



HUMAN RESOURCES POLICY & PROCEDURE

Participant Handbook



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Welcome

Congratulations on becoming a member of the South Australian greyhound racing industry. We sincerely hope that you enjoy a fruitful involvement within the industry and wish you all the best for future successes.

This handbook provides information about Greyhound Racing SA (GRSA), our facilities and services, expectations around your behavior and our policies and procedures. It also provides participants with the necessary information to eliminate and minimise so far as reasonably practicable the health and safety risks that may exist resulting from the operational activities undertaken by GRSA. This handbook should be read in conjunction with the Rules of Greyhound Racing SA Limited, which can be found on the GRSA website.

The Participant Handbook is by no means an exhaustive guide to your involvement with us. It has been developed to act as a resource and reference for you. The policies within this handbook are listed under and easily accessed via the contents page. If you have any questions about the content, please do not hesitate to contact the Chief Operating Officer.

A message from the CEO...

Thank you from Greyhound Racing South Australia!

This is your Registered Participant handbook. It contains the answers to some of the questions you may have through your involvement with us. Please read and understand it fully, as it forms part of the terms and conditions of your association with GRSA.

As a Registered Participant, you are at all times a representative of GRSA and our success depends on how you choose to act and represent the industry. GRSA prides itself in making a significant contribution to the South Australian economy and is part of a broader state racing industry which employs over 3,600 South Australians.

We value your contribution to our ongoing success, and we invite you to offer any suggestions or ideas that will help us provide a better service to our industry and its stakeholders.

I would like to take this opportunity to wish you every success in your endeavours and thank you for choosing to become a member of the greyhound industry.



Matthew Corby
Chief Executive Officer
Greyhound Racing SA



About GRSA

Greyhound Racing is the fastest growing racing code in South Australia. Regular weekly race meetings are held at Angle Park, Gawler, Mount Gambier and Murray Bridge with less frequent meetings held at Virginia and Port Augusta. There are almost 2,000 participants licensed with GRSA in their respective capacities as trainers, breeders and owners.

Greyhound Racing SA Limited (GRSA) is the controlling body for greyhound racing in South Australia whose key responsibility is to ensure that the sport is managed in a responsible and ethical manner.

There are six member Clubs that fall within GRSA's jurisdiction, namely;

1. Adelaide Greyhound Racing Club
2. Gawler Greyhound Racing Club
3. Greyhound Owners, Trainers and Breeders Association Coursing Club
4. Mount Gambier Greyhound Racing & Coursing Club
5. Murray Bridge Greyhound Racing Club
6. Port Augusta & District Greyhound Club

A key component of GRSA's charter is to ensure the industry's financial sustainability for the benefit of all South Australians which includes increasing returns to greyhound owners, breeders and trainers.

Additional to its racing commitments, GRSA owns and operates McQueens Tavern and Chasers Function Centre at Angle Park.

McQueens Tavern comprises a bistro area which is open for lunch and dinner daily, sports bar with TAB, Keno and Lottery facilities, and a gaming room with 40 machines,

McQueens Tavern is named after former Greyhound Racing SA CEO, Shane McQueen, whose vision and determination was responsible for commissioning the work on a new hospitality facility at the Angle Park greyhound racing complex but who sadly passed away unexpectedly prior to its completion.

Chasers Function Centre hosts race meetings three times a week - Monday night, Wednesday day and the major Thursday night meeting. It supports the on-course catering and wagering clients for all who come to enjoy a night 'At The Dogs' and incorporates a popular fundraising offer for local amateur sporting clubs. The restaurant has a capacity in excess of 400 dining guests.

The Board

Greyhound Racing SA is governed by a Board of Directors, consisting of:



Mr Grantley Stevens
Chairman



Mr Paul Preiss



Mr Michael Fabbro



Mr Raymond Fewings



Mr Grahame Marshall

Senior Management Team



Matthew Corby
Chief Executive Officer



Gavin Bosch
Chief Financial Officer



Katalin Orosz
GAP Manager



Alex Fairgrieve
Hospitality Manager



Lisa Michalanney
Integrity Manager



Dianne Dumanovic
Marketing Manager



Shaun Mathieson
Racing Manager



Scott Wuchatsch
Strategic Projects Manager

Our Company History

Greyhound racing in South Australia commenced in 1947 and was conducted for recreational purposes only. In 1971, the Government passed legislation to allow legalised betting on greyhound racing and it has grown steadily ever since to become the successful sport it is today.

Under the name of The Adelaide Greyhound Racing Club Inc, greyhound racing established its headquarters at Angle Park and conducted its first registered meeting with full betting facilities on April 20, 1972. In the years that followed, significant investment has continued to support the provision of comfortable public amenities.

In May 1990, additional investment was made to upgrade the upper level facilities which included the establishment of a restaurant, bistro and lounge bar. All these facilities overlook the racetrack. In 1994, with the support of the Government, a portion of the Harold Tyler Reserve (Greyhound Park) at Angle Park was purchased to provide GRSA with its own freehold over the property.

Our Purpose, Vision & Values

Purpose

GRSA exists to ensure the sustainability of the greyhound racing industry in South Australia.

Vision

By 2017, GRSA has established a vibrant and viable greyhound industry. In achieving this GRSA has realised 18% local market share via four compliant TAB tracks and strategic product placement. Sustained participation growth has been established within key strategic regions and competitive stake money levels have been established relative to revenue generation and market share growth. GRSA will deliver racing services of the highest integrity and enjoy a reputation of industry credibility both locally and nationally, whilst at the same time increasing mainstream acceptance and awareness of our sport.

Strong relationships will continue to be built between Board, management and industry participants founded on a sense of optimism and unity. We will be industry leaders in, and have a national reputation for, the highest standards of animal welfare.

Values

| | |
|-------------------------------|---|
| <i>Integrity</i> | Adhere to the highest standards of integrity |
| <i>Professionalism</i> | Be an industry leader in how we conduct our business |
| <i>Communication</i> | Keep all stakeholders engaged and informed |
| <i>Transparency</i> | Be open through sharing information and knowledge with industry |
| <i>Innovation</i> | Take a progressive and innovative approach to all that we do |
| <i>Accountability</i> | Take full ownership of strategies and outcomes |
| <i>Animal Welfare</i> | Protect our most important participant, the greyhound |

Angle Park Facilities

Angle Park is the premier race track in South Australia situated on Cardigan Street (Off South Road).

There are full TAB facilities and bookmakers on site. Angle Park meetings receive Sky Channel coverage. Free car parking is available inside the grounds.

On Thursday evenings, our main night of racing, Chasers Restaurant offers an all-you-can-eat buffet to race night patrons. A booking within the restaurant secures a unique entertainment experience with prime seating and comfortable surrounds.

As an industry participant you are entitled to the following discounts:

- 30% discount off food purchases at both McQueens Tavern and Chasers Restaurant
- 50% discount off the buffet in Chasers Restaurant on Thursday evenings
- 40% discount off soft drink purchases

To receive these discounts, please visit the Punters Bar in Chasers Restaurant on any race day to receive your Maxetag keyring.

10% of all purchases made with your Maxetag will be attributed to your card for use on future purchases.

Useful Information

Background Checks

Greyhounds Australasia have previously released some guidelines to assist new owners when purchasing a greyhound. The guidelines are to ensure owners conduct a due diligence before purchasing, much in the same way you would when buying a house or a car. Prior to purchase, prospective buyers should complete their own validity checks on the greyhound.

Basic background checks include:

1. Request a Vets Certificate from the current owner
2. Seek clarification on any suspensions for the particular greyhound
3. Review the greyhound's previous race form
4. Identify the greyhound and seller (i.e. sight registration papers and or owner/trainer identity card)
5. Seek clarification on any previous injuries the greyhound has received
6. If the seller is acting as an agent for the transaction – verify the authenticity of the agent
7. If participants intend breeding with the greyhound – verify the greyhound's DNA profile
8. Always request a written receipt upon payment.

The majority of this information can be checked by contacting the seller or alternatively the relevant state greyhound racing controlling authority.

Dress Code

The code for all persons parading greyhounds is as follows:

- Male and female, black dress pants or slacks ONLY – No Jeans
- Black shoes ONLY
- Collared white shirt (long sleeves preferred)
- Black or navy jumper
- White polo top
- White GRSA polo shirt
- Approved head wear (No beanies, only GRSA baseball cap)

HANDLERS ARE TO REPORT UNCLEAN PARADE COATS WHICH WILL BE TAKEN OUT OF CIRCULATION IMMEDIATELY UNTIL WASHED.

Kennel Capers

Kennel Capers is GRSA's monthly publication where you will be able to keep abreast of all things racing. It is a useful resource to obtain information on media releases, rule updates, integrity and animal welfare information as well as racing and club news. Please speak with Racing Administration for more information.

Policies

On the following pages you will find the workplace policies and procedures that The Board of Greyhound Racing SA (“GRSA”) have adopted to assist GRSA in outlining the organisational practices and standards that are required by its employees and key stakeholders, along with the consequences of any breaches of the established practices and/or standards.

Reference to “employee(s)” in the policies and procedures (unless otherwise specified) includes, GRSA member clubs, registered participants, volunteers and contractors.

Animal Welfare Policy

Introduction

Greyhound Racing South Australia (GRSA) is the controlling body responsible for regulating the sport of greyhound racing in South Australia. A key aspect of its charter role is to ensure greyhound welfare and to establish and monitor the standards of conduct by registered participants.

The welfare of GRSA’s racing greyhounds is paramount and is central to GRSA’s consideration of policy development and strategic decision-making.

Glossary of Terms/Definitions

Accommodation Facilities

Racing Kennel:

A kennel enclosure for housing a single greyhound in race training generally sited within a secure building and designed to encourage the greyhound to rest. The minimum acceptable size is 1 metre wide and at least 2.4 square metres.

Day/Spelling Kennel:

A kennel enclosure designed to house one or more greyhounds not in race training. It may be free-standing or sited within a secure building. It will generally have an attached yard to provide additional freedom of movement. The minimum size is 4.8 square metres with an attached accessible yard of no less than 5 square metres.

Boarding Kennel:

A kennel enclosure for boarding a single greyhound. The minimum size is 4.8 square metres with an attached accessible yard of no less than 5 square metres.

Whelping Kennel:

A kennel enclosure with an attached puppy yard, designed for a broodbitch to whelp a litter of pups. It may be free-standing or sited within a secure building. The whelped puppies are generally housed in this area until reaching four months of age, with the broodbitch being removed from this area at weaning. The minimum size is 6 square metres with an accessible yard of 15 square metres.

Day/Spelling Yard:

A wire mesh enclosed space no less than 6 square metres where a single greyhound may spend short periods of time recuperating outdoors, often with an associated kennel.

Rearing Yard:

Any wire mesh enclosed space used for rearing of pups. The minimum size is 150 square metres.

Puppy Yard:

A wire mesh enclosure of minimum 40 square metres in size with attached kennel used for housing pups.

Exercise Yard:

A series of two or more fenced enclosures used to exercise greyhounds adjacent to each other. Each yard is generally 100 to 120 metres in length and 3 to 4 metres wide but may vary in its dimensions dependent on site character.

Training Facilities

Training:

Includes a range of activities undertaken designed to improve the fitness of the greyhound.

Lure Training:

Training activity whereby a greyhound is allowed to chase a mechanical lure driven by an electric or liquid fuel stationary engine.

Approved Types of Lures:

A person shall only use or have in their possession at any place where greyhounds are, or are to be kept, trained or educated or prepared to race, or racing, a lure that is approved by the Controlling Body.

Hand Slipping Facility:

A long narrow fenced running surface designed to allow a greyhound running exercise. They are generally 200–300 metres in length and 4-5 metres wide.

Hand Slipping Facility Lure:

A long narrow fenced running surface designed to allow a greyhound running exercise. It will generally be 200–300 metres in length and 4-5 metres wide.

Straight Trial Track:

A long narrow fenced running surface with a steel lure support rail on one side, intended to encourage a greyhound to jump out of a starting box and chase a lure. It is usually 300-400 metres in length and 4-5 metres wide and may include a raised structure at one end to allow the lure operator a better view. The lure may be mechanically powered.

Circle or Oval Trial Track:

These are essentially similar in equipment to a Straight Track, except for the shape. They are usually 300-400 metres in circumference.

Bullring:

An enclosed circular training facility designed to train the greyhound to run. The specifications of a bullring vary in diameter but it is usually surrounded by a fence approximately 1 metre in height and uses the natural surface of the ground. A bullring may have a pole in the centre onto which a rotating arm is attached and which, in turn, may be used to trail an approved lure. The rotating arm may be motor powered.

The Care and Welfare of Greyhounds

The Purpose of this Section

The purpose of this section is to specify standards of accommodation, management and care which are appropriate to the physical and behavioural needs of greyhounds housed in establishments including those designed for the breeding, rearing, boarding and training.

Application of this Section

The provisions of this section are to be observed by owners and operators (“the proprietor”) of establishments and by people who work in them. All greyhound establishments must comply with State and Local Government legislation and permits.

Compliance with this Policy is a mandatory licensing condition, however, it does not remove any separate obligation for registered participants to abide by the requirements of the Animal Welfare Act 1985 (SA), Animal Welfare Regulations 2012 (SA), Dog and Cat Management Act 1995 (SA), Dog and Cat Management Regulations 2010 (SA), Local Government Act 1999 (SA) or any other laws and regulations relevant to animal husbandry.

Facility Management and Obligations

Proprietors

The proprietor of a greyhound facility is responsible for the overall management of the establishment and the conduct of any persons responsible for the care or training of greyhounds housed therein.

In particular, the proprietor is responsible for:

- The well-being of all greyhounds in the establishment
- The supervision of staff
- The maintenance and collation of necessary records and information
- Supervision of daily feeding, watering and inspection of greyhounds
- Supervision and examination of greyhounds upon entry
- The overall level of hygiene in the establishment, including the disposal of waste materials
- Provision of prompt veterinary attention for greyhounds when required
- Notifying owners (or their authorised representatives) in relation to boarded greyhounds as soon as possible after it is observed to be ailing or injured or promptly after a veterinarian has examined the animal
- Ensuring that a copy of the relevant Act – Boarding of Dogs and Cats – is prominently displayed in the reception area of the establishment so that all prospective clients can read it
- Developing an emergency response plan
- Ensuring that they have full knowledge of GRSA's Emergency Disease Plan and have a current copy accessible at their establishment

Kennel Attendants

Kennel Attendants are responsible to the Proprietor for:

- Daily feeding, watering and inspection of all greyhounds
- Daily cleaning of facilities, i.e. hose out, replace bedding, feeding and watering utensils
- Immediately reporting to management greyhounds showing any of the following symptoms;
 - Runny nose
 - Runny or inflamed eyes
 - Repeated sneezing
 - Coughing
 - Vomiting
 - Diarrhoea, especially if bloodstained
 - Lameness
 - Inability to stand or walk
 - Bleeding or swelling of body parts
 - Weight loss
 - Loss of appetite
 - Apparent pain
 - Fits or staggering
 - Bloating of abdomen
 - Difficulty or inability to urinate or defecate
 - Red or brown coloured urine
- Exercising greyhounds as required by the manager
- Ensuring strict personal hygiene

Greyhound establishments must employ staff in sufficient numbers to ensure that the health, welfare, hygiene and exercise requirements of all greyhounds at the facility are adequately catered for, and that the establishment is appropriately maintained.

Staff health should be protected by the provision of appropriate work clothing, adequate hand washing facilities and tetanus immunisation. Information must be supplied on disease-causing organisms that can be transmitted to humans (zoonoses) and personal hygiene procedures must be such that transmission could not occur.

Notification of Domestic Pets or Small Agricultural Animals

It is a requirement that owners or trainers of greyhounds notify GRSA of any domesticated pets and/or birds or animals that are kept for rural or agricultural purposes at an establishment where greyhounds are housed. Notification must be made using the appropriate Notification of Domestic Pets or small agricultural animals form that is available on the GRSA website.

Health and Veterinary Care

Each greyhound should be checked at least daily to monitor its health and comfort. Any changes in health status should be recorded and promptly addressed. The person checking the greyhound should note whether each greyhound is:

- eating
- drinking
- defecating
- urinating
- behaving normally
- of normal appearance
- able to move about freely; and
- has a normal coat

The proprietor of the establishment must have access to a veterinarian for emergency first aid treatment of greyhounds and for humane euthanasia if required, where an overdose of barbiturate is to be used. Any such action must be reported to GRSA within 2 days of the humane euthanasia of a greyhound. Refer to GAR 106(3) and (4) Proper care (welfare) of greyhounds as below:

106(3) At any time after the notification of the result of service pursuant to R136, the last registered owner of the greyhound at the relevant time, shall, notify the Controlling Body by lodging the prescribed form:

- (a) within ten working days, if that greyhound has transferred ownership, been retired as a pet or a breeding greyhound, been transferred to an adoption program, exported, surrendered to another agency;
- (b) within two working days if that greyhound has been humanely euthanased by a veterinary surgeon or deceased.

106(4) It shall be a requirement to include a veterinary certificate of euthanasia when lodging the appropriate form for any greyhound that has been euthanased by that veterinary surgeon.

Euthanasia must only be considered where a greyhound becomes seriously ill or injured and where it is recommended by a veterinarian who has examined the greyhound.

Greyhound Adoption Program/Rehoming

Owners of greyhounds must inform GRSA of the whereabouts of their greyhounds at all stages of their life cycle in accordance with GAR 106(3)(a). They have a responsibility to, and are accountable for, the care and welfare of their greyhounds not only during their racing careers, but also away from racing or upon retirement. It is incumbent upon owners to consider the options available to them such as the Greyhound Adoption Program South Australia (GAPSA).

Disease Prevention and Notification

Vaccination against distemper, hepatitis, canine cough and parvovirus is required for all greyhounds at a registered establishment. A current vaccination certificate (certifying that vaccination was performed within the preceding 12 months and that the 'due date' for the next vaccination has not been passed) must be produced for each greyhound being boarded before admission. Vaccination against (and checking for) heartworm infections is recommended prior to admission or mating.

Greyhounds must be placed on a proven effective and safe worming program.

Sick greyhounds which are not infectious but which may be stressed by contact with other greyhounds must be separated but not necessarily isolated. Notwithstanding as much, facilities must be available either at the establishment or at veterinary premises for isolation of greyhounds that are suspected of, or have been diagnosed as having, an infectious condition.

GRSA has access to and utilises the Greyhound Australasia Limited National Emergency Greyhound Disease Preparedness Plan (G.A.L.N.E.G.D.P Plan). This Plan can be found on the GRSA website and it is recommended that participants familiarise themselves with this Plan and Greyhound Racing Rule 105(A) as follows:

GREYHOUND RACING RULE 105(A) Reportable disease

The Controlling Body may declare an infectious or contagious animal disease or condition to be a reportable disease as from the date on which the declaration is published

1. A person who owns or is in charge of, or has in his possession or control, a greyhound which the person suspects or should reasonably suspect is infected with a reportable disease shall
 - (a) as soon as possible after he should have suspected or became aware that the greyhound is infected, report the fact to the Controlling Body by the quickest means of communication available to the person: and
 - (b) as far as practicable keep the greyhound separate from any other greyhound or animals not so infected.
2. If the Controlling Body reasonably suspects any premises, place, region, or vehicle to be contaminated with a reportable disease, the Stewards or authorised person may by order in writing declare it to be an infected place or vehicle. The written notice of the order shall be given to the owner or person in charge or in apparent control of the premises, place, region or vehicle to which the order relates.
3. Other than a person expressly authorised to do so by the Stewards or authorised person, a person shall not bring, move, take or allow any person to bring, move or take any animal, vehicle, fodder, other digestible product, gear or fitting into, within or out of any premises, place, region or vehicle, declared under sub-rule (3).

Prescribed Medication Storage

All prescribed veterinary medication must be clearly labelled and kept in a secure, lockable cupboard or refrigerator and all treatments administered to a greyhound must be recorded in an appropriate format.

Treatment Records

Methods of record-keeping may vary between trainers depending on the size of the operation. Providing that the required details as specified below in GAR84A are entered for each treatment, the person in charge of the greyhound (e.g. the trainer) may keep the record of that treatment in a format of their own preference. This may include GRSA provided treatment books, digital computer files (e.g. excel spreadsheet) or a diary. Where a trainer's record-keeping is found to be inadequate the Controlling Body may require that trainer to use a prescribed format.

Greyhound Racing Rule GAR84A states:

1. The person in charge of a greyhound must keep and retain records detailing all vaccinations, antiparasitics and medical treatment administered to a greyhound from the time the greyhound enters their care until the greyhound leaves their care and for a minimum of two (2) years. Such record of treatment must be produced for inspection when requested by a Steward or a person authorised by the Controlling Body. Any person responsible for a greyhound at the relevant time who fails to comply with any provision of this rule shall be guilty of an offence.

2. Each record of treatment kept in accordance with this rule must, as a minimum requirement, include the following information:
 - a) Name of the greyhound
 - b) Date of administration of the treatment
 - c) Name of the treatment (brand or active constituent)
 - d) Route of administration
 - e) Amount given
 - f) Name and signature of person or persons administering and/or authorising treatment

3. For the purposes of this rule “treatment” includes:
 - a) All Controlled Drugs (Schedule 8) administered by a veterinarian;
 - b) All Prescription Animal Remedies and Prescription Only Medicines (Schedule 4);
 - c) All injectable veterinary medicines not already specified in this rule;
 - d) All Pharmacist Only (Schedule 3) and Pharmacy Only medicines;
 - e) All veterinary and other medicines containing other scheduled and unscheduled prohibited substances.

4.
 - a) It shall be an offence for any person to acquire, attempt to acquire, administer or allow to be administered to any greyhound, any Permanently Banned Prohibited Substance referred to in Rule 79A.

 - b) It shall be an offence for any person other than a Veterinary Surgeon to possess, prescribe, administer or allow to be administered to any greyhound, any Schedule 4 or Schedule 8 substance listed in the Standard for the Uniform Scheduling of Medicines and Poisons contained in the Australian Poisons Standard, as amended from time to time.

 - c) Sub-rule (4)(b) shall not apply where the substance was administered as intended to a greyhound under the care of the Veterinary Surgeon who prescribed that substance in compliance with the relevant State and Commonwealth legislation for the treatment of those greyhounds under his or her care after taking all reasonable steps to ensure a therapeutic need exists for that substance.

Nutrition

Greyhounds must be provided with adequate amounts and quality of food and must be fed at least daily. All food must be stored in a secure hygienic area and a variety of foods shall be supplied for a balanced diet. Dry food must be kept in a rodent free area and fresh meat stored in a refrigerated environment. The food provided must contain acceptable nutritional value and meet appropriate daily requirements for the condition and size of the animal. All food should be prepared hygienically and served in appropriate containers, i.e. non-chewable and non-spillable bowls. They must be readily accessible, positioned to avoid spillage and contamination by urine or faeces, and must be cleaned daily.

Pregnant and lactating greyhounds require two feeds each day. Puppies between three and four months of age require a minimum of three feeds each day and puppies between four and six months of age must be fed a minimum of twice daily with a nutritionally balanced diet.

All greyhounds must have a permanent supply of fresh, clean drinking water provided in a non-chewable, non-spillable container. The containers are required to be cleaned daily and kept free from algae, dirt, etc.

Exercise

Greyhounds must have the opportunity to exercise for at least 30 minutes daily, unless being treated for significant illness or injury. Exercise can include and is not limited to:

- On-lead walks
- Access to an exercise or training area. (e.g. free galloping in an enclosed area/paddock or straight track)
- Swimming

- Treadmills/walking machines. (These can be used to assist in exercising greyhounds but must not replace outdoor walking and stimulation. Greyhounds must be supervised at all times whilst exercising on treadmills/walking machines)
- Trials

Control of Greyhound in Public Place – GAR 109

1. A registered person must not permit a greyhound, which is pursuant to the person's care or custody to be in or on a public place unless the greyhound:
 - (a) has a securely fixed muzzle; and
 - (b) is pursuant to the effective control of some competent person by means of a leash of leather, or other durable material of a type capable and in a condition of effectively restraining a greyhound, and which is securely fastened to the collar worn by the greyhound.
2. Unless determined otherwise by the Controlling Body, a registered person who has the care, custody or training of greyhounds shall not –
 - (a) lead more than 4 greyhounds in a public place at the same time;
 - (b) permit any person acting for the registered person to lead more than 4 greyhounds in a public place at the same time; or
 - (c) permit any person pursuant to the age of 16 years, to lead a greyhound in a public place unless a registered person or some other person above the age of 18 years accompanies that person.

Socialisation/Human Contact

Adequate socialisation and human contact play an integral part in the life of a greyhound and is particularly important in the early months of their lives. They must also be exposed to different types of stimuli such as objects, sights, sounds, scents and places that the greyhounds are likely to encounter as they grow older. Exposing greyhounds to these types of stimuli on a regular basis helps to decrease anxiety and reduce the likelihood of anti-social behaviour later in life.

Greyhounds must receive positive social contact with humans. Time should be set aside for frequent human interaction through activities such as grooming, general play, exercise, and patting, in addition to standard training.

General Hygiene

Registered facilities are to be kept clean and hygienic at all times. All kennels must be cleaned out at least daily by hosing out or other appropriate means. Prior to hosing out all used, contaminated bedding, litter and all uneaten food must be removed and disposed of.

Cleaning and disinfecting agents should be chosen on the basis of their suitability, safety and effectiveness. Manufacturer's instructions for the use of cleaning and disinfecting agents must be followed. Disinfection of kennels must be completed prior to whelping or whenever an occupant of the kennel is changed.

Greyhound establishment sites must have an adequate water supply and must be sewered, on a septic system, or have some other adequate method of disposing of faeces. Waste disposal must be undertaken in accordance with the requirements of the local government authority. Use of a waste trade service for collection and disposal of wastes is preferable. Wastes must not be incinerated on-site.

The food preparation area must be kept hygienically clean and tidy at all times and all watering and feeding utensils must be cleaned daily.

Pest Control

Pests including fleas, ticks, flies, mosquitoes and rodents must be effectively controlled. Chemicals used for pest control must be prescribed by a registered veterinarian and/or registered by the National Registration Authority (NRA) under the Agricultural and Veterinary Chemicals Code (Commonwealth) and used only in accordance with the manufacturer's instructions.

Kennel Construction and Materials

For the purpose of this policy, a kennel is defined as a sleeping area and attached accessible area. For the purpose of this policy, a Yard is defined as an external mesh enclosure and may include housing containing a sleeping area (typically a rearing yard).

Prior to constructing kennels, registered participants must consult with their local council in relation to any requirements for the keeping of greyhounds or construction of kennels in their local council area. Things to be considered include:

- The number of greyhounds to be kept in the kennels
- The type and construction of kennels and any local government restrictions
- The intended purpose of the kennels e.g. racing, whelping, rearing
- The distance of all kennel facilities to boundaries and dwellings on adjoining properties
- Provision for noise and odour abatement
- Provision for the management and disposal of solid/liquid wastes and waste run off

Greyhound kennels must be designed, constructed, serviced and maintained in a way that ensures the good health and well-being of the greyhounds housed therein, whilst preventing escape or injury to the greyhounds.

Housing must provide protection from the weather (wind, rain, sun and extreme climate) as well as protection from vermin and harassment from other animals.

Materials must be selected for ease of maintenance and cleaning, durability and non-toxicity. Where water impervious materials capable of conducting heat are utilised, adequate insulation must be incorporated in the ceiling and walls.

Inside Kennels

The internal surfaces of the walls of all inside kennels should be constructed of impervious solid, washable materials.

Floors of inside kennels must be made of an impervious material or coated with an impervious material to assist cleaning and drainage. Wood, brick, dirt or glass floors are not acceptable for inside kennels.

Floors of all inside kennels must be sloped to enable wastes and water to run off. It is preferable that a collection drain be provided to take away water after cleaning.

Where kennels are constructed indoors, temperature, humidity and ventilation must be considered. Ventilation must be adequate to keep greyhound housing areas free from dampness, noxious odours and draughts. An ample flow of fresh air should be available.

Outside Kennels

Dirt or grass floors are only acceptable in outside kennels. Floors of outside kennels must be well drained and maintained free of holes or other hazards that may cause injury to greyhounds.

Kennels constructed outdoors require separate or attached roofing are to be maintained to provide sun protection with 75% shade cloth or appropriate shade material to a four square metre area.

Fencing

Kennels may be separated by solid partitions, galvanised chain wire or weld mesh dividers. Fencing must be maintained in an escape-proof condition, with wire mesh not exceeding 75mm x 50mm hole size. Puppy kennels (pups less than 8 weeks) should not exceed a mesh gauge of 50mm x 50mm.

Sleeping Areas

All housing areas must be provided with a weatherproof sleeping area containing raised beds to insulate greyhounds from the floor. The sleeping area for inside kennels should be enclosed on three sides to a minimum height of 1.5 metres with solid partitions. Appropriate warm, clean, vermin resistant bedding must be provided and maintained. All bedding must be cleaned regularly and kept dry.

Security and Safety

All kennels and training facilities such as hand-slipping tracks, circle tracks and bull rings must be able to be securely locked to prevent entry by any unauthorised person and/or the escape of greyhounds. Each individual kennel must be fitted with a secure closing device that cannot be opened by the greyhounds. Any security methods used must allow for ready access to greyhounds and ready exit for staff and greyhounds from the premises in the event of an emergency. Greyhounds must be kept safe from attack, stress or injury and their behavioural needs must be met.

Other Relevant Rules and Policies

GRSA's Animal Welfare Policy should be read in conjunction with the following references, accessible via the GRSA website:

- Transportation of Greyhounds Policy
- Hot Weather Policy
- GAR86B – Offences relating to luring and live-baiting

Live Baiting Penalties

GRSA has zero tolerance for the practice known as live-baiting. Anyone found to be participating in this activity, or withholding knowledge of same, will be prosecuted to the fullest extent of GRSA's powers.

All registered participants need to be aware that live-baiting, and similar acts of cruelty, constitute criminal activity. In South Australia, live-baiting carries with it a maximum prison sentence of four years and fines of up to \$50,000.

Participants Code of Conduct

The Rules of Racing have served the industry well as the framework under which all participants are to be governed. Whilst the rules relating to racing are often specific in nature, directions around general participant conduct and behaviour have remained relatively broad.

The expectations of a modern society place a heightened expectation upon the manner in which participants within a sport conduct themselves. To ensure that South Australian greyhound racing participants are aware of their responsibilities in this regard, GRSA in conjunction with the Industry Consultative Group (ICG) have developed this Code of Conduct.

This framework will form an obligation that participants acknowledge and accept as part of any future registration process.

Purpose

This Code aims to compliment the Rules of Racing to ensure all participants are aware of their ongoing responsibilities to maintain the highest standards of performance and behaviour.

Commitment & Consultation

The Industry Consultative Group (ICG) is the body recognised by GRSA as the representatives of South Australian greyhound racing participants. The ICG and its members are committed to promoting a positive public image of greyhound racing premise upon the responsible and professional conduct of its people.

As such, the ICG has been given the opportunity to provide input into this Participant Code of Conduct and this document has been endorsed by representatives of that group.

Participation Objectives of the Code

The primary objectives of the code include that participants:

- Acknowledge the obligation that they have to supporting animal welfare and/or rejecting animal cruelty
- Observe and abide by legislative requirements
- Observe and abide by the Rules of Racing
- Observe and abide by the Participant Policies
- Respect and cooperate with GRSA Staff and Race Club Officials
- Support the efforts of the Controlling Body in all endeavours to regulate the code
- Treat all other participants with respect and fairness
- Understand the responsibilities under their licence
- Treat any racing venue as a workplace
- Accept that the integrity of the sport is a paramount consideration
- Promote the sport within the broader community through their actions and words
- Conduct themselves in a manner so as to not bring the sport of greyhound racing into disrepute
- Report corrupt or criminal activity within the sport to the relevant officials
- Promote and support the Greyhound Adoption Program

Participant Responsibilities

Personal Presentation – participants should be aware that every interaction they have in the public domain presents them with the opportunity to demonstrate their pride in the industry. At every opportunity people can promote the image of their own sport by:

- Maintaining a professional, neat and clean dress standard
- Speaking and behaving positively, professionally and respectfully to others
- Maintaining an orderly and professional transportation and kennel environment

Relevant Company Policy – Dress Code Policy

Behaviour – participants should aspire to the highest standards of sportsmanship and professional conduct and look to conduct themselves in a manner that does not bring the image of greyhound racing or fellow participants into disrepute. This expectation applies to a greyhound racing participant's behaviour which occurs during the course of any race meeting, trialling session or official GRSA function, including travelling to and from such commitments. It also applies to behaviour which directly impacts in a material way upon the participant's ability to perform their duties or impacts upon the reputation of greyhound racing or other participants in general.

Public Comment – participants should refrain from making adverse public comments concerning the industry, including decisions handed down by GRSA Staff, the Stewards or Racing Club officials or criticism of fellow participants. The definition of a 'public comment', is any comment written or spoken, made to an open public gathering, to the media or uploaded onto any form of social media. For the sake of clarity, this also applies to photos uploaded onto social media.

Relevant Company Policies – Social Media Policy, Cameras in the Workplace Policy

Facilities and Racing Infrastructure – participants must show due regard for the property and facilities of GRSA and its Racing Clubs, and staff of those bodies. This also includes the property, facilities and staff of contractors which a participant may utilise or come into contact with during a race meeting. Where a participant breaches this provision, they may be required to pay the relevant person or body an amount equivalent to the cost of repairing or replacing the damage the participant caused to the property and/or facility.

Relevant Company Policy – Unauthorised Removal of Property Policy

Animal Welfare – GRSA expects every individual greyhound owner to take personal responsibility for the welfare of their greyhounds, including ensuring that trainers or other persons charged with their care strictly adhere to all GRSA animal welfare policies and regulations. It is also a fundamental requirement of ethical training practices that no technique should result in any cruelty to either the greyhounds themselves or any other animals through the use of illicit baiting techniques or other means.

GRSA joins with all greyhound racing authorities in Australia in adopting clear, consistent and robust policy guidelines and regulations that demonstrate commitment to animal welfare. The Controlling Body is committed to ensuring that any breaches of animal welfare under the Rules are rigorously prosecuted.

Relevant Company Policy – Animal Welfare Policy (to come)

Racial and Religious Vilification – participants must refrain from making any comment that vilifies or tends to vilify persons on the basis of their race, religion, colour, sex, sexual orientation or other related characteristics.

Bullying and Harassment – bullying or harassment toward GRSA staff, race club officials, fellow participants or GRSA contractors, suppliers and customers is deemed to be a completely unacceptable form of behaviour, and will not be tolerated under any circumstances. Everyone has the right to participate and work in an environment that is free of such behaviour.

GRSA is able to provide counselling opportunities upon request to support victims of harassment.

Relevant Company Policy – Workplace Bullying Policy

Sexual Harassment – Sexual harassment toward GRSA staff, race club officials, fellow participants or GRSA contractors, suppliers and customers is deemed to be a completely unacceptable form of behaviour, and will not be tolerated under any circumstances. Everyone has the right to participate and work in an environment that is free of sexual harassment and victimisation.

GRSA is able to provide counselling opportunities upon request to support victims of sexual harassment.

Relevant Company Policy – Sexual Harassment Policy

Drugs and Alcohol – GRSA is committed to ensuring that the safety and well-being of staff, participants and patrons is not compromised by the actions of those who are under the influence of alcohol or other drugs. GRSA acknowledges that alcohol may be consumed at race meetings and other GRSA initiated activities. If participants choose to consume alcohol, they must do so responsibly and take responsibility for arranging safe transportation to return to their place of residence.

Relevant Company Policy – Drugs & Alcohol in the Workplace Policy

Confidentiality – participants must use their best endeavours to ensure that any matters arising out of, or relating to alleged conduct of a participant in breach of this Code (including but not limited to details of any sanction imposed), shall remain confidential and are not disclosed to any third party unless expressly agreed to by both GRSA and the greyhound participant concerned.

Relevant Company Policies – Confidentiality Policy, Information & Communication Technology Policy

Rules of Racing

It is noted that other obligations are imposed upon greyhound racing participants under the National and Local Rules of Racing, a current version of which is always made available on the GRSA website. A copy of the Rules may be requested through the office at any time.

Discipline

Where a Greyhound racing participant breaches a provision of this Code, any appropriate disciplinary action shall be determined by the GRSA Stewards.

In determining the disciplinary action to be taken under the Code for all offences, the GRSA Stewards shall take into account the following matters:

- The seriousness of the breach
- The extent to which the participant's breach brings greyhound racing or GRSA into disrepute
- The participant's role in the events that led to the breach and any mitigating circumstances (if any)
- Whether the offence is part of a persistent course of conduct by the participant
- Whether the participant has received any other form of sanction for the conduct

The GRSA Stewards shall determine the penalty (if any) to be imposed on the participant based on the seriousness of the offence. There are a number of penalty types available to Stewards which include, but are not limited to:

- Official warning
- Monetary fine
- Suspension
- Disqualification
- Deregistration

In certain circumstances, the GRSA Stewards may deem a breach to be of such a serious nature, that they may recommend that the Board of GRSA determine penalties to be imposed upon the participant. This circumstance is likely to involve additional factors such as civil and/or criminal laws and the associated involvement of legal representatives.

Relevant Company Policy – Discipline Policy

Cameras in the Workplace

GRSA is committed to ensuring that its intellectual property is protected, the privacy of all employees is safeguarded whilst they are in the workplace and that the confidentiality and safety of the organisation are not compromised through the misuse of cameras in the workplace.

The definition of camera includes, but is not limited to:

- devices designed to record and/or store a still image, a moving image or images, with or without sound, either photographically, digitally or by any other means;
- mobile phones containing cameras;
- pens, or similar devices containing cameras;
- any other device that can be used as a camera.

For the purposes of this Cameras in the Workplace Policy, covert surveillance refers to surveillance of an individual without their knowledge or consent and to surveillance of GRSA property without management's consent or authorisation.

Small and easily concealed cameras, particularly mobile phone and pen cameras, have the capacity to invade the privacy of an individual or the organisation, especially if they are used covertly or in circumstances where a person might reasonably expect to have some degree of privacy. Examples of such areas include change rooms, shower or rest room cubicles and workplace areas that are normally inaccessible to the public.

Any employee who is found to have compromised the privacy of any individual through the inappropriate use of a camera, or who is found to have compromised the confidentiality or safety of GRSA through the inappropriate use of a camera, will have the images confiscated and they will be disciplined. In serious cases, an employee's employment contract may be terminated and, where appropriate, the matter will be reported to the police.

Procedure

Any employee who observes the inappropriate use of a camera in the workplace, or becomes aware of another employee who has been the perpetrator or victim of inappropriate camera use, must report such use to their manager/supervisor. Where an employee does not wish to be identified as the provider of such information, they should select an appropriate co-worker to pass the information on to the relevant person, whilst preserving their anonymity.

Fraud

The purpose of this policy is to:

- Outline the principles of GRSA's commitment to preventing, reporting and managing fraud and corruption;
- Outline the responsibilities and accountabilities for fraud prevention and detection;
- Detail procedures for reporting suspected frauds;
- Outline the safeguards in place for encouraging employees to report suspected frauds;
- Describe actions to be taken by GRSA when a suspected fraud is reported; and
- Outline GRSA's strategies for maintaining a fraud-free environment, including fraud risk management and maintaining fraud awareness.

Definitions

1. Fraud

- The intentional distortion of financial statements or other records by persons internal or external to GRSA, which is carried out to conceal the misappropriation of assets or otherwise for gain; and/or
- Obtaining a benefit, by deceit or other dishonest conduct, to which the recipient is not entitled.

2. Corruption

- The offering, giving, soliciting or acceptance of an inducement or reward, which may influence the action of any person;
- The dishonest or partial exercise of official functions; and/or
- The misuse of information or material acquired in the course of official functions.

3. Fraudulent or Corrupt Acts

- *Systems issues* – where a process/system exists which is prone to abuse by either employees or the public;
- *Financial issues* – where individuals or companies have fraudulently obtained money from GRSA;
- *Equipment issues* – where company equipment is used for inappropriate personal use;
- *Resource issues* – where there is a misuse of resources and/or theft of materials.

4. Fraud Control Coordinator

- The Finance Manager is the person nominated as the Fraud Control Coordinator and the GRSA contact officer for advice about this Policy. Alternative Fraud Control Coordinators include the Chief Executive Officer or Chairman of the Audit Committee.

Examples of fraud include but are not limited to:

- Theft of cash
- Theft from General Ledger accounts
- Lodgement of fraudulent credit applications
- Disclosure of confidential information for the purposes of fraud
- Internal fraud
- Data manipulation
- Fraudulent alteration of cheques
- Operation of a private business using company resources and time
- Identity takeover
- False expense claims
- Inappropriate relationships with suppliers

A **basic guide for determining fraud** could include the following questions:

- Was the conduct deceptive?
- Was the conduct unlawful?
- Was the conduct premeditated?
- Did the conduct result in money, benefits or other advantages including information being received, to which the recipient was not entitled?
- Was any attempt made to do any of the above?

Principles

GRSA is committed to the highest possible standards of openness, probity and accountability in all its affairs. It is determined to maintain a culture of honesty and opposition to fraud and corruption.

1. GRSA will not tolerate fraud, theft or dishonesty.
2. GRSA will thoroughly investigate all reported incidents, including internal fraud, with the utmost confidentiality.
3. GRSA will take firm and vigorous action against any individual or group who has committed fraud against it. Such action may involve disciplinary action, and civil and/or criminal legal proceedings. Disciplinary proceedings may result in the dismissal of an employee.
4. GRSA will maintain an effective fraud control environment to assist in fraud prevention and detection.
5. There will be no exceptions to this policy.

Principles of effective fraud control include:

- Promoting a positive and ethical culture throughout GRSA
- Staff awareness of key fraud risks and red flags
- Regular assessment of fraud risks
- Establishment of integrated prevention strategies and ongoing monitoring of their effectiveness
- Implementing practical detection mechanisms and internal controls
- Ensuring that all allegations of fraud and misconduct are investigated in a professional and rigorous manner
- Commitment to the prosecution of offenders

Responsibility & Accountability

1. Fraud Control Coordinator

The Fraud Control Coordinator is the person responsible for coordinating fraud control within GRSA.

The responsibilities of the Fraud Control Coordinator include, but are not limited to:

- The coordination of fraud control within GRSA
- Statistical reporting to senior management
- Investigation of fraudulent activity
- Liaison with police
- Reporting nature of reported frauds and the outcomes to the Audit Committee and Board.

Fraud issues will be logged for statistical purposes and will be maintained by the Fraud Control Coordinator.

This information will assist in decision making, monitoring fraud trends and the monitoring of GRSA fraud losses.

Fraud control however, is a responsibility shared by all staff within GRSA, in particular our Managers. For this reason it is important that management set the correct 'tone at the top' and adopt the attitude that they are responsible for identifying fraud risk and implementing fraud controls within their area of operation.

2. Management Responsibilities

The responsibilities of management include:

- Identifying and assessing fraud risks when implementing new products, services or procedures
- Implementing fraud control measures within their area of operation
- Identifying external and internal fraud
- Reporting external and internal fraud
- Promoting an ethical culture in their area of operation.

3. Employee Responsibilities

It is the responsibility of all staff to behave ethically.

Departure from ethical behaviour may result in activities that are fraudulent or appear fraudulent.

It is also the responsibility of employees to report to management any suspected fraud or corruption.

If you are in an ethical dilemma please talk to the Fraud Control Coordinator or Chief Executive Officer of GRSA for future guidance.

Fraud Reporting

Employees are often the first to realise that there is something wrong in terms of suspected fraud.

However, they may not express their concerns because they feel that speaking up would be disloyal to their colleagues or to GRSA. They may also fear harassment or victimisation.

In these circumstances, it may be easier to ignore the concern rather than report what may just be a suspicion.

Employee safeguards as set out below have been established to encourage staff to raise suspected frauds with GRSA.

In the event of a suspected fraud, employees should approach the Fraud Control Coordinator or the Chief Executive Officer, or in the case of the Chief Executive Officer being suspected, the Fraud Control Coordinator and Chairman of the Audit Committee. *Do not* respond emotionally or take any hasty action, immediately confront the suspect, damage or mark any documents or potential evidence and/or limit the scope of your concerns to a specific issue.

Safeguards to Employees

1. Harassment or Victimisation

GRSA recognises that the decision to report a concern can be a difficult one to make, not least because of the fear of reprisal from those responsible for the malpractice. GRSA will not tolerate harassment or victimisation and will take action to protect those who raise a concern in good faith.

2. Confidentiality

GRSA will do its best to protect an individual's identity when he/she raises a concern and does not want their name to be disclosed. It must be appreciated, however, that the investigation process may reveal the source of the information and a statement by the individual may be required as part of the evidence.

3. Anonymous Allegations

This policy encourages individuals to put their names to allegations.

Concerns expressed anonymously are much less powerful, but they will be considered at the discretion of GRSA. In exercising this discretion, the factors to be taken into account would include:

- The seriousness of the issues raised
- The credibility of the concern
- The likelihood of confirming the allegation from attributable sources

4. Untrue Allegations

If an allegation is made in good faith, but it is not confirmed by the investigation, no action will be taken against the originator. If, however, individuals make malicious or vexatious allegations, action may be considered against the individual making the allegation.

Fraud Response by GRSA

For issues raised by employees, the action taken by GRSA will depend on the nature of the concern.

The matters raised may be:

- Investigated internally
- Referred for civil recovery where appropriate
- Referred to the Police where appropriate.

Within 5 working days of the concern being received, the Fraud Control Coordinator will write to the complainant:

- Acknowledging that the concern has been received
- Indicating how it proposes to deal with the matter
- Giving an estimate of how long it will take to provide a final response
- Telling them whether any initial enquiries have been made
- Telling them whether any further investigations will take place, and if not, why not.

Where the loss is substantial, legal advice should be obtained without delay. Legal advice should also be obtained about prospects for recovering losses, where the perpetrator refuses repayment. GRSA would normally expect to recover costs in addition to losses.

GRSA accepts that those people who reported the alleged fraud or corruption need to be assured that the matter has been properly addressed. Thus, subject to legal constraints, they will receive information about the outcomes of any investigation.

Fraud Risk Management

Identifying and measuring fraud risk is a key issue in fraud control and fraud risk must be included in any form of operational risk assessment conducted within GRSA.

Each business unit shall assess their fraud risks during the annual business planning process and develop risk management strategies for high-risk areas. This fraud risk assessment will therefore occur at a minimum annually.

The process elements are:

- | | |
|---|--|
| ▪ Identify fraud risks | Fraud risks are anticipated and identified |
| ▪ Assess fraud risks | The impact and likelihood of fraud risks are assessed |
| ▪ Respond to fraud risks | Appropriate fraud risk responses are agreed and implemented promptly |
| ▪ Monitor & review fraud risks | Mechanisms are established to ensure fraud risk management techniques address identified fraud risks |

Fraud risk management for GRSA will be an ongoing process for the management and reporting of fraud risks.

Internal Audit will assist Managers in developing strategies where significant and ongoing fraud risks are identified within a business unit or process.

Responsibility for implementation of fraud control measures relating to identified risks rests with business unit management.

Employee Awareness & Training

It is important that all staff are aware of the fraud risks that GRSA faces on a daily basis.

To this end, ongoing employee fraud education is a priority for GRSA. Employee education will be coordinated by the Fraud Control Coordinator and will take the form of:

- Induction courses
- Training presentations
- Attendance at meetings
- Internet site
- Emergency bulletins
- Information bulletins

Any questions or concerns should be directed to the Fraud Control Coordinator. In cases of suspected fraud involving the Fraud Control Coordinator or their business unit, employees can approach the Chief Executive Officer or the Chairman of the Audit Committee.

Review

The Audit Committee will review this policy annually, for referral to the GRSA Board, and any amendments will be required to be approved by the GRSA Board.

Hot Weather

TAB MEETINGS – Forecast Exceeds 40 ° C

Consideration will always be given to changing meetings to more suitable timeslots. If it is not possible to facilitate such a transfer within a reasonable timeframe, Day and Twilight meetings for which the projected temperature exceeds 40 ° C at 8:00am on the morning of the scheduled event will automatically be cancelled at that time. On the basis of an extreme hot weather forecast, a decision may be made prior to that time to cancel at the absolute discretion of the Integrity and Standards Manager.

Night meetings on these days will continue as scheduled but may be called off, delayed, cancelled or abandoned at the discretion of the Integrity and Standards Manager and the Steward in Charge who will take into account the advice of the on-course Veterinarian.

Under the circumstances wherein a Day or Twilight meeting proceeds in accordance with this policy, but the actual temperature ultimately exceeds 40 ° C, a decision about the cancellation or abandonment of the meeting will rest with the Integrity and Standards Manager and the Steward in Charge who will take into account the advice of the on-course Veterinarian.

NON-TAB MEETINGS – Forecast Exceeds 40 ° C

Where the projected temperature exceeds 40 ° C at 5:00pm on the Friday preceding the affected event, it will automatically be cancelled at that time. On the basis of an extreme hot weather forecast, a decision may be made prior to that time to cancel at the absolute discretion of the Integrity and Standards Manager.

COURSING MEETINGS – Forecast Exceeds 30 ° C

In noting that Coursing involves multiple runs on the same day, when the projected temperature exceeds 30 ° C at 5:00pm on the Friday preceding the affected event, it will automatically be cancelled at that time. On the basis of a sufficiently hot weather forecast, a decision may be made prior to that time to cancel at the absolute discretion of the Integrity and Standards Manager.

SCRATCHING WITHOUT PENALTY

Trainers who have greyhounds engaged for racing on projected hot weather days – especially if they do not have air-conditioned transport facilities – may apply to scratch their runners **without penalty**. The following conditions apply:

- The forecast for the venue's regional centre must be 38 ° C or higher at the time of scratching
- Applications to scratch greyhounds under this policy must be made prior to the official scratching time. If a greyhound is withdrawn after that time the normal 10 day penalty will apply.
- Trainers cannot scratch their greyhounds selectively – all runners for that trainer must be withdrawn
- The temperature will be sourced from Weatherzone – www.weatherzone.com.au – and will link venues to regional centres in accordance with the following:

| GRSA Venue | Corresponding Regional Centre |
|-------------------|--------------------------------------|
| Angle Park | Metropolitan |
| Gawler | Roseworthy |
| Strathalbyn | Strathalbyn |
| Mount Gambier | Mount Gambier |
| Port Augusta | Port Augusta |
| Virginia | Elizabeth |

NOTE: GRSA will maintain and monitor records of greyhounds which are scratched due to hot weather.

CANCELLATION OF RACE MEETING OR TRIAL SESSION

GRSA will make every endeavour to announce any cancellation or rescheduling of a race meeting by 8:00am that morning via the industry text service and any other vehicles that it deems appropriate. Radio TAB will be advised of any relevant information.

Trials may be cancelled at any time up until 4 hours prior to the scheduled commencement of the trial session. As with race meetings, the cancellation of a trial session will be notified by industry text and any other appropriate vehicles.

RACING OPERATIONAL GUIDELINES – HOT WEATHER

- 1) Where possible kennels will be opened earlier. Trainers are encouraged to contact GRSA stewards if they are considering arriving before kennelling time
- 2) Greyhounds to spend minimum time outside kennels
- 3) Previews are to be conducted in a shaded area
- 4) Greyhounds to parade directly to starting boxes
- 5) Greyhounds to remain in kennelhouse for at least 30 minutes after their event
- 6) Club to provide adequate drinking facilities for greyhounds
- 7) Club to provide adequate cooling foot-baths
- 8) Club to provide bottled water to participants when temperature is 35° C or above.
- 9) Ice vests can be used during parading and after the event but must be removed prior to placing greyhounds into their allotted kennel
- 10) GRSA Racing Department (where possible) to program Distance events during the coolest part of the meeting (Day meetings – early races, Night Meetings – later races)

The following practices will be adhered to/applied by GRSA staff and Clubs at their discretion and as is deemed appropriate in response to circumstances of hot weather.

Sexual Harassment

GRSA is committed to ensuring that all current and prospective employees are not subjected to any form of sexual harassment in the workplace. Sexual harassment by, or towards, any employee, participant, contractor or customer in any work-related context will not be tolerated under any circumstances.

To ensure the effectiveness of its Sexual Harassment policy, GRSA aims to:

- create a safe working environment which is free from sexual harassment and where all employees are treated with dignity, courtesy and respect;;
- implement training and awareness-raising strategies to ensure that all employees know their rights and responsibilities;
- provide an effective procedure for complaints based on the principles of natural justice;
- treat all complaints in a sensitive, fair, timely and confidential manner;
- guarantee protection from any victimisation or reprisals;
- encourage the reporting of behaviour which breaches this Sexual Harassment Policy; and
- promote appropriate standards of conduct at all times.

“Sexual harassment” refers to any unwanted, unwelcome and uninvited behaviour of a sexual nature that results in a person feeling humiliated, intimidated and offended, and, under the circumstances, it would be reasonable for them to feel this way. The perception by a person that they have been sexually harassed is sufficient for them to lodge a complaint.

Sexual harassment does not refer to behaviour based on mutual attraction, friendship and respect, if the interaction is consensual, welcome and reciprocated.

Sexual harassment is unlawful under both the *Equal Opportunity Act 1984* and the *Sex Discrimination Act 1984*, and can expose offenders and the organisation to both legal action and issues of liability.

Sexual harassment may include:

- uninvited touching or fondling;
- uninvited kisses or embraces;
- making promises or threats in return for sexual favours;
- sexually explicit conversation;
- gestures or remarks with sexual connotation;
- offensive phone calls or letters;
- stalking (criminal offence);
- offensive email messages, texts, computer screen savers, wallpapers or any other electronic media;
- demands that revealing clothing be worn;
- sexual assault (criminal offence);
- obscene telephone calls (criminal offence);

- sexual jokes or innuendo;
- unwelcome comments or questions about a person's sex life or physical appearance;
- direct or implied sexual propositions or unwelcome and continual requests for dates;
- displays of sexually graphic material or pornography including posters, pin-ups, cartoons, graffiti, electronic images or messages left on screens, notice-boards, desks or any other public area;
- 'flashing' or sexual gestures (criminal offence);
- sex-based insults, taunts, teasing or name-calling;
- staring or leering at a person or at parts of their body; or
- unwelcome physical contact such as massaging a person without invitation or deliberately brushing up against them

GRSA recognises and acknowledges that sexual harassment may involve comments and behaviour that offend some persons but not others. GRSA accepts that individuals may react differently to certain comments and behaviour and, as a result, has determined that a high standard of behaviour is required within its workplace at all times.

Management will ensure that all complaints of sexual harassment will be investigated quickly and fairly and treated with complete confidentiality. Any person found guilty of perpetrating sexual harassment will be disciplined or, in serious cases, be subject to termination or deregistration. Any manager found guilty of condoning sexual harassment or failing to apply this policy faithfully will be disciplined or, in serious cases, have their employment contract terminated.

Framework

GRSA has a legal responsibility to take all reasonable steps to prevent sexual harassment from occurring in connection with its workplace.

In this regard, GRSA *will* undertake the following activity to any extent that is reasonable:

- provide training opportunities or information sessions relating to sexual harassment;
- provide any relevant training and establish the complaint resolution procedures to be used when dealing with sexual harassment complaints;
- ensure that this policy is clearly communicated to all people that it applies to or is designed to protect;
- establish appropriate behaviours and monitor the working environment to ensure that the appropriate standards of conduct are observed;
- treat all complaints seriously and take immediate action to investigate and resolve any complaint quickly, fairly and with complete confidentiality;
- ensure that people who make or support a complaint of sexual harassment are not subsequently subjected to victimisation;
- ensure that any person found guilty of making mischievous or vexatious complaints relating to sexual harassment is disciplined accordingly; and
- take all reasonable steps to ensure there is no recurrence of the offence.

Additionally, all employees, participants and others have an inherent responsibility to:

- comply with this policy by ensuring that they do not perpetrate sexual harassment in the workplace;
- offer assistance or support to any person being harassed; and
- maintain complete confidentiality in relation to any aspect of the complaint process

To ensure that this Sexual Harassment Policy is adhered to properly, GRSA has appointed a Contact Officer on behalf of management, who will be responsible for the education and training of all employees on sexual harassment issues and for assisting management to implement the Sexual Harassment Policy.

Complaint Procedure

If any person believes or perceives that they have been sexually harassed within the GRSA workplace, they should approach the harasser and ask them to stop the offending behaviour, but only if they feel comfortable doing so.

If the person with the complaint is either not satisfied with the outcome of their discussion with the harasser, (s)he may wish to make a complaint of harassment to the designated Contact Officer. To be clear, a person may elect to make such a complaint as an initial step without approaching the harasser, particularly when the seriousness of the harassment is deemed to warrant such an approach.

Following that initial report, if the matter is deemed to warrant further action being taken, the person will be requested to put their complaint in writing, which will include the action they wish to be taken against the person(s) concerned. This action may include:

- arranging for someone to speak to the person(s) responsible for the alleged sexual harassment;
- arranging a mediation meeting to resolve the issue(s); and/or
- making a formal complaint that will involve the conduct of an investigation into the alleged incident(s).

The investigation will involve the interviewing of the person(s) alleged to have engaged in the alleged harassment and may be conducted by a suitably qualified professional external to GRSA. That person or those people will be provided with an opportunity to respond to the allegations made against them, and will have the right to be represented or accompanied by a person of their choosing, such as a union representative, family member or friend. Any other person(s) who may have been involved or who may have witnessed the incident(s) may also be interviewed as part of the investigation.

Following the investigation, the person who has made the complaint will be informed of what action (if any) is proposed to be taken by GRSA and the reasons for such action, or lack of action, being taken.

Any person who is not comfortable approaching the nominated Contact Officer in the first instance, or who is not satisfied with the way their complaint was handled by the organisation, has the right to refer the matter to a relevant statutory authority, such as the Fair Work Commission.

Related policies:

- Equal Opportunity Policy
- Grievance Policy
- Workplace Bullying Policy

Smoke-Free Workplace

GRSA is committed to providing a safe and healthy working environment for all employees and also has a legal commitment under State and Federal government *legislation*, to provide a safe and healthy workplace for all employees, visitors and customers.

Under the *Tobacco Products Regulation Act 1997*, smoking has been banned in all enclosed workplaces. As a result, at GRSA, smoking is only permitted in designated smoking areas.

This Smoke-Free Workplace Policy will apply to all permanent, casual, contract and service staff, visitors and other persons whilst on premises which relate to GRSA or its operations, or other relevant industry premises.

All employees are obliged under the *Work Health and Safety Act* to protect the health of their fellow employees and compliance with this Smoke-Free Workplace Policy is mandatory.

The responsibility for enforcing this Smoke-Free Workplace Policy rests with all managers/supervisors.

Procedure

Smoking will only be permitted during recognised work breaks, and only in clearly marked and/or designated smoking areas outside of enclosed workplaces. Designated smoking areas will not include areas around entrances to workplaces, doorways, windows and/or in the vicinity of air conditioning intakes.

Where possible, designated smoking areas will be protected from sun and rain and have some seating provided. Sand-filled receptacles must be provided for butts as an effective control for litter and to reduce the likelihood of creating a fire hazard.

It is a condition of employment that employees must comply with this Smoke-Free Workplace Policy. Non-compliance will be considered a breach of GRSA policy and health and safety guidelines and will result in appropriate disciplinary action being taken against the employee concerned.

Social Media

This policy applies to anyone who performs work for GRSA in any capacity, including employees and contractors. The objective of this policy is to clarify GRSA's expectations regarding use of social media such as LinkedIn, Instagram, Twitter and Facebook. This policy is designed to protect the interests of GRSA and its employees and contractors. It is essential you understand that comments you make via social media platforms are as public as if you were making the same comments to the media or at a public forum.

With the rapid expansion of social media, GRSA recognises the need to have a policy for those who use social media, either as part of their job, or in a personal capacity.

All employees and contractors of GRSA are required to observe the highest possible standards of conduct, including when they use social media for business-related purposes and where their use for personal purposes can be connected to GRSA.

Online Social Media

Online social media enables easier communication via the internet and the sharing of information and resources in an interactive way. Social media can include text, audio, video, images, podcasts, and other multimedia communications. For the purposes of this policy, social media includes social networking.

A social network is a service, platform, or site that focuses on building and reflecting of social relations. Social network services include, but are not limited to, blogs, Facebook, YouTube, Twitter, Instagram and LinkedIn.

Personal Use of Social Media (Registered Participants)

GRSA Stewards shall, for the purpose of inquiries, treat social-networking commentary in the same manner as comments made in person or in the traditional media.

When using social and/or electronic media for personal use, if reference is made to GRSA, its officials, Clubs or employees, other licensed persons or participants and/or other individuals or organisations involved with greyhound racing, persons shall be required to:

- identify themselves as a licensed person or, alternatively, the nature of their involvement in greyhound racing;
- ensure they do not knowingly impersonate or use the identity of another person whether licensed or otherwise or an employee of any individual or entity related to or associated with greyhound racing (eg: a trainer or owner);
- during social and/or electronic media engagements be mindful of the importance of not damaging, or potentially damaging, the reputation or image of the greyhound racing industry's commercial interests and/or bringing, or potentially bringing, their employer, GRSA, any Club or the greyhound racing industry into disrepute; and
- disclose only publicly available information. A person shall not comment on or disclose confidential information (eg: matters which are the subject of an ongoing Stewards' inquiry or investigation or subject to appeal).

Any licensed participant posting online will have a responsibility to ensure that:

- any information provided about greyhound racing is informed, factual, accurate and is neither confidential nor breaches the Rules of Racing, an Official Policy or a Code adopted by GRSA or the regulations of any Club;
- any personal perspective offered on any matter related to greyhound racing, including commentary and opinion, does not cause damage to the reputation and/or image of GRSA or greyhound racing;
- they do not post commentary and/or material that is indecent, obscene, offensive, insulting, defamatory, threatening, harassing, discriminatory or hateful to another person or entity, including about GRSA, its employees, Officials, other participants, contractors, partners, competitors and/or other individuals or organisations, including Clubs, related to greyhound racing; and
- they apply caution and discretion before joining online groups/communities if such groups and/or communities have acted or propose to act against the interests of GRSA or the greyhound racing industry.

Legal Implications for Social Media Use

The following is offered as general guidance to assist you to comply with the obligations set out in this policy. When in doubt, seek further guidance from GRSA.

Privacy, confidentiality and information security

- You should only use or disclose information obtained in the course of your employment/engagement with GRSA in the course of performing your duties and in a manner consistent with GRSA policies such as the GRSA Information and Communication Technology Policy.
- You should not publish or report on conversations or information that is confidential to GRSA, including any information relating to clients, your terms and conditions of employment, or confidential information about your work which relates to internal matters.

Copyright

- You should respect copyright laws and fair use of copyrighted material.
- You should attribute work to the original author/source wherever possible.

Harassment and bullying

- GRSA's Workplace Bullying Policy applies in respect to online behaviours and conduct in the workplace.
- Workplace bullying and harassment includes any bullying or harassing comments employees make online, even on their own private social networks or outside of office hours.

- Abusive, harassing, threatening or defamatory postings are in breach of GRSA's Workplace Bullying Policy and may result in disciplinary action.
- All employees are expected to treat their colleagues with respect and dignity and must ensure their behaviour does not constitute bullying and/or harassment.

Defamation

- You should refrain from publishing material that may cause injury to another person, organisation, association or their reputation.

Offensive or obscene material

- Material may be offensive or obscene and may infringe relevant online classification laws if it is pornographic, sexually suggestive, harassing, hateful, racist, sexist, abusive or discriminatory.

Contempt of court

- You should exercise care when referring to pending court proceedings to avoid publishing material that could prejudice those proceedings, in particular, material that will not be part of the evidence in those proceedings.
- You should make enquiries as to any applicable court suppression orders prior to commenting on any court proceeding, past or pending.

Consequences of breaching this policy

Any breach of this part of the policy will be referred to the Stewards or Board for consideration for further action to be taken under the SA Greyhound Rules of Racing. GRSA may require that you delete any information contained on any social media platform that is in breach of this policy. GRSA may also restrict access to social media if you breach this policy or while GRSA investigates whether you have breached this policy.

Surveillance

The purpose of this Surveillance Policy is to establish the grounds upon which covert surveillance may be used by GRSA as a tool to gather evidence relating to the activities of employees of GRSA who are alleged to have been involved in, or are under suspicion of, serious or wilful misconduct and/or criminal activity.

For the purposes of this Surveillance Policy, the following definitions will apply:

- covert surveillance refers to the secretive and non-disclosed surveillance, monitoring or photographing of an individual without their knowledge or consent;
- open surveillance refers to the notified and disclosed surveillance of employees, clients and/or business premises as a safety or security measure.

The use of covert surveillance will only be permitted when a manager/supervisor needs to establish a basis of fact in order to make an informed decision where allegations of serious or wilful misconduct and/or criminal behaviour have been identified.

Serious or wilful misconduct refers to:

- wilful or deliberate behaviour by an employee that is inconsistent with the conditions of their employment contract;
- conduct that causes imminent or serious risk to the health or safety of a person;
- conduct that causes imminent or serious harm to the reputation, viability or profitability of GRSA's business.

Examples of serious misconduct include, but are not limited to, theft, fraud, assault, abandonment of employment, gross negligence or neglect of duty.

Covert surveillance will not, under any circumstances, be permitted to be used to monitor the performance, behaviour or conduct of employees where there is no specific allegation or reasonable suspicion of serious or wilful misconduct, or criminal conduct having occurred.

Covert surveillance will not be permitted to be used, if the employee has not received a prior warning as part of a disciplinary process, unless the conduct which is being investigated is such that, if proved, it may justify instant or summary dismissal of the employee concerned.

No action will be permitted to be taken against an employee of GRSA as a result of the use of covert surveillance, unless it is in accordance with GRSA policies and procedures for dealing with discipline and termination of employment issues.

GRSA reserves the right to install monitoring equipment for the purpose of open surveillance at any time. In the event that open surveillance is undertaken, employees will be notified in advance and any such surveillance will be conducted in accordance with the *Listening and Surveillance Devices Act 1972*.

This Surveillance Policy does not apply to GRSA use of electronic monitoring and surveillance of its own internet and email systems for system security and instances of misuse by employees. GRSA's Information & Communication Technology Policy addresses the use of internet and email systems by employees.

Procedure

The CEO will be responsible for authorising any covert surveillance activities.

Professional service providers who are engaged by GRSA must work to a strict code of conduct and adhere to all statutory and social requirements and conventions relating to the use of covert surveillance, at all times.

If covert surveillance provides evidence that confirms the allegation or suspicion of serious or wilful misconduct or criminal activity, the matter will then be managed in accordance with GRSA policies and procedures for dealing with discipline and termination of employment issues to ensure procedural fairness and consistency.

If the covert surveillance provides evidence of other forms of activity or behaviour that may constitute grounds for the employee's summary or instant dismissal, GRSA is not precluded from addressing these matters, notwithstanding the fact that no reasonable allegation or suspicion existed prior to initial authorisation of the covert surveillance activity.

If material or information gathered from covert surveillance activities does not support the suspicion or allegations of serious or wilful misconduct or criminal activity, the material or information must be destroyed immediately.

Information gathered as a result of covert surveillance is to be treated confidentially and may only be used for the purpose for which it was obtained, to establish a basis of fact in relation to allegations or suspicions concerning an employee's conduct or behaviour. Such information must not be disclosed to a third party. The term third party does not include law enforcement personnel or legal or other representatives of either GRSA or the employee concerned.

All material and information gathered during the covert surveillance is to be provided to the CEO, who will then be responsible for ensuring that such records and material are retained in an appropriate confidential and secure file. No copies of such information will be permitted to be retained by any other person, with the exception of the employee who has been the subject of the disciplinary process.

Workplace Bullying

GRSA is committed to providing its employees with a safe work environment that is free from inappropriate behaviour and will take all reasonable steps to minimise any form of workplace bullying.

Workplace bullying by or towards any employee, participant, contractor, supplier, customer or visitor in any work-related situation will not be tolerated by GRSA under any circumstances.

GRSA recognises that workplace bullying may involve comments and behaviours that offend some people and not others. The management of GRSA acknowledges that individuals may react differently to these comments and behaviour and therefore expects its employees to maintain a standard of behaviour that is generally respectful at all times.

It is important for employees to be aware that workplace bullying does not include the legitimate exercise of authority by an employer or manager/supervisor to direct and control how an employee performs their duties whilst at work, to monitor workflow or to provide feedback to employees about their performance.

For the purposes of this Workplace Bullying Policy, the following applies:

- Bullying is defined as repeated and unreasonable behaviour directed towards a worker or group of workers that creates a risk to health and safety;
- Unreasonable behaviour means behaviour that a reasonable person, having regard for the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating, intimidating or threatening;
- Repeated behaviour refers to the persistent nature of the behaviour, not the specific form of the behaviour. For example, the bullying may involve a variety of unreasonable and inappropriate behaviours such as verbal abuse, persistent and unwarranted criticism and open or implied threats of being demoted or terminated;
- Risk to health or safety includes the risk to the physical or emotional health of the employee or employees concerned;
- Occupational violence in the workplace can be defined as any incident where an employee is physically attacked or threatened in the workplace.

The following are examples of workplace bullying:

- verbal abuse, yelling, screaming or offensive language;
- spreading gossip or rumours;
- constant, unwarranted criticism;
- intimidating behaviour;
- denying opportunities for training, promotion or interesting work; or
- excluding or isolating employees.

GRSA advises that incidents of occupational violence may, in fact, constitute criminal assault. Where appropriate, and subject to legal counsel, GRSA will report any instances of occupational violence to the appropriate authorities.

Any employee found guilty of perpetrating or permitting workplace bullying, or making malicious, vexatious or frivolous allegations of workplace bullying will be subject to disciplinary action up to and including termination of employment.

GRSA recognises the rights of the employee accused of workplace bullying to be treated in accordance with the principles of natural justice. This includes the right to know full details of

allegations against them, a right of reply to those allegations, a presumption of innocence until evidence against them shows otherwise and due consideration of information provided by the employee accused of workplace bullying.

As part of its commitment to minimising and eliminating instances of workplace bullying at work, GRSA will:

- provide training opportunities or information sessions for all employees relating to workplace bullying;
- provide training for managers/supervisors and other employees involved in the complaint resolution process and establish the complaint resolution procedures to be used when dealing with complaints of workplace bullying;
- distribute and regularly promote this Workplace Bullying Policy to all existing and new employees;
- model appropriate behaviour as management and monitor the working environment to ensure that the appropriate standards of behaviour and conduct are observed at all times;
- treat all complaints of workplace bullying seriously and take immediate action to investigate and resolve any complaint quickly, fairly and with complete confidentiality;
- ensure that employees who make or support a complaint of workplace bullying are not subsequently subjected to victimisation;
- take all reasonable steps to ensure there is no recurrence of the offence.

All employees have a responsibility to take reasonable care to protect their own health and safety whilst at work and to avoid adversely affecting the health and safety of any other person at work, as outlined in the *Work Health and Safety Act 2012*. Further, all employees have a responsibility to comply with this Workplace Bullying Policy by ensuring that they do not commit, encourage or condone bullying in the workplace.

Employees are also encouraged to offer assistance or support to any person being bullied, and to keep any complaint confidential by not discussing the details of the complaint with anyone outside of the normal complaints process.

Employees should be aware that they could be held personally liable for bullying another person, or aiding, abetting or encouraging other persons to bully and/or for condoning these types of actions.

To ensure that this policy is complied with, GRSA will be responsible for the education and training of all staff on workplace bullying issues and to assist with the implementation of this policy.

Any employee who requires advice, information or support in relation to workplace bullying should contact their manager/supervisor, or a nominated Contact Officer to assist them in such matters.

For the purposes of this Workplace Bullying Policy, GRSA defines Contact Officers and Grievance Officers as follows:

- a Contact Officer will provide advice and support for any person who believes they have been bullied, even if they do not wish to take formal action. The Contact Officer will not be involved in any way with the formal investigation or resolution of a complaint.
- a Grievance Officer is responsible for conducting any necessary investigations into allegations of workplace bullying. This person is independent from the Contact Officer and will only become involved when a formal complaint is made.

If any employee feels that they have been bullied, they may make a complaint in accordance with the Workplace Bullying Procedure, or other appropriate procedures of GRSA. If an employee is not satisfied with the way their complaint has been handled by the organisation, they have the right to refer the matter to an external party.

Procedure

Allegations and incidents of workplace bullying are often most effectively resolved if they are dealt with at an early stage, rather than left until the matter has become serious and attitudes entrenched. Therefore, GRSA encourages all employees to report all instances of workplace bullying as soon as they occur.

Employees, who believe that they are or have been bullied within the workplace, should report the incident(s) to a nominated Contact Officer in the first instance. If, due to the circumstances, it is inappropriate to refer the complaint to a Contact Officer, the complaint should be referred to a person of senior authority in the organisation.

To assist with the resolution of issues of workplace bullying in the workplace, GRSA provides employees with access to both formal and informal resolution procedures.

Informal Resolution Process

Using the informal resolution process, the complainant, either directly or through a Contact Officer, may approach the individual who is the subject of the complaint and request that the offending behaviour stop. Alternatively, a manager/supervisor who observes unacceptable conduct occurring may take independent action even though no complaint has been made.

If the complainant consents, a mediation meeting may be organised where an independent party will assist to resolve the issue(s).

The basic principles behind the informal resolution process are that:

- participation is voluntary;
- both parties are required to be committed to resolving the issue;
- the focus is placed on the behaviour that is of concern, rather than on the individual or parties responsible for the behaviour;
- a non-blaming approach is used which attempts to change the behaviour rather than disciplining the individual or parties responsible;
- the individuals are responsible for their own behaviour and discussing how the situation may be resolved.

Where an issue is resolved informally, no written records will be kept on file and no disciplinary action will be taken against the alleged bully.

If the employee is not satisfied with the outcome of the informal resolution process, the employee may wish to proceed with the formal resolution process, or seek a remedy through an external party.

Formal Resolution Process

If informal attempts have been unsuccessful, or if the behaviour is too serious to be dealt with using the informal resolution process, an employee may lodge a formal complaint. On receipt of a written formal complaint, after a formal complaint, and if the matter is deemed to warrant further action, the Grievance Officer will conduct an impartial and confidential investigation of the complaint to establish the facts.

The investigation will involve interviewing the employee(s) allegedly responsible for the workplace bullying, who will be offered the opportunity to respond to the allegations made against them. Any other person(s) who may have been involved, or who may have witnessed the incident(s), will also be interviewed as part of the investigation.

During any meetings or discussions, all parties will have the right to be represented or accompanied by a person of their choosing, such as a union representative, family member, friend or Contact Officer.

Following the investigation, the employee who has made the complaint will be informed of what action (if any) is going to be taken by GRSA and the reasons for such action, or lack of action being taken.

Should the employee accused of the workplace bullying be found guilty, they may be subject to disciplinary action, including:

- a verbal warning;
- a written warning;
- a final written warning;
- suspension;
- transfer to another task or section of the business;
- dismissal; or
- any other action that may be deemed relevant.

In instances where the complaint is not substantiated, a record of the complaint will still be attached to both parties' personnel files, clearly outlining the findings of the investigation and the outcome reached. All parties shall have the right to appeal the finding.

If an employee is not comfortable approaching the nominated Contact Officer or other nominated representative of GRSA with a complaint of workplace bullying, or if they are not satisfied with the way their complaint has been handled by GRSA, they have the right to refer the matter to an external party such as the Fair Work Commission for resolution.

Related policies:

- Equal Opportunity Policy
- Grievances in the Workplace Policy
- Sexual Harassment Policy

Work Health and Safety

GRSA is committed to pursuing the highest standards of health, safety and security performance. GRSA is committed to providing a safe and healthy work for all workers, suppliers, contractors and visitors in accordance with the Work Health and Safety legislation.

GRSA will conduct all operations in a manner that promotes safe work practices and avoids risk to our workers, our neighbours and the environment, and to implement the programs, training, and internal controls necessary to achieve these goals.

GRSA believes Workplace Health and Safety is the responsibility of everyone and that all stakeholders play an important role in contributing to a healthy and safe work. We expect that our suppliers, contractors and visitors meet the same Work Health and Safety standards we impose upon ourselves whilst in our workplace.

It is our belief that a healthy and safe workplace can best be achieved through the consistent application of six basic principles:

- Work Health and Safety is a priority business objective;
- Setting achievable and measurable targets and using these to monitor Work Health and Safety performance to achieve continuous improvement;
- Clearly defined Work Health and Safety responsibilities within all roles and ensured understanding by management, workers and contractors;
- Systematic hazard identification, assessment, risk control and evaluation in accordance with the hierarchy of control;
- Provision of information, consultation, education and competency based training to all management, workers and contractors on an ongoing basis;
- All workers not only have the right, but the obligation to stop work if conditions are unsafe.

Greyhound Racing SA requires that all workers, including contractors, volunteers, 'third party users' and visitors, cooperate in the achievement of these objectives to assist in the prevention of injury or illness to themselves and others.

WHS Responsibilities

GRSA recognise the importance of providing a safe and healthy environment in which to work. GRSA are committed to ensuring that employees are safe from injuries and risks to their health while at the workplace, in accordance with the Work Health and Safety Act.

Under the WHS legislation everyone at GRSA holds WHS Responsibilities. GRSA as an organisation must eliminate and minimise risk so far as reasonably practicable.

Furthermore all Senior Managers must ensure that GRSA complies with the WHS legislation by exercising due diligence.

Employee Responsibilities

All employees including participants, have a clear role to ensure the health and safety of themselves and others at the workplace. All employees are required to support the vision of a safe and healthy workplace, by accepting personal responsibility and striving to demonstrate commitment to health and safety. Accordingly each employee will:

- Comply with company procedures, rules and requirements;
- Take reasonable care of their own health and safety;
- Take reasonable care that their acts and omissions do not adversely affect the health and safety of any person at the workplace;
- Comply with instructions given and rules issued by GRSA and statutory requirements which are in the interest of maintaining and improving the standard of workplace health and safety;
- Use personal and mechanical protective equipment as directed and when risks are present;
- Maintain the workplace in a clean and tidy condition;

- Report immediately to management any situation that presents a hazard that they cannot control themselves;
- Report immediately to management all incidents/accidents or near misses that occur at the workplace; and

Housekeeping

A high standard of housekeeping is the responsibility of all workers to ensure:

- access and egress is maintained at all times, especially for emergency safety equipment including fire extinguishers, eyewash stations, first aid and emergency exits
- the absence of combustible materials from work areas
- the absence of trip or slip hazards and obstacles in travel paths
- safe storage of materials and supplies.

Incident Reporting

- Report all near misses and incidents that occur in the workplace to your immediate Supervisor/Manager and to the relevant GRSA Manager.

Safety Awareness

Follow safety rules, safety signs and instructions.

- Report hazards to your Supervisor/Manager.
- Never engage in horse play or practical jokes.

Traffic and Vehicle Movements

- Travel paths for general traffic and site vehicle movements are clearly marked.
- Pedestrian travel paths are marked in high traffic areas and must be followed at all times.
- Beware of reversing trucks and plant. Listen for reversing alarms.

Personal Protective Equipment

Personal protective equipment (PPE) will be worn in the following circumstances.

- Where signage requires its use
- Where a site risk assessment or SWMS identifies a risk that requires its use.

Mobile Phones

- Mobile phones must not be used by persons in the vicinity (or on) mobile plant.

Emergencies

- Visitors must follow the instruction of GRSA representatives at all times.
- Visitors must follow the GRSA emergency procedures and any instructions provided by GRSA emergency warden(s).

Health and Safety Committees

GRSA recognises its duty to maintain a safe and healthy workplace through effective consultation. The Health and Safety Committee is responsible for monitoring health and safety standards, promoting health and safety, and acting as an advisory body to management. The objective of the Health and Safety Committee is to make recommendations to management on health and safety issues. Management, as the decision-maker, will review recommendations received and determine appropriate action.

Traffic Management

All vehicles on site must travel at walking pace. Pedestrians will give way to all vehicles on site. Pedestrians and drivers must make eye contact.

All vehicles must sound horns when going in or out of doors. All vehicles involved in moving equipment or loading have an exclusion zone of three (3) meters loading and must stop if a pedestrian enters the exclusion zone.

Dangerous or reckless driving of any forklift, such as speeding, will be regarded as serious and wilful misconduct and would be a breach of GRSA WHS procedures. This will result in disciplinary action which may include dismissal.

Whether operating a forklift or not, always be aware of safety requirements:

- Do not walk in front of a forklift while it is in operation.
- Do not walk behind any forklift while it is in operation.
- Do not walk under the raised tines of any forklift.
- Do not jump on any moving forklift.
- The forklift is for a single operator (i.e. no passengers).

At no time, is anyone to be lifted up on the forks of the forklift or on a pallet on the forks. Should there be any reason for a person to be lifted, a cage must be used. Pallets in racking above ground level are required to be brought down to ground level for stacking, e.g. dog food.

The forklift operator must not operate the forklift if a person comes within three (3) meters of a vehicle involved in loading.

Vehicle drivers must:

- Hold the license appropriate for the vehicle being operated;
- Delivery trucks must enter using the automatic gate and wait for instruction from McQueens staff.
- Follow instructions provided by Maintenance workers and signage;
- All vehicles must park in designated parking bays; and
- Vehicles must follow the indicated direction of travel.

Workers or contractors are not to drive a vehicle while under the influence of drugs and or alcohol. Supervisor/Managers are to monitor and implement this requirement.

Hazard Reporting

Workers have a clear responsibility to identify hazards due to unsafe work practices or conditions at the workplace. This responsibility extends to workers either fixing the hazard if in their area of control, or reporting the hazard to management.

The Supervisor/Manager will review the hazard report and take all necessary action. The information contained within the hazard report will be entered into the Corrective Action Register.

The Corrective Action Register is available for inspection by the WHS Committee.

Incident Reporting and Investigation

All accidents or incidents including work related illness; injury; damage to plant, equipment or property; and other incidents that could put workers or plant at risk; must be reported and reviewed, in order to prevent it from happening again and to ensure better control of hazards or risks at the workplace.

Reporting and Recording

If personal injury is sustained the worker must contact a First Aider for immediate treatment. The worker **MUST** advise management or a First Aider no later than 24 hours of an injury occurring.

The injury should be initially treated on site, and if necessary treated off site at a medical centre or hospital. All on-site first aid treatments, work-related injuries, illnesses or incidents that have been reported to a first aider, must be documented in an incident report.

The Supervisor/Manager of a worker that sustains a work related injury or illness, should take the worker to be seen by a doctor as soon as possible. The Supervisor/Manager will ask the worker if he can speak to the doctor immediately after the consultation has finished discussing the possibility of suitable duties.

If a near miss or recordable incident occurs, the worker must contact his/her Supervisor/Manager and inform them of the incident, as soon as possible. An *Incident Report* must be completed and kept on file.

Incident Prevention Review

If an incident has been reported, the Supervisor/Manager will conduct an incident prevention review as soon as possible. The Review will focus on the chain of events leading up to the incident rather than the consequences. The review will identify control measures and corrective actions to stop a re-occurrence which must be implemented without delay.

Emergency Management

First Aid

First aid kits are available at various locations around the site. If you suffer any injury including a cut, bruise or strain you must seek first aid to ensure that you get the most appropriate medical treatment. When using first aid, inform the first aid officer identified on the signs adjacent to the evacuation plans.

- The first aid officer must be informed of any injury no matter how minor to ensure that the first aid kit remains adequately stocked.
- The First Aid Officer is responsible for checking that the kit is restocked and will ensure that medicine is not included in the kit.

The First aid officer will record any first aid treatment provided. If you see something that could cause an injury report it to your Supervisor/Manager as a hazard. The Supervisor/Manager will in conjunction with relevant workers, complete a hazard report, with the aim of preventing an injury.

Emergency Procedures

Evacuation is the usual response to an emergency, however wardens may also instruct people to Standby and wait for further instructions, including for example, to Shelter in a specific place, particularly if there is smoke from a neighbouring workplace fire, or Lockdown if there is a threat of violence.

If the evacuation alarm or warden whistles are sounded you must stop your work, turn off any equipment you may be using where it is, go to the designated assembly area and report to your Supervisor/Manager.

Fire Wardens will take control of the workplace during an emergency. The Wardens will clear the building and may instruct people to move or direct people away from danger. Only Wardens may issue the all clear when things are safe, to allow people to return to work.

If you see a fire, large chemical spill or receive a bomb threat or for any other emergency complete the following:

1. Raise the Alarm
2. Call the Fire Service
3. Respond to the emergency (extinguish fire if safe)
4. Assist others to Evacuate

Use a fire extinguisher only if you have been trained to do so, (and it is a small fire) and only if you have a means of escape. Only use water on paper or wood fires, not on chemical fires or electrical fires. Do not use a fire extinguisher for anything other than emergency response purposes. Smoke and heat kill faster than the flames. Even if a fire has been extinguished the Fire Service must be called to check and authorise the return to work.

Workers will:

- Notify the immediate Supervisor/Manager, or member of the Emergency Response Team of an incident / emergency
- Adhere to the requirements of the Incident & Emergency Reporting Procedure

Emergency Response Team (Fire Wardens and Chief Warden) will:

- When informed of an incident, determine an appropriate response in accordance with this procedure.
- Give appropriate directions to manage the incident or emergency
- Liaise with emergency services during the development of the site Emergency Response Plan (ERP), if applicable.

Emergency Response

Fire or Explosion

Fire and other emergency situations have the potential to impact on the health and safety of everybody. GRSA is committed to providing mechanisms that ensure the ongoing health and safety of all workers, contractors and other persons associated with the organisation.

The following procedure must be adhered to by everyone including workers, contractors and visitors. **GRSA** regards any actions of workers or contractors in a fire or emergency situation that results in a risk to the health and safety of another person, as extremely serious.

- Raise the alarm either by whistle or siren (McQueens only) and let everyone know that there is an Emergency. Ensure that the Chief Fire Warden knows about the emergency.
- Dial 000 from a safe location to report the fire. It is best to have the fire department respond and not be required, than to have them arrive too late for potential rescue.
- If the fire is small enough, use a nearby fire extinguisher to control and extinguish the fire. Do not fight a fire if the following conditions exist:
 - You don't know what's burning
 - The fire is spreading rapidly
 - The fire might block your means of escape
 - You might inhale toxic smoke
 - Your instincts tell you not to
- If the first attempts to put out the fire do not succeed, evacuate the building immediately
- Stop all machinery and other equipment, and isolate the power supplies, (i.e. only if necessary and safe to do so).
- Assist any person in immediate danger to safety, if it can be accomplished without risk to you.
- Leave the building immediately via the nearest exit, and go to the closest evacuation assembly area. The evacuation assembly areas are located in the trainers car park, grassed area in front of the main building and adjacent to the maintenance shed.
- Close doors and windows if possible, as the last person leaves a room or area.

- Upon evacuation of the building, proceed to a designated meeting area where head counts will be taken.
- Never re-enter a building without permission from the Fire Service.

Medical Emergency

The first aid officer will call an ambulance if he or she deems it necessary. The Supervisor/Manager will be informed if an ambulance has been called.

- The first aid officers will render primary care until the ambulance arrives.
- The Chief Fire Warden will ensure that all onlookers are removed from the area. This may necessitate the evacuation of the area.
- The Chief Fire Warden will instruct workers to clear the area to allow the ambulance to travel as close as possible to the emergency, and direct the arriving ambulance officers to the area.

Substance Spill or Leak

If a chemical spill occurs on site, measures will be taken to absorb the spill and prevent it from injuring others or spreading.

The flammable liquid store is bunded and the gas storage area is well ventilated. Workers will be cleared from the chemical spill area until the appropriate clean-up has occurred.

Vehicular Accidents

An emergency response plan should be developed to handle vehicular accidents, such as roll overs or collisions, where people are injured and/or substances are spilt. A quick and immediate response should be initiated at the earliest opportunity. This response should entail cleaning up the accident scene and handling the substance, either to dispose of or reuse.

Severe Storm

If a flood or severe storm threatens the site the Chief Warden will decide if **GRSA** is at risk and contact workers if work is suspended. Actions to secure the site in the event of a severe storm include moving equipment inside or undercover as well as the interruption to all other related racing activities.

Bomb Threat

1. Keep calm and talk with caller, make a brief note for a colleague to give to your Area Warden.
2. Make notes of phone call; what does the bomb look like, location of bomb, time bomb is set to go off, size of bomb, type of explosive used, male or female, strong or soft voice, background noises, etc. and any other information that can be obtained.
3. Try to maintain communication for as long as possible as this may assist Police in their investigations.
4. On completion of the phone call, give all notes you recorded to your Chief Warden.

Security Breach

If a security threat is detected, the Supervisor/Manager will instruct workers to lock down in an area that is considered safe by Supervisor/Manager, or to evacuate to an alternate assembly area.

Workers are not to confront the person that is violent.

If you detect a security breach, such as a broken window, damage or theft, do not attempt to check the area by yourself. Call or wait for a colleague to arrive before making entry. A security threat or break in should be reported to the police. Do not touch any smooth surfaces or allow the glass to be repaired until clearance to do so has been given.