



**QUALITY ONE AUSTRALIA**

**QUALITY ONE ASIA**

**ACN 113671453 ABN 80113671453**

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## **Policy Document**

This document covers the general policies of Quality One Australia, also trading as Quality One Asia. Policies in this document are only superseded by documents that address policies as an individual document. Where no individual policy document exists this policy document covers the Quality One policy to the related area.

Policy in this document include:

Booking Policy

Bullying and Violence Policy

Drug and Alcohol Policy

Environmental Management Policy

Safety Management Systems Policy

Smoking Policy

Quality One Terms and Conditions are outlined in each training, consulting, facilitation, implementation and development quote when engaged with our clients. Financial and Obligatory Terms and conditions are outlined in each quote and typically are on a project by project and or client by client basis as each may have unique requirements and needs.

Where required Quality One engages with clients in a Non-Disclosure Agreement or Confidentiality Agreement which are outlined for each business and/or project.

With high security clients Quality One seeks security clearances for our contractors and staff in the terms and levels required by our clients.

Quality One Terms and Conditions include both clients and Quality One abiding by the Quality One policy document.



## **Booking Policy**

Quality One conducts work in the training, consulting, facilitation, implementation and development areas. Dependent on the type of work conducted bookings are made and accepted via Telephone, Email, Online forms and submission of booking forms available on the Quality One website.

Booking are deemed accepted upon confirmation from Quality One. Onsite training, consulting, facilitation, implementation and development bookings are deemed live bookings on the issuance of an invoice to the client on the acceptance of the quoted price based on discussions and communications with the client. These communications will also include the dates and times for scheduled work both onsite and if required in the Quality One office. Quality One Terms and Conditions and cancellation policy applies to these bookings.

Public training courses will be confirmed when the required number of participants for the course has been reached. No invoices will be issued until the course can be confirmed. Once invoices are issued and the training course is confirmed all bookings are considered live and will follow the Quality One Terms and Conditions and cancellation policy.



## **Bullying and Violence Policy**

Quality One is committed to providing all employees, contractors and clients with a healthy and safe workplace free from bullying and violence. Bullying and violence are not acceptable parts of our work culture. Bullying and violence can harm a person's health and well-being.

### **Bullying**

All sorts of behaviour can be bullying. Bullying is repeated and unreasonable behaviour directed towards an employee, contractor, client or group that creates a risk to health and safety. All sorts of behaviour can be considered bullying and can include the following:

- Practical jokes, initiation practices
- verbal abuse, being sworn at
- sabotaging someone's work
- ridiculing someone's opinion, humiliating someone through sarcasm, insults or being put down in public
- threats and intimidation, rumours being spread about an employee, contractor or client
- psychological harassment
- being constantly criticized
- excluding or isolating someone from workplace activities
- deliberately withholding information vital for effective work performance
- being threatened with the sack without grounds

### **Violence**

Occupational violence is any incident where an employee, contractor or client is physically attacked or threatened in the workplace. The term applies to all forms of physical attack on people including,

- pushing, shoving, punching, striking, tripping, grabbing, kicking, scratching, biting, spitting or any other type of direct physical contact
- attacking with knives, guns, clubs, tools or any other type of weapon
- someone threatening to cause hurt
- objects being thrown at a person
- racial abuse
- unwelcome sexual comments, jokes, name calling, displaying of pornographic materials
- any form of indecent physical contact

Quality One expects all employees, contractors and clients to behave in a professional manner and to treat each other with dignity and respect when they are at work.

Anyone who experiences or witnesses bullying should report it as soon as possible to the CEO – the approver of this document.

When bullying and/or violence is reported, it will be seen as a serious matter and will be investigated quickly and in a timely manner.



Where necessary, a formal investigation will be undertaken and disciplinary action may be required which may lead to dismissal. All employees and contractors have a responsibility to ensure employees, contractors and clients are not subjected to bullying or violence but are treated with dignity and respect at all times.



## Drug and Alcohol Policy

When on site all personnel and contractors are to follow the drug and alcohol policy designated by the site of the company.

Quality One is committed to providing a safe work system and a safe and productive workplace by eliminating conditions and work practices that could lead to personal injury, equipment and other property damage.

The use of illegal drugs, misuse of legal drugs, or other substances and the abuse of alcohol can impair fitness to work, and can be a serious threat to safety and environment, health and productivity. Quality One's objective is that all employees and contractors recognize this threat and eliminate the risks involved.

In support of our commitment Quality One will:

- create a safe working environment by the elimination of the hazards associated with inappropriate alcohol and drug consumption
- comply with all customers requirements with relation to their drug and alcohol policy
- provide that people who are deemed unfit for work as a result of alcohol or drug use are managed in a fair constructive manner; and
- ensure that Quality One meets its obligations to employees, customers, contractors and the general public to carry out its operations safely.

Underpinning this policy Quality One has the expectation that each employee and contractor is accountable for:

- ensuring that they are fit to work and in particular unimpaired by drugs or alcohol;
- raising concerns about their own fitness for work with their supervisor
- raising concerns about another person's fitness for work with that person and their supervisor
- notifying their supervisor of any situation where this policy may apply or has been breached



## **Environmental Management Policy**

In Quality One office the environmental management system policy is to refer to the environmental management system of the building. The current addresses for Quality One offices are:

### **Melbourne Office**

Level 3, 480 Collins Street  
Melbourne  
Vic 3000

### **Sydney Office**

Level 26, 1 Bligh Street  
Sydney  
NSW 2000

When on site all personnel and contractors are to follow the environmental management systems designated by the site of the company.



## Privacy Policy

Quality One Australia is committed to client service and delivery quality products and experiences this privacy policy outlines our ongoing obligations and commitment to you in respect of how we manage your Personal Information when working with us or making enquiries to us.

Quality One Australia has adopted the 10 National Privacy Principles (NPPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The NPPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information and include:

- Principle 1 – Collection
- Principle 2 - Use and disclosure
- Principle 3 - Data quality
- Principle 4 - Data security
- Principle 5 – Openness
- Principle 6 - Access and correction
- Principle 7 – Identifiers
- Principle 8 – Anonymity
- Principle 9 - Transborder data flows
- Principle 10 - Sensitive information

A copy of the National Privacy Principles may be obtained from [www.privacy.gov.au](http://www.privacy.gov.au).

### ***What is Personal Information and why do we collect it?***

Personal Information is information that identifies an individual.

Types of Personal Information we would collect include: names, addresses, company details, email addresses, phone and facsimile numbers. This Personal Information is obtained by interviews, correspondence, telephone and facsimile, by email, via our websites. We do not use cookies.

We do not guarantee website links or policy of other third parties either by weblink or referral.

We collect your Personal Information for the primary purpose of providing our goods and services to you, providing information to our client base and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time.

### ***Sensitive Information***

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information. Quality One Australia endeavours not to collect any sensitive information in the course of its business and does not use sensitive information in its business dealings.

### ***Third Parties***

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take all reasonable steps to ensure that you are made aware of the information



provided to us by such third party. We do not pass on any information to a third party without expressed consent.

#### ***Disclosure of Personal Information***

Your Personal Information may be disclosed in a number of circumstances including the following:

- third parties where you consent to the use or disclosure; and
- where required or authorised by law.

#### ***Security of Personal Information***

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently remove your Personal Information.

#### ***Accessing Personal Information***

NPP 6 provides you with the right to access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please make out your request to Quality One Australia in writing.

Quality One Australia will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing such information.

#### ***Maintaining Quality Personal Information***

NPP 3 provides that we take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date.

It is important that you advise us at the earliest opportunity of any changes to your Personal Information so that our records can be updated.

#### ***Policy Updates***

This Policy may change from time to time. The Quality One Australia Privacy Policy is available on our website at all times.

#### ***Customer Details***

All customer details are collected with the expressed view of providing goods and services to companies and individuals.

#### ***Email***

All marketing email correspondence comes with the ability to opt out of any further communications via email.

Customer Detail Collection Customer details can be obtained by:

- face to face meetings at trade shows
- business card exchange





- direct contact via phone, fax or email through advertised web links
- third party supply where it complies with the Quality One Australia Privacy Policy and NPP

### ***Website Browsing***

The Quality One Australia website records non-identifiable usage information regarding the use of the website. This information is used to analyse traffic and usage patterns and cannot identify an individual person without the expressed submission of details by an individual through our online web forms.

This website facilitates contact details being passed to Quality One Australia. These contact details will be used solely to answer any queries or questions you pose to Quality One Australia. Your details will not be passed on to any third parties without your express written permission.

### ***Complaints***

You can lodge a complaint with us about any breach of our Privacy Policy and our privacy obligations to you by contacting us.

### ***Privacy Policy Enquiries***

If you have any queries about our Privacy Policy please contact our office at:

Level 3, 480 Collins St., Melbourne, Vic., Australia 3000

ACN 113 671 453 ABN 80 113 671 453

Ph: +613 8610 6984

E-mail: [infosea@quality-one.com](mailto:infosea@quality-one.com)

### ***Associated Privacy Protection Standards***

#### **Quality One International Inc.**

#### **Privacy policy statement**

At Quality Associates International Inc., we take the issue of privacy seriously. We want to assure you that the security and confidentiality of personal information that you disclose while visiting our Web sites will be respected. Policies governing the protection of privacy on our Web sites are strictly observed and enforced to ensure this happens.

#### ***Information collected***

##### **General**

Q1 Inc. does not collect any personal information about those who visit our sites for browsing purposes only. Personal information is collected if the visitor downloads, sends an email message to Q1 Inc., or uses Q1 Inc.'s online forms.

##### **Email and product inquiry**

We recommend that Web users send Email messages to Q1 Inc. as one of the fastest and most effective ways to have their inquiries about our products and services addressed. Q1 Inc. retains copies of these email messages. The information provided by a visitor will only be used to respond to the visitor's inquiry and to provide better customer service.



### Password Protected Areas

To protect the confidentiality of the information submitted, Q1 Inc. requires that visitors have a browser that supports 128-bit-strong encryption, such as:

- Microsoft's Internet Explorer 5.01 and higher
- Netscape 6.0 and higher
- AOL 6.0 and higher (Windows)

### Use of cookies

A cookie is a piece of information about an Internet session that may be created when a visitor accesses a Web site. Presently, Q1 Inc. uses cookies to facilitate smooth navigation on its Web sites and provide a higher level of convenience.

The cookies used by Q1 Inc.:

- Do not contain any personal information regarding the visitor
- Do not retrieve any information from the visitor's personal computer

### Use of information collected

Q1 Inc. uses the information collected from its Web site visitors to address the visitor's specific needs and to provide better customer service, including the provision of the latest information regarding Q1 Inc.'s products and services.

The information collected is also used to provide records of communication between Q1 Inc. and its online visitors and to comply with any applicable legal and/or regulatory requirements.

### Access to information collected

#### *By employees*

Certain Q1 Inc. employees will be provided with information about a Web site visitor in order to serve that visitor's needs and provide the visitor with information regarding specific products. Q1 Inc. employees are instructed to use strict standards of care in handling the personal, confidential information of Q1 Inc. clients, and the handling of such information is dealt with in Q1 Inc.'s Code of Conduct. Q1 Inc. employees who do not conform to Q1 Inc. confidentiality rules are subject to disciplinary sanctions that include dismissal.

#### *By third parties*

Q1 Inc. does not transmit any personal information collected through its Web sites to any third parties. Personal information may be transmitted, however, if there is a specific need to complete a transaction requested by the online visitor.

If you have any questions about the protection of personal information you have disclosed on Q1 Inc.'s Web sites, please send us an email at [information@quality-one.com](mailto:information@quality-one.com), so that we can address your questions as quickly and completely as possible.



## **Safety Management Systems Policy**

In Quality One office the safety management system policy is to refer to the safety management system of the building. The current addresses for Quality One offices are:

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Sydney  
NSW 2000

When on site all personnel and contractors are to follow the safety management systems designated by the site of the company.



## Smoking Policy

Passive smoking [the inhalation of environmental tobacco smoke] (ETS) increases risks to health. Quality One has a duty of care under Occupational Health and Safety legislation to provide a safe and healthy work environment for all employees and others who enter the workplace.

Quality has therefore adopted a smoke-free Workplace Policy. The objective of this policy is to eliminate smoking in the workplace and to prevent exposure of workers to environmental tobacco smoke. This is further enforced by the requirements of the buildings in Quality One Offices.

### RESPONSIBILITY FOR IMPLEMENTATION

The responsibility for enforcing this policy rests with all employees and contractors. All are obliged to protect the health of their fellow employees, and visitors while at the workplace either in Quality One offices or on site with customers.

When onsite the site policy of the customer company will supersede this policy and must be followed by all employees and contractors.



## Document Administration

Changes to this document must be approved by the CEO.

### Document History

As of 17 January 2018, all Quality Associates International South East Asia documents are rebranded with the new company name and all versions of all documents reset to version 1. All history of documents will then be taken from 17 January 2018.

Version	Date	Reason for Change	Approved by
1	17/01/2018	Company Name Change	CEO – Dave Kelly
2	17/01/2019	Review – No change to document content required	CEO – Dave Kelly
3	17/01/2020	Review – No change to document content required	CEO – Dave Kelly
4	23/08/2020	Contents Added Order to Alphabetical Additions to Policy Document Section Booking Policy Added Cancellation Policy Added Privacy Policy Added	CEO – Dave Kelly