



# **Health, Safety, Security, Transport & Admin Policy Manual**


**19<sup>th</sup> July, 2019**

**HUMAN RESOURCE DEPARTMENT**

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## **PART 1: POLICY PREAMBLES**

### **1. INTRODUCTION**

The Health, Safety, Security, Transport and Admin-Logistics are support services to the IBSUniversity were; Health function under Human Resources Department manages the health bay on campus.

The Human Resource Department also coordinates and oversees the Safety and Security in ensuring the safety of both humans and the properties are of utmost importance.

Transport function under the Development Department maintains 33 fleets of vehicles and machines and coordinates all vehicle use and movements.

Admin and logistics functions under the Development Department oversees and coordinates all stock procurement and issues.

Previously under the HSST Department these functions have now been integrated into the departments as outlined above, hence the HSST Department being dissolved.

Under Occupational Health and Safety Regulations the wellbeing of an employee in terms of health, security and safety in a working environment is mandatory. IBSUniversity has a responsibility to protect the health and safety of its students, staff and visitor at all times. IBSUniversity health and safety policies and practices affect an individual's physical and psychological health and safety.


### **2. PURPOSE**

The purpose of this Policy Manual is to outline these interrelated functions in one document for convenience, as a quality manual, when relating to them for implementation. Rather than having them as standalone policies that keeps one continuously looking here and there to relate to the policies the manual is more a handbook that is readily available for access.

### **3. OBJECTIVES**

The objectives of these Policies are:

- 3.1 To ensure that these functions provide an efficient and systematic support service that is needed by IBSUniversity to run its operations
- 3.2 To ensure that employees oblige to the guidelines and follow the processes and procedures in place for accountability and transparency
- 3.3 prevent accidents and injuries at work and on campus, including school related illnesses.
- 3.4 To be accessible at the minimal time possible before implementation
- 3.5 To be the quality manual that is providing the guidelines on the services provided

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#### 4. SCOPE

This Policy Manual comprises five (5) policies of;

- 4.1 Health
- 4.2 Safety
- 4.3 Security
- 4.4 Transport
- 4.5 Administration

The policies outlined here are not isolated policies but are contained within the Laws and Acts of the PNG Constitution, such as;

- i. Industrial Safety; Health and Welfare (Amendment) Act 2016.
- ii. Occupational Health and Safety Act 1991
- iii. Road Traffic Act 2014

Where an issue arises and is not covered in this manual the Chairman will make a ruling. That ruling shall be recorded as a precedent and incorporated into the policy when it is reviewed.

#### 5. DEFINITIONS

**“Administration”** refers to logistics officers being involved in the activity of organising the movement of equipment, stock-taking, procuring and replenishing of stationeries and white and brown goods for office and accommodation as well as facilitating maintenance to facilities and upkeep of the campus.

**“Billeting”** refers to lodging of IBS students in particular place or accommodation who have established understanding with IBS. Also referred to as homestay.

**“Health”** refers to the well-being and sound mental, physical and social state of an employee or student of IBS that is disease and sickness free.


**“Patient”** is a staff or student or anyone deemed appropriate who has visited the health bay and is awaiting medical attention.

**“Referral”** is when a staff or student or anyone deemed appropriate who have visited the health bay and after diagnosis have been recommended by the nurse to seek further attention or treatment at a public or private hospital of choice.

**“Safety”** refers to the condition of being protected from or unlikely to cause danger, risk or injury.

**“Security”** the provision of protection and surveillance on IBS employees and properties to instil a state of being free from danger or threat.

**“Traffic Infringement”** refers to any traffic offence committed by a driver on a public road that endangers other motorists and passengers alike.

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“**Transport**” refers to the coordination, maintenance and use of the fleet of vehicles at IBS for the movement of humans and goods from one location to another.

## 6. ROLES & RESPONSIBILITIES

**Development Manager** is responsible for the implementation and upkeep of the policies pertaining to the Transport and Logistics functions.

**Manager Human Resource** is responsible for the development, training and implementation and upkeep of the policies pertaining to Health, Safety and Security functions.

**Manager Quality Assurance** is responsible for ensuring that this Policy Manual is reviewed at end of each year by incorporating any precedent decisions made being incorporated into policy clause.

**Chairman** is responsible for taking decisions on what is not stipulated in any clauses of the Policies here within.

**Board** is responsible for developing policy objectives and vision of the University.

**University Nurse** is a caregiver to the students, staff and their family, including any visitor that has any physical injuries/accidents and sudden onset of illness that occur on sit, i.e. on campus or field trip events. And also, the University Nurse is responsible for training the designated first aider on basic first aid procedures.

**Student Services Department** is responsible for ensuring that relatives are well informed on health and safety status of the students.

**Employees** are responsible for taking an active role in health and safety awareness by engaging in training and development provided by the Human Resource Department.


Students are responsible for taking an active role in learning by recognising that they are responsible for their health and safety on and off the campus in order to achieve academic excellence.

## PART 2: POLICY GUIDELINES, PROCESSES AND PROCEDURES

### SCHEDULE A HEALTH POLICY

#### 1. GUIDELINES

- (a) This policy very much covers the operations and use of the health bay on campus for convivences to both staff and students and any other persons accessing the facility.
- (b) Lost time injuries at the workplace and student time loss in attending classes are all related to the cause of ill-health. Compliance to policy guidelines related to health can minimise such from happening.

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- (c) Taking heed of health programme awareness are important in order for all to avoid unhealthy habits and behaviours to stay healthy should be a concern for all.
- (d) It is the responsibility of the University Nurse to ensure that the health bay is equipped at all times in order to be serving its purposes. Drug Requisition For **[HSST0003]** should be completed if there is a need of supply replenishment. Maintenance of the health bay rest with the University Nurse, with the support of the Human Resource Department.
- (e) University Nurse should be available at health bay during office hours, unless in emergency cases and as requested by the management for specific task.
- (f) Health bay shall have attendance logs. Clinic Registration Form **[HSST0001]** and Daily Health Bay Attendance **[HSST0002]** shall be filled up by the patient, or in serious cases, patient's companion or the university staff.
- (g) Having a health bay or health bay that is serving its purpose is not just for reasons of health but complying to the Occupational Health and Safety Act of PNG as well as the Department of High Education Research Science & Technology (DHERST) standards


## 2. STAFF ACCESS TO HEALTH BAYS

IBS has two health bays set up in two different campuses. These two health bays have the basic medical equipment that can cater for the first line of response with start does of treatments then refer them to a much bigger hospital for further treatment.

- (a) The health bay is accessible for both staff and students
- (b) IBS staff should visit our company health bay when feeling sick before proceeding to other health bays for treatment during working hours.
- (c) All staff shall go through a staff medical screening process for staff medical profiling
- (d) All staff shall get a sick slip and get their department manager and HR to approve when seeking sick days' off. However, the Staff shall come with a medical report to prove his sick days off.
- (e) All staff are responsible for their own medical insurances. The company provides basic medical diagnosing and treatment with the Company medical professional. Company is not liable to pay for referral fees for the staffs
- (f) Start doses will be given to ill staff and referrals will be made to the nearest health bay.
- (g) All staff shall present their health bay book when visiting the health bay
- (h) All prescription drugs will be signed off by the Registered Head nurse only

## 3. STUDENT ACCESS TO HEALTH BAYS

Students are the major part of clients that the services are provided for, therefore they are entitled to medical services once on campus.

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- (a) All students are entitled to medical service provided
- (b) Students visiting the health bay for health reason should register in Health Bay Registration Form [HSST0001]. Staff visiting should also need to register at Daily Clinic Attendance Log [HSST0002].
- (c) Health bay will provide the basic diagnosis and first doses of treatment. University Nurse shall complete Patient Medical Record Form [HSST0006].
- (d) All cases beyond control will be referred to the nearest hospital for further treatment
- (e) All students shall present their health bay book when visiting the health bay
- (f) All prescription drugs should be signed off by the Registered Head nurse **only** [HSST0007 – Prescription Form].
- (g) All emergency should be referred to the nearest hospital’s accident and emergency department. University Nurse shall complete the Medical Referral Form [HSST0008] and should be hand over to the attending Nurse at the hospital.
- (h) A medical fee of K100.00 is charged to the students who are residing on campus for emergency cases
- (i) All maternal cases should be assessed and referred to the nearby health bays
- (j) The University Nurse should complete Medical Certificate Form [HSST0005] for reference.

#### 4. PATIENT CONFIDENTIALITY


- (a) The patient’s records shall always be maintained with high level of privacy. These records are maintained by medical records staff who are trained to ensure that these files are complete, confidential and accessible only by the nurse. The privacy and confidentiality of records is protected by law under the privacy laws of Papua New Guinea.
- (b) The most common reasons for use of health information are for treatment and health care operations. Health information may be used for the purposes listed below. Health information shall not be disclosed without a signed consent.
- (c) How information can be used for treatment purposes:
  - i. Setting up an appointment with patient
  - ii. Referring patient to another health care provider
  - iii. Getting copies of patient’s health information from another health care provider

#### 5. PATIENT’S RIGHTS

- (a) The patient has the right to:

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- i. Privacy and confidentiality regarding medical care.
  - ii. Expect that medical records shall be kept confidential and that access to information should be limited to those legitimately involved in patient care. Patient medical records will be released only in cases of medical emergencies, in response to court-ordered summons or to persons specified with written consent from patient.
  - iii. Receive the necessary information to participate in decisions about patient care, including cost, risk benefits, limitations of and alternatives to diagnostic and therapeutic modalities.
  - iv. Give informed consent before any diagnostic or therapeutic procedure is performed.
  - v. Information concerning diagnosis, treatment and prognosis of an illness or health-related condition.
  - vi. Request a health care professional of either gender or particular treatment approach.
  - vii. Be treated in a professional, courteous and caring manner that does not discriminate because of age, race, disability, handicap, national origin, religious beliefs, gender, sexual orientation or veteran status.
  - viii. A second opinion or appropriate referral.
  - ix. Express suggestions and concerns in an appropriate manner.
  - x. Know the names and positions of people involved in patient care by official name tags or personal introduction.
  - xi. A full explanation of any research or experimental procedure proposed for evaluation or treatment, and the opportunity to give informed consent before participating in a research study.
  - xii. Request that health care services be communicated in native language and that efforts should be made to accommodate that request.
  - xiii. Appropriate assessment and effective management of pain.
- (b) Patient has the responsibility to:
- i. Ask questions if diagnosis, treatment, prognosis or any instructions explained is not understood.
  - ii. Follow instructions concerning medications, follow-up visits, education recommendations, other essential steps in patient treatment plan and to notify the health care provider if this plan cannot be followed or if problems develop.
  - iii. Treat the IBS Health bay personnel in a respectful manner.
  - iv. Arrive as scheduled for appointments and to notify the IBS Health bay in advance in case of cancelled appointments.

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- v. Following all rules and regulations that are posted within the IBS
- vi. Carry adequate health insurance, be familiar with policy coverage and provide information necessary to process insurance claims.
- vii. Pay any charges billed with.
- viii. Help health care provider assess needs with respect to pain and to work with health care provider to develop a pain management plan.

## 6. TREATMENT POLICY

- (a) IBS will recruit a University Nurse who will be in charged and authorized to provide medical treatment
- (b) IBS health bay will provide basic medicine for at-the-counter treatment after the diagnosing for further treatment
- (c) The patient will be referred to the hospital for further treatment
- (d) Hand over medical notes shall be given to the hospital doctor from the IBS health bay nurse for further Diagnosing and Treatment


## 7. REFERRAL POLICY

- (a) All patients shall be referred to the nearest hospital for further treatment. The IBS health bay nurse will accompany the patient to the hospital if it is serious case to explain to the medical officer of the hospital patient's records.
- (b) If it is in the campus, IBS will provide transportation for the boarding students and Staff residing on campus.
- (c) All the other students will be transported depending on the situations

## SCHEDULE B SAFETY POLICY

### 1. GUIDELINES

- (a) Under Occupational Health and Safety regulations at workplace, just like the Health and Safety aspects, is of equal importance in order to have workforce that is at ease. The safety of each employee is paramount for them to be going home safe and healthy every day.
- (b) The First Aid Policy is important not only for staff and students, but relates to every person who enters the IBSUniversity premises or uses the institution's facility. It is understood that there is a shared legal responsibility and accountability between, and a commitment by, all persons to implement the IBSUniversity First Aid Policy, procedures and practices.


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- (c) IBSUniversity Safety Policy also complies with <OHS National Standards, codes of practice, PNG Standards> and best practice recommendations from recognized authorities. IBSUniversity shall regularly review policies in collaboration with educators, families, and if appropriate, students; and seek recommendations from recognized authorities.
- (d) Having good safety policies and safety equipment in only one part of the equation. Instilling the culture of safety with the accepted safety behaviour is another part of the equation in order to experience minimum lost time injuries at workplace. And, with the students there are less absences due to health and safety issues.
- (e) Timely responses to emergencies and proper application of first aid shall be of high priority to minimise as much the possibility of any incidences becoming acute or fatal.
- (f) Upkeep and safe keeping of safety equipment and apparatus are compliance to acceptable safety practices
- (g) There shall be no compromise with safety if there is to be a injury free work and school environment

## 2. STANDARD EVACUATION PROCEDURES

Upon hearing the alarm or when directed by a warden;


- (a) Prepare to evacuate
- (b) Get your workplace ready to be left unattended. Shut down computers, turn off gas and electrical equipment, if safe to do so and collect all your valuable items
- (c) For fire, close the doors as you go – do not lock them
- (d) Assist any person in immediate danger
- (e) Leave the building via the nearest safe route as instructed by your campus warden- Two Master Points: A&B
  - Master Point A (Carpark Area)
  - Master Point B (Tyre Run Area)
- (f) Obey all directions from wardens
- (g) Move calmly to the assembly point or other advised area and stay there until the ALL CLEAR has been given
- (h) Follow closely the instructions of emergency services personnel and campus wardens
- (i) Warden to do head count and roll check to make sure every person is on site at the emergency area
- (j) Call help (Police, Security, Fire Department)
- (k) Wait for the OK to re-enter the building or evacuate the campus.

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### 3. FIRST AID POLICY

#### 3.1 Guidelines

- (a) IBSUniversity have a responsibility to protect the health and safety of its students, staff and visitors at all times by ensuring that students, staff, families, corporate clients and sponsors are treated on site where first aid is required, and any emergency cases had been referred to the health bay.
- (b) The First Aid Policy is important not only for Staff and students, but relates to every person who enters the IBS premises or uses the institution’s facility.
- (c) The purpose of the First Aid Policy to ensure students, staff, families, corporate clients and sponsors are treated on site when First Aid is required and minimise referrals.
- (d) The objective of a First-Aid Policy is to achieve a better, healthier and safer environment for students, staff and families, corporate clients and sponsors to live, study, work or visit
- (e) The Scope of this policy is that it will only cover;
  - i. Primary Care for injuries, accidents and sudden onset of illnesses on site
  - ii. Administration of non-prescribed drugs
- (f) Areas not in scope includes;
  - i. No supplies of medicines
  - ii. No secondary care and admission to the campus
  - ii. No administering of prescribed drugs.
- (g) Nursing care in nursing each other is the heartbeat of a community. The university shall ensure the availability of University Nurse, or a first aider within the campus at all times. Even in field trips or university events, a designated first aider shall be present.
- (h) First aid procedures are learned during appropriate First-Aid and CPR Courses. This policy outlines staff actions to take during minor and major medical emergencies on and off campus during school-sponsored trips, events or normal daily student’s school runs. This policy does not cover specific first aid or CPR steps or sequences. Refer to training materials, skills learned, and/or directions on prescribed medications for specific guidance on treatment procedures.
- (i) The First Aid Policy, procedures and practices are designed to support IBS staff to;
  - i. Preserve life
  - ii. Ensure that ill or injured persons are stabilized and comforted until medical help intervenes

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- iii. Monitor ill or injured persons in the recovery stage
- iv. Apply further first aid strategies if the condition does not improve
- v. Ensure that the environment is safe and that other persons are not in danger of becoming ill or injured.

(j) Availability of nurse or designated first aider


- i. University Nurse shall be stationed at the Health Bay during regular office hours;
- ii. In the event where the University Nurse is not available, the university or the University Nurse shall ensure that there will be a first aider available within the campus;
- iii. The designated first aider shall be knowledgeable to perform basic first aid technique. The university shall determine who will be the designated first aider, based on the capability to perform basic first aid technique;
- iv. If the designated person does not have the knowledge of first aid technique, the university shall either select another person, or train the designated one;
- v. It is highly recommended that the University Nurse or the designated first aider should have the emergency medicine bag before going to the incident area.

(k) Health bay

- i. The needed supplies for first aid kit shall be determined by the University Nurse. In order to facilitate, the University Nurse should update the First Aid Kit Log [HSST004] after the incident has been settled;
- ii. Emergency cases will include minor and major injuries or medical emergency.
- iii. Management may assign other task to University Nurse related to health and safety task that may require him/her to be out of health bay.
- iv. Maintenance of health bay rest with the nurse, with the help of Administration Department. University Nurse shall update the Human Resource Department on any needed support for improvement of health bay.

(l) Notifying and assessing the injury and medical emergency

- i. Notifying the University Nurse, designated first aider, or any university staffs can be done in person, or calling mobile phone. It is highly recommended that the mobile phone number of the nurse or designated first aider is posted in health bay, or in the notice board;
- ii. If one of the university staffs had been informed of the situation, he/she needs to inform the University Nurse immediately.

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- iii. In administering first aid, it is important for everyone to provide appropriate space for the University Nurse or first aider to move around the incident area and for the patient to breath properly;
- iv. The assessing the need for hospitalization, the University Nurse, designated first aider, or the patient him/herself can decide. Transport facility shall be coordinated by the Logistics Department.

(m) Examples of injuries and medical emergencies

The following incidents are examples of when first aid is required:


- i. Life threatening injury or illness, such as loss of consciousness leading to respiratory or cardiac arrest;
- ii. Seizures;
- iii. Choking and/or blocked airway;
- iv. Allergic reaction, such as anaphylactic reaction to nuts or seafood;
- v. Injury to the head, back or eye;
- vi. Bleeding or bone fracture;
- vii. High temperatures and febrile convulsions;
- viii. Asthma attack;
- ix. Burns (including sunburn);
- x. Excessive vomiting leading to dehydration; and
- xi. Poisoning from either hazardous chemicals, substances, plants or snake or spider bites.

(n) The university recognizes that first aid responses to people suffering from an emotional or psychological condition are also important. The conditions can include:

- i. Severe stress resulting from a workplace or personal situation
- ii. Anxiety attack
- iii. Emotional breakdown and loss of reasoning.

(o) Emergency Medical Service

- i. In calling emergency medical service for ambulance support, the university highly recommends St John Ambulance Service. The number to call is 111 or 303 1000;
- ii. In case St John Ambulance Service is not available, the University Nurse or the first aider needs to decide, depending on the degree of injury or medical emergency, to use the university transport facility.

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(p) Visibility of First Aid Procedure

- i. The procedures relating to the First Aid Policy are laminated, clearly labelled and displayed in the service for all stakeholders to read;
- ii. OHS procedures and practices should be easy to read and interpret;
- iii. The laminated copy of procedures shall be posted in the notice boards of Health Bay, academic block, and the COE building;
- iv. The display should also include contact details of University Nurse, Logistics Officer, SSD Manager, as well as emergency medical service provider.

### 3.2 Terminologies on First-Aid

**“Basic Life Support”** is a level of medical care for a person encountering life threatening injury or medical emergency until the person given full medical care. It can be performed by a trained medical person, paramedics, or a qualified First Aider.

**“CPR”** is Cardio-Pulmonary Resuscitation

**“Emergency Medical Services”** also known as ambulance services or paramedic services, are emergency services which treat illnesses and injuries that require an urgent medical response, providing out of medical treatment and transport to definitive care.

**“First Aid”** is the first help given to a person until a full medical help arrives. It is the initial care of the ill or injured, where some-one has had an accident or is suffering from a sudden illness and needs help until a qualified health care is given / a qualified health professional, such as a nurse or ambulance officer, arrives. / ‘First Aid’ is THE FIRST help given to a person until a full medical help arrives.

**“First Aider”** a person who provides the initial care for the illness or injuries until the qualified health care professional arrives.


**“Major Injury”** is any injury deemed by school staff or first aider that need immediate physician care, Emergency Medical Services or transportation to the nearest healthcare facility.

**“Minor injury”** is any injury which can be managed and treated by the nurse, appointed first aider, or any individual who is capable of performing first aid.

**“Nursing”** is an integral part of the health System, encompasses the promotion of health, prevention of illness and care of physical ill, mentally ill and disable people of all ages in all health care settings.

**“Medical emergency”** is a serious injury or illness that threatens the life of a person or may have long-term implication to a person’s health.

**“University Nurse”** is a person (a nurse) who provides a specific qualified care to any form of physical, medical and surgical ill cases.

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### 3.3 Notifying and Assessing the Injury or Medical Emergency


- (a) A person who witnessed the need for medical attention of another person within the campus, shall notify the University Nurse, designated first aider, or any University staff.
- (b) In case one of the University staffs had been notified, the University staff shall notify the University Nurse.
- (c) University Nurse, or other designated first aider shall immediately assess the degree of injury.
- (d) University Nurse, or other designated school staff administer first aid procedures as indicated by the nature of the accident.
- (e) If the assessment had shown the need for hospitalization, the University Nurse, or the designated first aider, shall facilitate for transport.

### 3.4 Injury and Medical Emergency on Campus

- (a) Minor Injury
  - i. Sick/ Injured person is brought to the campus Health Bay for further Management. Parents/ Guardians are notified if necessary.
  - ii. Staff witnessing the accident and/or providing first aid care should complete the Incident Report Form **[HSST0009]**.
- (b) Major Injury
  - i. Logistic department shall facilitate for transportation to the school Health Bay if in campus.
  - ii. In the event of mass casualties, call emergency medical service.
  - iii. Provide first aid or other Basic Life Support (CPR, rescue breathing, etc.).
  - iv. Student Services Department, Human Resource Department or designee calls parents or guardian immediately.
  - v. University Nurse has to complete the Medical Referral Form **[HSST0008]** upon endorsement of the patient to emergency medical service.
  - vi. Staff witnessing the accident and/or providing first aid care should complete the Incident Report Form **[HSST0009]**.

### 3.5 Injury during Field Trips or Events

- (a) The field trip/event coordinator should ensure that appropriate first aid equipment and supplies are available during the trip;
- (b) The field trip/event coordinator should coordinate with the University Nurse for the need of a first aider during the field trip/event;

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- (c) The University Nurse shall appoint a first aider during the field trip/event. If the person designated as a first aider is not trained, the person should be provided with basic first aid training;
- (d) It is advisable that at least one staff person has a cellular phone in case the emergency is en-route to or from the school or field trip destination;
- (e) At least one school staff person must be trained in first aid and age-appropriate CPR, including adult CPR. Permission slips with emergency care release or parent/guardian phone numbers must be with the field trip coordinator or their designee.
- (f) In the event of an emergency:
  - i. University Nurse or designated school staff person administers first aid procedures as indicated by the nature of the accident.
  - ii. If the injury is major or life-threatening, either the first school staff person attending to the student or another school staff person calls emergency medical service.
  - iii. Provide first aid or other Basic Life Support (CPR, rescue breathing, etc.).
  - iv. Field trip coordinator or designee call parents or guardian immediately.


### **3.6 Work Instruction Injury**

#### Minor Injury

- (a) Notify nurse or HR Department
- (b) Nurse or other school staff administer first aid procedures as indicated by the nature of the injury
- (c) Assess and apply procedure
- (d) Parents or Guardians are notified if necessary
- (e) Staff witnessing and/or providing first aid care should complete an accident/incident medical care report.

#### Major Injury

- (a) Notify nurse or HR Department about the incident
- (b) Assess and apply procedure immediately
- (c) Either first school staff attending to the student another school staff calls Logistics and Transport Coordinator for transport to health bay
- (d) Provide first aid or other basic life support (CPR, rescue breathing, etc).

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- (e) If CPR or rescue breathing is required, a first aider staff will take charge of situation and delegate tasks
- (f) Notify parents or guardians
- (g) Staff witness and/or providing first aid care should complete an accident/incident medical care report

#### **4. SAFETY WEARS AND APPLIANCES**

##### **4.1 Safety Wears**

All staff and students shall wear correct Personal Protective Equipment (PPE) at all times when handling items or when involved in work where safety is highly recommended. No work should be carried out if correct PPE is not worn.

Prior to work being carried out there shall be;

- (a) Short brief by supervisor on work to be carried out
- (b) Supervisor to check and ensure all personnel are in correct PPE
- (c) Supervisor to check and ensure correct tools and equipment are available
- (d) Execution of the tasks


##### **4.2 Safety Appliances**

All safety appliances installed within the campus shall be in good condition and within expiry dates. HR Department or designated Safety person shall carry out scheduled inspections on all installed appliances and equipment to ensure they are in good condition and within user by dates.

- (a) HR Department to nominate or employ a certified safety officer
- (b) Schedule regular safety checks and inspection
- (c) Carry out the safety checks and inspection and report accordingly
- (d) Carry out fire alarm and drill test once every three months.
- (e) Carry out street signs and street lights inspections once every three months

##### **4.3 Fire Extinguishers**

- (a) All Institutional buildings and property must have fire extinguishers in them
- (b) Fire drill must be organised with the PNG Fire Office of Service provider for all team members half yearly (**OHS&E - HRD**)
- (c) Maintain register for all Fire Extinguishers and cost involved

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- (d) Service scheduled must be organised with the service provider
- (e) Repairs & Maintenance forms must be completed to log the jobs for action and report to Management accordingly
- (f) History of Maintenance of all fire extinguishers must be kept accurately including the costs.

## SCHEDULE C      SECURITY POLICY


### 1. GUIDELINES

- (a) Rules and regulations must be observed at all times. Safety must always be a top priority on all campuses and at work environment.
- (b) Normal checks to all vehicle coming in to the campus and the registering of vehicle and driver details ensuring that the motor vehicle occupants understand Campus rules and regulations
- (c) Strictly no chewing of buai/betel nut and smoking anywhere within campus
- (d) Strictly no street vending or selling of items in front of any IBS Property and Campus
- (e) Keep gates closed and padlocked at all times- locks and keys are provided for this purpose
- (f) All guards on duty to ensure that the necessary checks are done outside of the campus gates and parameters ensuring safety of any motor vehicle leaving or entering company premises
- (g) Placing of Night Guards at Static Locations throughout the Campus Grounds to ensure for safety of property and residents (lecturers, managers, guests).
- (h) Nightly rotation for static guards to be supervised by the Security Supervisor on each IBS Campuses
- (i) There are two shifts – night/day shifts working at an average of 10 hours per day.

### 2. SECURITY PROCEDURES

#### 2.1 Morning and Afternoon Shift

- (a) All guards to assemble before shift change for both morning and afternoon
- (b) Security Supervisor check and confirm guards present
- (c) Security Supervisor to inspect attire of guards coming on shift
- (d) Security Supervisor to dismiss outgoing shift guards and deploy guards to locations for incoming shift

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## 2.2 Location Monitoring

- (a) Security Supervisor to monitor every location on regular intervals for both day/night shifts
- (b) Security Supervisor to swap locations of guards after every two-hours
- (c) Absences should be recorded and explanation sought
- (d) Guards should report to Security Supervisor if the radio battery is signalling need for recharge
- (e) Security Supervisor to take in flat battery for recharge and replace with charged battery

## 2.3 Vehicle Checks on Entry and Exit


- (a) Guards to keep vehicles entering or exiting the campus to wait until they are being checked
- (b) Guards to confirm reason for coming into the campus and carry out eye surveillance on passengers on board and do mental check on items in the vehicle.
- (c) Guard to advise campus rules, like no chewing of betel nut and speed limit
- (d) Guards to record plate number and allow entry
- (e) Vehicles driving out should also be given a quick mental check to identify if everything is okay before allowing the vehicle out.
- (f) Any vehicles with alcohol or a drunk driver should not be allowed into the campus

## 2.4 Betel Nut Chewing and Smoking

- (a) Security guards are to be on the lookout for anyone chewing betel nut or smoking inside the campus
- (b) If someone is caught chewing betel nut or smoking within the campus grounds the Security Supervisor is to be notified immediately.
- (c) Security Supervisor to charge person chewing betel nut or smoking a spot fine of K50.00 and told to clean any spittle.
- (d) If same person is caught the second time he or she should be referred to Manager HR for caution that he or she can be banned from entering the campus.

## 2.5 Accident/Incident Reporting

- (a) Every minor or major accident/incident shall be reported using the Incident Report Form [HSST0009].
- (b) Pictures should be taken of the accident/incident and attached to the report.

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- (c) The guard present at the scene of the accident/incident should write the report and have Security Supervisor sign before forwarding to the Manager HR
- (d) Manager HR to act on the recommendation for further deliberations

## SCHEDULE D      TRANSPORT POLICY

### 1. GUIDELINES

These guidelines must be followed by drivers and vehicle users / custodians to minimize damage, injury and abuse of company vehicle.

- (a) The allocation of an official motor vehicle is the sole prerogative of the Chairman / Vice Chancellor
- (b) Drivers must have appropriate state required classed license and copy of registration papers of the vehicle
- (c) Drivers must follow all traffic rules and regulations at all times including the strict adherence of the speed limit (70km/hr)
- (d) Drivers are responsible for any penalties enforced by the Traffic Police for not having valid license in hand or any traffic infringements due to careless driving
- (e) Any damages or incident must be reported to the Admin & Logistics officer of Transport Coordinator for internal purposes and police (External) immediately. Police report along with driver's report must be produced to the Admin & Logistics Officer or Transport Coordinator for appropriate action.
- (f) Drivers are responsible for the safety and security of the vehicle and they are personally responsible for any damages to the vehicle or property of the third party as a result of negligence of the driver.
- (g) The authorized driver should check daily the vehicle indicators such as fuel, brake lights, door light, wiper, and dashboard indicator lights, engine oil and all fluids. Should any indicator light not working, this should be reported to the Transport Coordinator immediately.
- (h) The checking of Motor Vehicle Registration and Expiry Dates is the responsibility of the motor vehicle custodian/driver.
- (i) The Transport Coordinator is responsible for the Monthly Scheduling of Basic maintenance work to be carried out on all institutional motor vehicles at the 11 Mile Workshop [ADM0003 – **Vehicle Repair & Service Form**].
- (j) All Institutional motor vehicles are to be kept neat and tidy at all times. In instances of a vehicle being returned due to a staff is leaving the employment of IBSUniversity – A joint inspection is carried out by the Transport Coordinator and the custodian/driver to ensure

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that there are no damages or faults done to the vehicle and that all personal items are removed from the vehicle before signing back to IBSUniversity.

- (k) The key for office run vehicles must be returned to the Development Manager at the end of the day.
- (l) Seat belts must be worn at all times on all institutional vehicles as stipulated under the PNG Traffic Law.
- (m) Young children must ride in child safety seats as required traffic regulation
- (n) There won't be any passengers in any vehicles than the number of seat belt in the vehicle. Overloading of passengers and cargo are not allowed.
- (n) Smoking, eating, chewing betel-nut and drinking of alcohol is strictly prohibited at all times.
- (p) Drivers and passengers try to minimize use of vehicle that has been allocated for designated officers. All company business runs will be carried out during the course of the day by the designated driver and Bus. Any other requests outside of this will have to be approved by the Development Manager or Chairman.
- (q) The following Fuel Limit is applicable for the allocated vehicle as a control mechanism.
- (r) All transport request shall be submitted 24 hours prior to the business run scheduling
- (s) All cost for personal runs for Staff will be incurred by the staff seeking transportation assistance. (Fuel, Driver's Lunch)
- (t) All First-time driver's or new hire with the entitlement to have a vehicle will be inducted and tested by the Transport Section to ensure the driver is fit to drive. An Authority to drive permit will be issued and the drive will sign a user agreement before the using the company vehicle.

Users of company vehicle are to read and sign the Company Vehicle Rule.

## 2. FUEL ALLOWANCE

- (a) Chairman / Executive Director / Corporate vehicle Fuel supplied
- (b) Pro-VC/Executive Manager K 250.00 per month
- (c) Head of schools / Managers K 200.00 per month
- (d) The driver shall complete the Fuel Reimbursement Form [ADM0019] and Vehicle Log Book [ADM0021] before reimbursement. The cost of fuel beyond the above limit is a responsibility of the officer / driver.
- (f) All custodians of IBS vehicles must treat them with respect return in good and respectable conditions.

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### 3. STUDENT TRANSPORT SERVICES

- (a) Transport services are provided for students during the course of the program with a fee paid by the student as transport fee. This must be included in the pro-forma invoice to the students provided by the Student Services Department.
- (b) Logistics Section to liaise with the service provided for hire fees to transport to and from 11 mile campus to various main bus stop destinations. Agreement must be signed with the bus service provider before the actual conduct of business. **Refer to MOA – Transport Service Agreement [ADM0020].**
- (c) Fix rate for hire with service provider.
- (d) Liaise with Finance to charge minimal fee for semester 1 and 2.
- (e) Finalise pick up and drop off points with the bus service provide.
- (f) Obtain final list of paying students for bus pass to be issued.
- (g) Bus pass must be checked at all times and no access to any students without the bus pass – this has to be policed by the Bus Driver.
- (h) Logistics Staff and Security Guard has to observe the bus drop-off and pick-up within the campus and shall request the Bus Driver to confirm the transport by signing of Hire Bus Slip [HSST0012].
- (i) Hire Bus Slip shall be compiled by Security Supervisor for future reference.

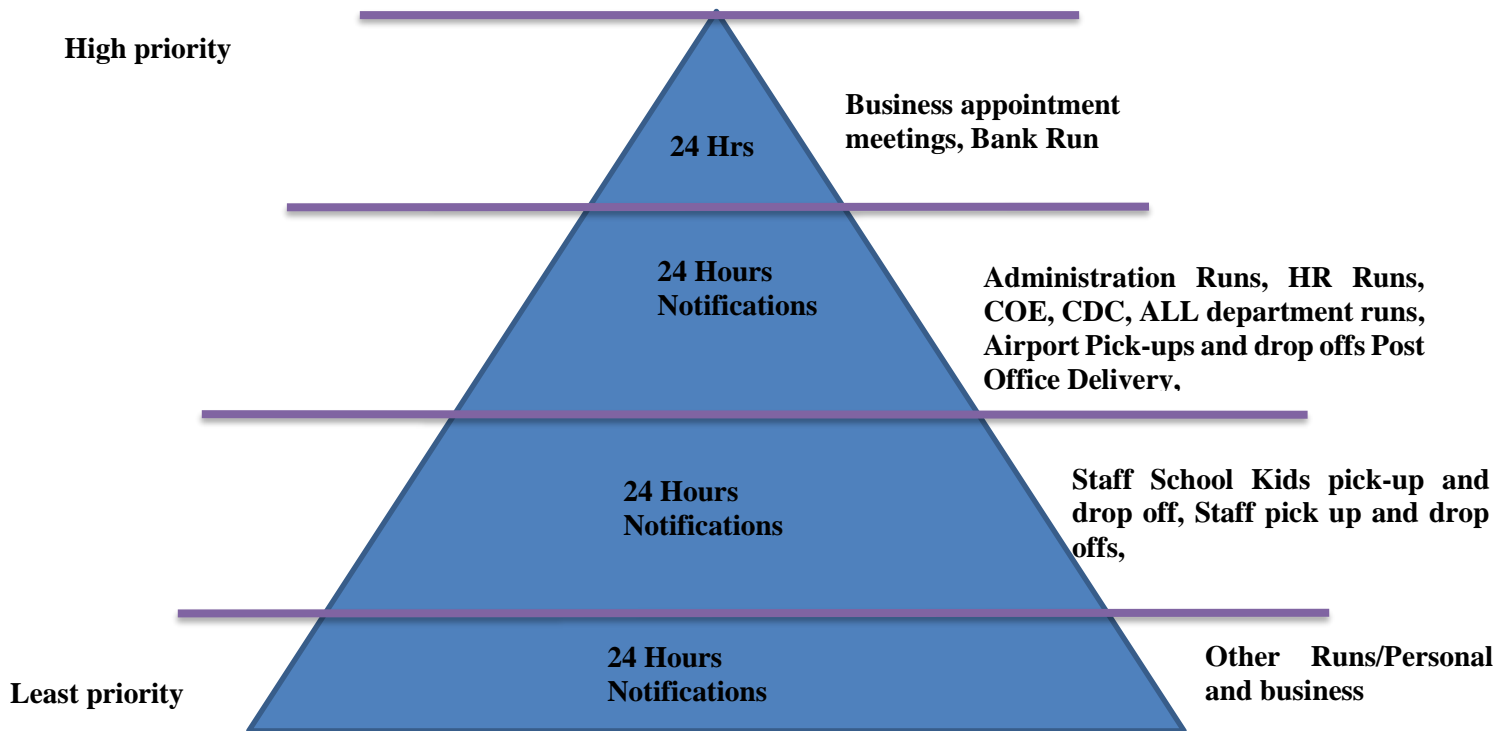
### 4. TRANSPORT AND MOVEMENT OF STAFF

- (a) All the transport request shall be requested through Transport Section for approval. If the request will incur cost amounting to more than K1000.00, or the vehicle will be driven out of the city or if the trip involves a very risk of the vehicle being vulnerable to thief or damages then the transport manager takes it up to Chairman or Vice Chancellor for their approvals.
- (b) Development Department is responsible to provide transport for Pick up and drop off of All staff from the 6 mile in the morning and drop off at the nearest bus stop from 11 mile after work for 11 Mile staff only.
- (c) A transport request form must be filled and approved by each department runs for departments approved run.
- (d) All request must be submitted in within the 24 hours for the Transport Coordinator to schedule all runs prior to the next business day.
- (e) A Pyramid transport system will be implemented to prioritize the request for all transport runs. *See illustration, below;*

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### Transport Pyramid system




#### 5. DRIVER’S OVERTIME AND LATE RUNS

- (a) Department request Overtime must consider late snack for the drivers. A minimum of K15 allowance for late runs must be provided by the department requesting for late runs. Driver Overtime Form [ADM0008] shall be completed by the department requesting for late runs.
- (b) If in an event, the drivers are late, to catch his own transport home, the transport Manager will use his discretion to allow him to take the Ute or any other vehicles home.
- (c) Overtime for Diver’s will be paid as per the HR policy

#### 6. MOTOR VEHICLE

- (a) HSST department is responsible to Maintain registration of all IBSU vehicles and details must be maintained including purchases cost, repair, renewal etc...
- (b) Ensure the motor mechanic do weekly checks on all IBSU owned vehicles
- (c) Any damages done by the driver will be the responsibility of him / her otherwise unless proven
- (d) All registrations and safety sticker of all IBSU owned vehicles must be filed

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- (e) Motor Vehicle services must be carried out as per schedule with IBS mechanic or service providers
- (f) Mileage records must be done at all times and register should be maintained in all vehicles
- (g) Any major repairs must be reported to Management for further action
- (h) Repairs & Maintenance forms must be completed to log the jobs for action and report to Management accordingly
- (i) History of Maintenance of all vehicles must be kept accurately in the individual MV file

## SCHEDULE E          ADMINISTRATION POLICY

### 1. GUIDELINES


- (a) Administration is an equally important aspect of determining the efficient flow of business operations in an organisation. The Admin and Logistics team are to ensure that the much-required administration services are provided without delay.
- (b) Regular attention is required for the upkeep and cleanliness of the office environment, campus grounds, lecture halls and staff accommodation areas
- (c) Procurement and replenishment of stationery items, office equipment, brown and white goods should always be regular for operational efficiency

### 2. ACADEMIC RELATED ACTIVITIES

All course materials shall be prepared and ready at all times before the commencement of every class throughout the year.

#### 2.1 Southern Cross University Course Materials

- (a) Liaise with Student Services for the number of students per unit based on previous statistics for the semesters.
- (b) Liaise with Programme Promoters to provide SCU study guides for all units.
- (c) Confirmation to print is completed and signed by both parties Programme Promoters and Manager Admin
- (d) Upon confirmation to print is approved and all in order, Administration (Logistic) obtain quote from service providers for approval of the quote for outsourcing. Refer Finance policy for 3 quotes requirement.
- (e) Ensure to check the quality of the print and a copy of the study guide is kept for file and archived
- (f) Issue to students upon completion of the print and inventory is maintained at all times.

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## 2.2 Exam Booklet

Liaise with Programme Promoters to ensure exam booklets and enough answer booklets are available, and in stock, at all times for all programmes for scheduled exams throughout the year. Programme promoters should liaise with SCU to provide answer sheets for their exams.

## 2.3 Learning Facilities – Lecture Halls

- (a) Liaise with School and Central Timetabling staff for scheduled class throughout the program
- (b) Opening of lecture halls 10 minutes before start time as per the Master Time Table – Lecture halls must be closed after the class is over
- (c) Ensure Lecture halls are conducive for learning
- (d) Chairs / Tables Air condition / White Board / Multi Projector / Lighting / Computer Labs / Power Switches are all in working conditions
- (e) Room is well maintained and clean at all times.
- (f) Take Stock of items in each lecture rooms if necessary to be labelled. Refer Stock Record Statement.

## 2.4 Photocopy Requests


- (a) A Request form is completed and must be given a day in advance for any printing or photocopying jobs
- (b) All copies taken must be recorded on the Photocopy / Printing Log Book

## 3. ACCOMMODATION

### 3.1 Policy Guidelines

- (a) The policy of the Institute is employees are responsible for their own housing; however, the Institute provide accommodation if they meet the eligibility criteria in a more senior role. All accommodation requests must be approved by Human Resource Department, manager in consultation with the Vice Chancellor or Chairman.
- (b) For Student Accommodation the Institute have a limited accommodation facility available but offers a choice – on campus, homestay – a friendly resident community and an exciting campus life program, right on the 6 Mile Campus. Our focus is on the student experience so they can be sure to live life to the fullest.

Team members must screen the tenant background, agreement is signed, payment made before taking occupancy. We operate on a ‘first come – first serve basis.

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### 3.2 Eligibility for Staff Accommodation

- (a) Staff Tenancy agreement must be read and signed and conditions to be adhered to
- (b) Chattels listing (white goods / furniture's) must be recorded in every house and given in good condition. Likewise, staff tenants must keep the house in good order and condition at all times and it is the duty of him/her to report any repairs or faults.
- (c) Quarterly inspection must be done by the Administration team as per schedule and all tenants to be given notice of inspection 2 weeks in advance.

*[ADM0013 – Staff Tenancy Agreement Form]*

### 3.3 Student Accommodation


#### (a) On Campus Accommodation– 6 Mile Campus

- i. Priority must be given to Degree Students travelling from outer provinces for accommodation at 6 Mile for both Female and Male Hostels
- ii. Invoices must be given for the duration of the stay depending on the programs studies and given to student services. *[Refer Student Services Policy]*
- iii. Tenancy agreement has to be signed and terms and conditions have to be adhered to.
- iv. Property inspection must be carried out to ensure students maintain the property well
- v. Any damages caused by the student tenant will be borne by the student.

*[ADM0014 – Student Accommodation Agreement]*

#### (b) Homestay (Billeting)

- i. Do not sign any contracts for accommodation without first inspecting the property. Homestay accommodation must be inspected by Admin team.
- ii. Agreement has to be signed between the Billet and IBS to adhere to terms and conditions
- iii. Do not pay deposit or send money before physically sighting a property
- iv. Do not pay money to someone unknown
- v. It is free to place a listing on the off-campus accommodation site
- vi. No negotiations shall be entered into by any Accommodation Services staff member, on behalf of the institute or its students, with any member of the public seeking to offer accommodation

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- vii. No negotiations shall be entered into by any Accommodation Services staff member, on behalf of the Institute or member of the public, with any student seeking suitable accommodation
- viii. Final list of homestays should be finalized and forwarded to student services and Finance
- ix. IBS Accommodation Service reserves the right to refuse entry of a listing into the database in the event of a prior complaint regarding the suitability of specific accommodation and / or practices undertaken by the lessor
- x. Accommodation listings shall be removed from the database without warning to the lessor after two (2) months

*[ADM0016 – Billet Agreement]*

#### **4. REPAIRS AND MAINTENANCE**

##### **4.1 Policy Guidelines**


It is the role and responsibility of the Administration Department to ensure that all working and study areas are well maintained for normal operations of the business.

##### **4.2 Buildings**

- (a) Quarterly inspections must be scheduled and carried out through-out the year for all the properties that is accommodation facilities, lecture rooms and office
- (b) Any major repairs must be reported to Management for further action
- (c) Schedule, delegate responsibilities and deadline given to complete the job
- (d) Repairs & maintenance forms must be completed to log the jobs for action and report to Management accordingly. *[ADM0002-Repair & Maintenance Form]*

##### **4.3 Generator**

- (a) Maintain register of Generators and details must be maintained including costs
- (b) Ensure the weekly checks are done on all generators for fuel, service etc. Daily readings are done at all times
- (c) Service schedule should be maintained six monthly or yearly and service providers should be notified to carry out the service. Staff responsible for monitoring the service check shall complete Generator Service Check Form *[ADM0007]*.
- (d) Agreement need to be signed with the service provider
- (e) Any major repairs must be reported to Management for further action
- (f) Repairs & Maintenance Form *[ADM0002]* must be completed to log the jobs for action and report to Management accordingly

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- (g) History of maintenance of all generators must be kept accurately in the respective files
- (h) In the event of Blackouts, refer to Steps to operate the Generator. Steps must be adhered to at all times when operating the generator.

#### 4.4 Photocopiers

- (a) Maintain register of all Photocopiers with including costs, maintenance. Liaise with IT at all times
- (b) Ensure the weekly checks are done on all photocopier, service etc and daily copier count must be done
- (c) Service Schedule should be maintained quarterly and service providers should be notified to carry out the service. Liaise with IT at all times
- (d) Agreement need to be signed with the service provider. Liaise with IT at all times
- (e) Any major repairs must be reported to Management for further action
- (f) Repairs & Maintenance forms must be completed to log the jobs for action and report to Management accordingly


History of Maintenance of all photocopiers must be kept accurately including the costs. Liaise with IT. **[Refer IT Policy on Photocopier User Policy & Procedure]**.

#### 4.5 Air Conditions

- (a) Maintain register of all Air conditions both office and lecture rooms and details must be maintained including costs
- (b) Ensure the weekly checks are done on all Air Conditions
- (c) Service schedule should be maintained quarterly and service providers should be notified to carry out the service. Staff responsible for servicing the air-conditions shall complete the Air Condition and Refrigeration Repair & Maintenance Form **[ADM0009]**.
- (d) Agreement need to be signed with the service provider
- (e) Any major repairs must be reported to Management for further action
- (f) Repairs & Maintenance Form **[ADM0002]** must be completed to log the jobs for action and report to Management accordingly
- (g) History of Maintenance of all Air Conditioning Units must be kept accurately including the costs.

#### 4.6 Tools

- (a) Tools such as brush cutters, lawn mowers, etc. must be registered under the Asset Register Listing and maintained by Stores/Inventory Clerk in their respective Store Rooms and or Warehouses

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- (b) Repairs & Maintenance forms must be completed to log the jobs for action and report to Management accordingly
- (c) History of Maintenance of all other tools must be kept accurately including the costs

Repairs & Maintenance Form must be completed for any repairs to be logged, registered, action and report. **[ADM0004- Repairs & Maintenance Form]**

## 5. FUEL MAINTENANCE PROCEDURES

- (a) IBS maintains own Diesel fuel drums to supply to all motor vehicles using Diesel and also for the Generator, including the Dump Trucks and the Backhoe
- (b) Maximum number of drums maintained at Mt. Eriama Campus will be 2 and 4 for the Saraga Campus
- (c) Daily records must be maintained, monitored and control to ensure cost cutting measures
- (d) Maximum reorder level must be maintained to ensure fuel is available at all times
- (e) Safety must be promoted at all levels in dealing with dangerous goods
- (f) Register must be maintained for usage of fuel at all times and the cost of fuel


## 6. STOCK CONTROL PROCEDURES

- (a) Stock coming in and out must be recorded, monitored, controlled and stored
- (b) Re-Order level must be maintained to ensure availability of stocks
- (c) Stock bin card must be maintained for all individual items and summary report must be produced at the end of each week
- (d) Stock take and physical count must be practiced every week
- (e) Cost analysis must be done to ensure cost effectiveness at all times

## 7. ANCILLARY STAFF PROCEDURES

The Ancillary Team's main objective is to ensure that all IBS Campus Grounds and Facilities at 6 Mile and 11 Mile are kept clean, neat and tidy at all times.

- (a) Ensure that the Gardens (potted plants / flowers) are pruned and kept neat and presentable beautifying our campuses
- (b) It is the duty of each and every staff member including the ancillary staff to report any water leakage and or any damages to your supervisor or manager so that maintenance and repairs can be done straight away

Prepared by: Human Resource Dept, Security Supervisor and University Nurse	Reviewed by: Manager Corporate Affairs	Approved by: Manager HR	 <b>IBSU UNIVERSITY</b> Focusing on Student Centred Learning
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## 8. BUAI AND SMOKE FREE ZONE

- (a) Strictly no chewing of BUAI / BETLENUT inside all IBS Campuses. Anyone caught chewing BETLENUT inside the IBS premises will be fined 50 Kina. The Safety policy procedure is applied when someone is caught.
- (b) Strictly no SMOKING inside all IBS Campuses – anyone caught smoking inside IBS premises will be fined 50 Kina.
- (c) Ensure ‘NO SMOKING /CHEWING’ signs are placed at designated locations within the campuses.

## PART 3. FORMS

<u>Code</u>	<u>Title</u>
HSST0001	Health bay Registration Form
HSST0002	Daily Health bay Attendance Form
HSST0003	Drug Requisition Form
HSST0004	First Aid Kit Log
HSST0005	Medical Certificate
HSST0006	Patient Medical Record Form
HSST0007	Prescription Form
HSST0008	Medical Referral Form
ADM0001	Petty Cash Form
ADM0002	Repairs & Maintenance Form
ADM0003	Vehicle Repair & Service Form
ADM0004	Purchase Orders For Non-Credit Suppliers
ADM0005	Purchase Payment Request Form
ADM0006	Work Request Form
ADM0007	Generator Service Check Form
ADM0008	Driver Overtime Form
ADM0009	Air Condition & Refrigeration Repair & Service Maintenance Form
ADM0010	Delivery Docket Form
ADM0012	Hire Bus Slip
ADM0013	Staff Tenancy Agreement
ADM0014	Student Accommodation Agreement
ADM0015	Student Tenant Memo
ADM0016	Billet Agreement
ADM0017	Vehicle Hire Agreement
ADM0018	General Repair Request Form
ADM0019	Fuel Reimbursement Form
ADM0020	MOA – Transportation Services for IBSUniversity
HSST0009	Accident/Incident Reporting Form

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