alliance office hours are standard 8 hours a day, Monday to Friday. Leaders will advise members of the times their activities will normally begin and end. Activities and operational demands may require variations in starting and ending times.

Flexible scheduling, or flextime, is available to allow members to vary their starting and finish times each day provided any scheduled activity is adequately manned. Members and Volunteers should consult their leader to request participation in the flextime program.

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### **6.2 USE OF PHONE AND MAIL SYSTEMS**

Personal use of the telephone for long-distance and toll calls is not permitted. Members should practice discretion when making local personal calls and may be required to reimburse the Alliance for any charges resulting from their personal use of the telephone.

To ensure effective telephone communications, members should always use an approved greeting and speak in a courteous, clear and professional manner. Please confirm information received from the caller, and hang up only after the caller has done so and then ensure that a record of conversation is kept.

The use of the Alliance - paid postage for personal correspondence is not permitted.

### **6.3 SMOKING**

In keeping with the Alliance intent to provide a safe and healthy environment, smoking is prohibited inside any Alliance activity location including Social events.

This policy applies equally to all members, contractors, volunteers, customers, and visitors.

### **6.4 MEAL PERIODS**

All members are required to take a meal break of at least 20 minutes every 4 hours when partaking in any activity. Leaders will schedule meal periods to accommodate operating requirements. Members will be relieved of all active responsibilities and restrictions during meal periods, where possible.

### **6.5 NON ROUTINE EVENT**

When an activity is scheduled and is not a routine ongoing activity or location, the Leader is required to notify the Board for the purpose of ensuring that Insurance Cover is adequate for that event and location.

### **6.6 USE OF EQUIPMENT**

Equipment essential for activities is often expensive and may be difficult to replace. When using plant or property, members are expected to exercise care, perform required inspection and maintenance, and follow all operating instructions, risk assessments, safety standards, and guidelines to ensure it is fit for purpose.

Please notify the leader if any equipment, machines, or tools appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to members or others. When using rented or leased plant and equipment a report of any defects and serial number should be presented to the owner and a copy kept on file.

The leader can answer any questions about a member's responsibility for maintenance and care of equipment used on an activity. The improper, rushed, careless, negligent, destructive, or unsafe use or operation of equipment can result in disciplinary action, up to and including termination of membership.

### **6.7 EMERGENCY CLOSING**

At times, emergencies such as severe weather, floods, fires, power failures, public or hostile disruption can disrupt Alliance operations. In extreme cases, these circumstances may require the closing and/or postponing a scheduled event or activity and calling Emergency Services or Police to assist.

When operations are officially closed due to emergency conditions, the leader is required to inform the Board of such an event and the re-scheduling of the event for the future.

If pre-paid admission tickets were sold, and where possible, provide an advertised option of:

- Total re-imburement, or
- Validity of Entry is rescheduled and advertised for a future suitable date.



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### 6.8 BUSINESS TRAVEL EXPENSES

The Alliance will reimburse members for reasonable business travel expenses incurred while on assignments away from their normal location. All business travel must be approved in advance and submitted to the Board.

Members whose travel plans have been approved by the Board should make all travel arrangements through the Alliance. When approved, the actual costs of travel, lodging, and other expenses directly related to accomplishing business travel objectives will be reimbursed by the Alliance. Members are expected to limit expenses to reasonable amounts.

Expenses that generally will be reimbursed include the following:

- Airfare, train fare or coach in economy class or the lowest available fare.
- Car rental fees, only for compact or mid-sized cars.
- Fares for shuttle / airport bus service and public transport for other ground travel.
- Taxi fares, only when there is no less expensive alternative.
- Mileage costs for use of personal cars, only when less expensive transportation is not available.
- Cost of standard accommodations in low to mid-priced hotels, motels, or similar lodgings.
- Charges for telephone calls, fax, emails and similar services required for business purposes.
- Charges for one personal telephone call each day.
- Charges for laundry and valet services, only on trips of five or more days.

The cost of meals, entertainment and personal care items are generally not included as a claim as these items are required even if not travelling

Members are encouraged to use their cellular telephone or calling cards when traveling, as hotel charges are usually excessive.

Members involved in an accident while traveling on business must promptly report the incident to their immediate leader. Alternative means of transport will need to be arranged by the member. Vehicles owned, leased, or rented by the Alliance may not be used for personal use without prior approval.

Reasonable cash advances to cover anticipated extra expenses may be made to members, after travel has been approved. Members should submit a written request to the Board when advances are needed.

When travel is completed, members should submit completed activity and travel expense reports within 30 days. Reports should be accompanied by receipts for all approved business expenses.

Members should contact their leader for guidance and assistance on procedures related to travel arrangements, travel advances, expense reports, reimbursement for specific expenses, or any other business travel issues.

Abuse of this business travel expenses policy, including falsifying expense reports to reflect costs not incurred by the employee, can be grounds for disciplinary action, up to and including termination of membership.

### 6.9 VISITORS

To provide for the safety and security of members and visitors only authorised visitors are allowed in the Alliance administration location. Restricting unauthorised visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards members welfare, and avoids potential distractions and disturbances.

All visitors should enter the Alliance at the reception area and sign in. Authorised visitors will be escorted to their destination. Members are responsible for the conduct and safety of their visitors.

If an unauthorised individual is observed on the Alliance premises, members should immediately notify their leader or, if necessary, escort the individual to the reception area, or call Police.

Members must provide for the safety and security of visitors invited to an advertised event. It is mandatory to inform visitors before an activity commences of –

- General facilities,
- Emergency Response and
- Evacuation Muster Points.

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### 6.10 COMPUTER AND EMAIL USAGE

Computers, computer files, the email system and software furnished to members are Alliance property intended for business use. Members should not use a password, access a file, or retrieve any stored communication without authorisation. To ensure compliance with this policy, computer and email usage may be monitored.

The Alliance strives to maintain a location free of harassment and sensitive to the diversity of its members. Therefore, the Alliance prohibits the use of computers and the email system in ways that are disruptive, offensive to others, or harmful to morale. For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off colour jokes, or anything that may be construed as harassment or showing disrespect for others.

Email may not be used to solicit others for commercial ventures, religious or political causes, outside organisations, or other non-business matters.

### 6.11 INTERNET USAGE

Internet access to global electronic information resources on the World Wide Web is provided by the Alliance to assist members in obtaining related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage. While Internet usage is intended for related activities, incidental and occasional brief personal use is permitted within reasonable limits.

All Internet data that is composed, transmitted, or received via computer communications systems is considered to be part of the official records of the Alliance and, as such, is subject only to disclosure to law enforcement or other legal third parties on the presentation of a warrant.

Consequently, members should always ensure that the business information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet remain at all times the property of the Alliance. As such, the Alliance reserves the right to monitor Internet traffic, retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

The unauthorised use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a rule, if a member did not create the material, does not own the rights to it, or has not gotten authorisation for its use, it should not be put on the Internet. Members are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.

Internet users should take the necessary anti-virus precautions before downloading or copying any file from the Internet. All downloaded files are to be checked for viruses; all compressed files are to be checked before and after decompression.

Abuse of the Internet access provided by the Alliance in violation of law or the Alliance policies will result in disciplinary action, up to and including termination of membership. Members may also be held personally liable for any violations of this policy. The following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action:

- Sending or posting discriminatory, harassing, or threatening messages or images
- Using the organisation's time and resources for personal gain
- Stealing, using, or disclosing someone else's code or password without authorisation
- Copying, pirating, or downloading software and electronic files without permission
- Sending or posting confidential material, secrets, or proprietary information outside of the organisation

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- Violating copyright law
- Failing to observe licensing agreements
- Engaging in unauthorised transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
- Sending or posting messages or material that could damage the Alliance's image or reputation
- Participating in the viewing or exchange of pornography or obscene materials
- Sending or posting messages that defame or slander other individuals
- Attempting to break (hack) into the computer system of another organisation or person
- Refusing to cooperate with a security investigation
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes
- Using the Internet for political causes or activities, other religious activities, or any sort of gambling
- Jeopardizing the security of the organisation's electronic communications systems
- Sending or posting messages that disparage another organisation's products or services
- Passing off personal views as representing those of the Alliance,
- Sending anonymous email messages
- Engaging in any other illegal activities

### 6.12 MONITORING

Monitoring may be conducted by the Alliance to ensure safety, healthy environment, quality control, security, and customer satisfaction.

Members who regularly communicate with customers may have their telephone conversations monitored or recorded. Telephone monitoring is used to identify and correct performance problems through targeted training. Improved performance enhances our customers' image of the Alliance as well as their satisfaction with our service and any service provided by members.

Computers furnished to members are the property of the Alliance. As such, computer usage and files may be monitored or accessed.

Members can request access to information gathered through monitoring that may impact on membership decisions. Access may be granted unless there is a legitimate business reason to protect confidentiality or an ongoing investigation. Members access will be in compliance with the Alliance Constitution.

Because the Alliance is sensitive to the legitimate privacy rights of members, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

The Alliance may initiate a program to attend member's activities and events in an ethical and respectful manner, to assist with advice to ensure a safe and healthy environment, quality control, security, and customer satisfaction.

### 6.13 VIOLENCE PREVENTION

The Alliance is committed to preventing violence and to maintaining a safe environment. Given the increasing violence in society in general, the Alliance has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours, events, activities or on its premises.

All members, including leaders and visitors should be treated with courtesy and respect at all times. Members are expected to refrain from fighting, "horseplay", or other conduct that may be dangerous to others.

Conduct that threatens, intimidates, or coerces another member, visitor or member of the public at any time, including off-duty periods, cannot be tolerated. This prohibition includes all acts of harassment, including that based on an individual's sex, race, age, or any characteristic protected by federal, state, or local laws.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your leader or any other member of management, and if not available the Police. This includes threats by members, as well as threats by customers, vendors, visitors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and as detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a leader. Do not place yourself in peril. If you have received a bomb threat, see or hear a commotion or disturbance near you, do not try to intercede or see what is happening, immediately inform your leader.

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The Alliance will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain safety and the integrity of its investigation, the Alliance may temporarily suspend members, pending investigation.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of membership and referral to Police.

The Alliance encourages members to bring their disputes or differences with other members to the attention of their leaders or direct to the Board before the situation escalates into potential violence. The Alliance is eager to assist in the resolution of disputes, and will not discipline members for raising any such concerns.

### **7. CONDUCT AND DISCIPLINE**

#### **7.1 CONDUCT AND RULES**

To ensure orderly operations and provide the best possible environment, the Alliance expects members to comply with the Policy on the Code of Conduct and follow rules that will protect the interests and safety of all members and the Alliance.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of property or other goods
- Falsification of attendance records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs while on duty, or while operating Alliance-owned vehicles, equipment or other plant
- Fighting or threatening violence
- Boisterous or disruptive activity
- Negligence or improper conduct leading to damage of any property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms
- Unauthorized use of telephones, mail system, or other employer-owned equipment
- Unauthorized disclosure of confidential information
- Violation of personnel policies
- Unsatisfactory performance
- Non-compliance of the Alliance Code of Conduct and Self-Regulation requirements

#### **7.2 SEXUAL AND OTHER UNLAWFUL HARASSMENT**

The Alliance is committed to providing an environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment.

Actions, words, jokes, or comments based on an individual's sex, race, colour, national origin, age, religion, disability, or any other legally protected characteristic can not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive or derogatory behavior and includes gender-based harassment of a person because of gender or of the same sex as the harasser.

The following is a partial list of sexual harassment examples:

- Unwanted sexual advances or insinuations
- Offering membership benefits in exchange for sexual favours.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words, or suggestive or obscene letters or invitations.
- Physical conduct that includes touching, assaulting, impeding or blocking movements.
- Any illegal contact or harassment of children or the aged.

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Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- submission to such conduct is made either explicitly or implicitly a term or condition of membership;
- submission or rejection of the conduct is used as a basis for making membership decisions; or,
- the conduct has the purpose or effect of interfering with performance or creating an intimidating, hostile, or offensive environment.

If you experience or witness sexual or other unlawful harassment, report it immediately to your leader. If the leader is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the Board or any other member of management and as a last resort, Police. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation. The investigation process will be in compliance with the Alliance Constitution.

A leader who becomes aware of possible sexual or other unlawful harassment must immediately advise the Board so it can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of membership and may include a report to local Police.

### **7.3 ATTENDANCE AND PUNCTUALITY**

To maintain a safe and productive environment, the Alliance expects members to be reliable and to be punctual in reporting for scheduled activities. Absenteeism and tardiness place a burden on other members and on the Alliance. In the rare instances when members cannot avoid being late or are unable to attend as scheduled, they should notify their leader as soon as possible.

Continual poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of membership.

### **7.4 PERSONAL APPEARANCE**

Dress, grooming, and personal cleanliness standards contribute to the morale of all members and affect the business image the Alliance presents to members and visitors.

During office hours or when representing the Alliance, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position, modality and accepted social standards. This is particularly true if your services directly involve dealing with customers or visitors.

Your leader is responsible for establishing a reasonable dress code appropriate to the services you perform. Consult your leader if you have questions as to what constitutes appropriate appearance. Where necessary and possible, reasonable accommodation may be made to a person with a disability.

Without unduly restricting individual tastes, the following personal appearance guidelines should be followed:

- Jeans (with tears), bermudas, t-shirt, and shorts do not present appropriate professional attire.
- Unnaturally coloured hair and extreme hairstyles, such as spiked hair, partly shaved heads and untidy beards, do not present an appropriate professional appearance.
- Offensive body odor and poor personal hygiene is not professionally acceptable.
- Facial jewelry, such as eyebrow rings, nose rings, lip rings, and tongue studs, is not professionally appropriate and must not be worn during business hours.
- Any facial covering that restricts recognition is not appropriate professional attire. E.g. helmets, scarves, etc.
- Multiple ear piercings (more than two rings in each ear) are not professionally appropriate and must not be worn during business hours.
- Visible excessive tattoos and similar body art must be covered during business hours.
- Foot wear, thongs, bare feet and shoes are totally inappropriate for the service provided

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### **7.5 RETURN OF PROPERTY**

Members are responsible for all Alliance property, materials, equipment or written information issued to them or in their possession or control. Members must return all Alliance property immediately upon request or upon termination of membership. The Alliance may also take all action deemed appropriate to recover or protect its property and includes intellectual property.

### **7.6 RESIGNATION**

Resignation is a voluntary act initiated by the member to terminate membership with the Alliance. Although advance notice is not required, the Alliance requests at least 2 weeks' written notice of resignation from members. Prior to a member's departure, an exit interview may be scheduled to discuss the reasons for the resignation.

### **7.7 SECURITY INSPECTIONS**

The Alliance wishes to maintain a work environment that is free of illegal drugs, weapons, firearms, explosives, or other improper materials. To this end, the Alliance prohibits the possession, transfer, sale, or use of such inappropriate materials on its premises and if any volatile substance is used a Material Safety Data Sheet (MSDS) must be valid and nearby. The Alliance requires the cooperation of all members in administering this policy.

Desks, lockers, and other storage devices may be provided for the convenience of members but remains the sole property of the Alliance. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of the Alliance at any time, either with or without prior notice.

### **7.8 PROGRESSIVE DISCIPLINE**

The purpose of this policy is to state the Alliance position on administering equitable and consistent discipline for unsatisfactory conduct. The best disciplinary measure is the one that does not have to be enforced, comes from good leadership and fair management for all members.

The Alliance's own best interest lies in ensuring fair treatment of all members and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the member for satisfactory service in the future.

Although membership of the Alliance is based on mutual consent and both the member and the Alliance have the right to terminate membership at will, with or without cause or advance notice, the Alliance may use progressive discipline at its discretion and especially for situations considered as minor or unintentional.

Disciplinary action may call for any of three steps –

1. verbal warning, with or without a Period of Probation;
2. written warning, with or without a period of Probation;
3. suspension with a Period of Probation, or termination of membership

depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; the second offense may be followed by a written warning with or without a period of probation; a third offense may lead to a suspension, or termination of membership.

The Alliance recognises that there are certain types of membership problems that are serious enough to justify either a suspension, probation, or, in extreme situations, termination of membership, without going through the usual progressive discipline steps and will do so at the Board's discretion.

While it is impossible to list every type of behavior that may be deemed a serious offense, the Conduct and Work Rules Policy includes examples of problems that may result in immediate suspension or termination of membership. However, the problems listed are not all necessarily serious offenses, but may be examples of unsatisfactory conduct that will trigger progressive discipline.

By using progressive discipline, we hope that most membership problems can be corrected at an early stage, benefiting both the employee and the Alliance.

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### 7.9 PROBLEM RESOLUTION

The Alliance is committed to providing the best possible environment and conditions for its members. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from the Board.

The Alliance strives to ensure fair and honest treatment of all members. Leaders and members are expected to treat each other with mutual respect. Members are encouraged and invited to offer positive and constructive comments and criticism.

If members disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No member will be penalised, formally or informally, for voicing a comment or submitting a complaint with the Alliance in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when members believe that a condition of membership or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps.

The member may discontinue the procedure at any step.

1. A member presents a problem to their leader after an incident occurs. If the leader is unavailable or member believes it would be inappropriate to contact that person, the member may present the problem direct to the Board.
2. A leader responds to the problem during discussion or after consulting with the Board. The leader documents the discussion and prepares a report for the Board.
3. A member presents a problem to the Board, if problem is unresolved.
4. The Board or nominated representative counsels and advises the member, assists in putting the problem in writing and visits with the member's leader, if necessary.
5. A member presents a problem direct to the Board Chairman in writing.
6. The Board Chairman reviews and considers the problem. The Board Chairman informs the member of the decision and forwards a copy of the written response to the Board for the member's file. The Board Chairman has full authority to make a recommendation to the Board for any adjustment deemed appropriate to resolve the problem.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and amicable discussion of mutual problems can members and the Alliance develop confidence in each other. This confidence is important to the operation of an efficient and harmonious environment, and helps to ensure everyone's security.

### 7.10 ETIQUETTE

The Alliance strives to maintain a positive environment where members treat each other with respect, empathy and courtesy. Sometimes issues arise when members are unaware that their behavior may be disruptive or annoying to others. Many of these day-to-day issues can be addressed by politely talking with the member to bring the perceived problem to their attention. In most cases, common sense will dictate an appropriate resolution. The Alliance encourages all members to keep an open mind and graciously accept constructive feedback or a request to change behavior that may be affecting another member's ability to concentrate and be productive.

The following etiquette guidelines are not necessarily intended to be hard and fast work rules with disciplinary consequences. They are simply suggestions for appropriate workplace behaviour to help everyone be more conscientious and considerate of other members and the environment. Please contact your leader or the Board if you have comments, concerns, or suggestions regarding these etiquette guidelines.

- Return copy machine and printer settings to their default settings after changing them.
- Replace paper in the copy machine and printer paper trays when they are empty.
- Retrieve print jobs in a timely manner and be sure to collect all your pages.
- Be prompt when using the manual feed on the printer.
- Keep the area around the copy machine and printers orderly and tidy.
- Be careful not to take or discard others' print jobs or faxes when collecting your own.
- Avoid public accusations or criticisms of other members. Address such issues privately with those involved.
- Try to minimise unscheduled interruptions of other members while they are working.
- Communicate by email or phone whenever possible, instead of walking unexpectedly into someone else's space.

## In Spirit We Trust

- Be conscious of how your voice travels, and try to lower the volume of your voice when talking on the phone or to others in open areas.
- Keep socialising to a minimum, and try to conduct conversations in areas where the noise will not be distracting to others.
- Conduct conversations with others in their space.
- Try not to block walkways while carrying on conversations.
- Refrain from using inappropriate language (swearing).
- Monitor the volume when listening to music, voice mail, or a speakerphone that others can hear.
- Clean up after yourself and do not leave behind waste or discarded papers.
- Leave kitchen utensils, heating devices and the area clean and tidy after its use.

### 7.11 SUGGESTION PROGRAM

As members of the Alliance, you have the opportunity to contribute to our future success and growth by submitting suggestions for practical improvement or cost-savings concepts.

All members are eligible to participate in the suggestion program.

A suggestion is an idea that will benefit the Alliance by solving a problem, reducing costs, improving operations or procedures, enhancing quality of service, eliminating waste or spoilage, or making the Alliance a better or safer environment. Statements of problems may accompany solutions. All suggestions should contain a description of the problem or condition to be improved, a detailed explanation of the solution or improvement, and the reasons why it should be implemented. If you have questions or need advice about your idea, contact your leader for assistance.

Submit suggestions to the Board and, after review, they will be forwarded to the members for comment. As soon as possible, you will be notified of the decision about your suggestion.

Special recognition may be given to members who submit a suggestion that is implemented.

### 7.12 CHILD, AGED and DISABLED CARE

- 1). Any service provided to a minor (someone aged less than 18 years),
- 2). Any service provided to an aged person being a Pensioner or Senior,
- 3). Any service provided to a disabled person regardless of age,

Must be provided by a qualified provider and who has a current Working With Children Clearance

In any case if immediate medical attention is required there should be no delay in arranging Emergency Services to attend.

### 7.13 NO HARM POLICY

All goods and services provided in good faith by the Alliance or a Member to a client or customer must be provided on the guiding principle that the clients well-being is the primary consideration, and that the goods or service provided do not deteriorate the person's prevailing condition.

### 7.14 COMPLAINTS AND REFUNDS POLICY

The Alliance has a Policy that provides for a repair, replacement, refund or credit note for any goods or services provided to a client or purchaser when the item is not fit for purpose, is not as described, fails or is unsafe or defective.

A refund or replacement option may not be available if the purchaser changes their choice of product.

### 7.15 ADDITIONAL POLICIES

The Alliance may formulate additional Policies that reflect the Aims and Objectives identified in the Alliance Constitution, as the need arises.

The Alliance reserves the right to edit, amend, delete and review this Handbook and Policies to reflect the activities of the Alliance to maintain its relevance in the future.

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**IF YOU HAVE ANY COMMENTS OR SUGGESTIONS REGARDING THE CONTENT OF THE HANDBOOK, PLEASE DIRECT THEM TO THE BOARD FOR CONSIDERATION.**

**WISHING YOU A LONG AND REWARDING EXPERIENCE.**