



AMBASSADOR
SERVICES

Site:

From:

To:

COMMUNICATIONS BOOK



Company Ombudsman & 24 Hour Help Line

As a responsible employer Ambassador Services has in place a number of policies related to corporate values and the management of its employees. These cover a wide range of issues such as ethics, code of conduct, discrimination, harassment, bullying, occupational health and safety, and many others.

Our expectation is that most issues will be resolved through the normal grievance process managed by line supervision and management. We appreciate however that occasionally this may not be possible.

To help in ensuring no employee is at any time without an avenue of assistance, we have appointed a Company Ombudsman who is accessible to all staff through a 24 hour Help Line.

24 Hour Help Line Phone (02) 9749 5550

If you have a serious issue which you believe requires immediate attention and you have been unsuccessful in resolving that issue through the normal grievance process managed by line management, please contact the Ombudsman.

Steve Fashik . Director
Ambassador Services Pty Ltd

1 JULY 2023



Ambassador Services Manager Ph: _____

Site Supervisor Ph: _____

Customer Contact Title: _____

All injuries, near miss and hazards **MUST** be reported immediately

This Communications Book is made up of two sections. The Front Section contains the Communications Book and the Back Section contains the Site Specific Induction (AMB-024) forms.

Front Section - Communications Book

The site Communications Book is designed to provide two way communication between Ambassador Services staff and our clients.

Ambassador Services managers will record their visits and the results of their inspections in the site Communications Book.

Ambassdaor Services cleaning staff must:

- Check the Communications Book at the commencement of every shift to ensure client requests are understood and completed
- Attend to any issues raised by the client or Ambassador Services manager
- Sign off and date when work requests are completed
- Report any problems to the Ambassador Services Manager/Supervisor
- Record information for the client eg maintenance requirements

Back Section - Site Specific Induction (AMB-024)

Every employee, subcontractor and visitor must complete a Site Specific Induction checklist before commencing work at this site.

Ambassador Services managers and supervisors are responsible for ensuring every employee and subcontractor completes a Site Specific Induction checklist before commencing work at this site.

All completed forms are to be removed by the Ambassador Services Manager and forwarded to the Divisional/Regional office for placement on the site file.

Completed book must be returned to the Divisional/Regional Office

PROCEDURE

Before visiting or commencing work at any site each individual Employee, Subcontractor and Visitor MUST:

- Undertake this Site Specific Induction.
- Follow the Ambassador Services Manager's instructions and ensure you have read and understood all of the following items.
- Ask the Ambassador Services Manager if there are any questions or if you don't understand any item.
- Initial and sign this document to confirm your understanding of each point that is not shaded.
- This completed document must be given to your Ambassador Services Manager or left in the Site Folder for collection.

Name of Inductee	Site Name	Initial		
		Cleaner	Subby	Visitor
1. I have sighted and understand the following items in the Site Operations Folder:				
	• Work Schedule for the position (including start and finish times)			
	• Sign On/Off Book			
	• Periodic Schedules			
	• Safety Data Sheets (SDS) for each chemical			
	• Health & Safety Policy			
	• I understand the Work Health & Safety consultation arrangements			
	• Communication Book			
	• Site Safety Plan (SSP) - Site Rules			
	• Emergency Evacuation Procedure			
	• Site specific risk assessments - I have read and understand			
2. Subcontractors only: I have produced task specific risk assessments where necessary				
3. I understand the Injury, Hazard and Incident Reporting procedures and I know that I must contact the Helpdesk (or other method as detailed in SSP) to report any incidents				
4. I have either been introduced to the client or I have been advised of the clients name and their location				
5. I understand that I am not to use the clients telephones without prior permission, except in the case of emergency.				
6. I have been advised of the location of the following:				
	• Tea room			
	• Cleaners storage room			
	• First aid kit			
	• Toilets			
7. I have been informed about site security and procedures for unauthorised entry				
8. I understand I must lock myself inside the buildings when working by myself				
9. I understand that if I do not know how to perform any task, I will not perform the task and I will contact the Ambassador Services Supervisor/Manager immediately				
10. I understand that the client and/or Ambassador Services management has the right to have any Ambassador Services employee removed from site if their behaviour is unacceptable. If this occurs I understand that this may jeopardise ongoing employment				

Client Induction completed where available YES NO

I ACKNOWLEDGE THAT I HAVE A CLEAR UNDERSTANDING OF THE SITE SPECIFIC INDUCTION ITEMS	
Signature of Inductee:	Date:

PROCEDURE

Before visiting or commencing work at any site each individual Employee, Subcontractor and Visitor MUST:

- Undertake this Site Specific Induction.
- Follow the Ambassador Services Manager's instructions and ensure you have read and understood all of the following items.
- Ask the Ambassador Services Manager if there are any questions or if you don't understand any item.
- Initial and sign this document to confirm your understanding of each point that is not shaded.
- This completed document must be given to your Ambassador Services Manager or left in the Site Folder for collection.

Name of Inductee	Site Name	Initial		
		Cleaner	Subby	Visitor
1. I have sighted and understand the following items in the Site Operations Folder:				
	• Work Schedule for the position (including start and finish times)			
	• Sign On/Off Book			
	• Periodic Schedules			
	• Safety Data Sheets (SDS) for each chemical			
	• Health & Safety Policy			
	• I understand the Work Health & Safety consultation arrangements			
	• Communication Book			
	• Site Safety Plan (SSP) - Site Rules			
	• Emergency Evacuation Procedure			
	• Site specific risk assessments - I have read and understand			
2. Subcontractors only: I have produced task specific risk assessments where necessary				
3. I understand the Injury, Hazard and Incident Reporting procedures and I know that I must contact the Helpdesk (or other method as detailed in SSP) to report any incidents				
4. I have either been introduced to the client or I have been advised of the clients name and their location				
5. I understand that I am not to use the clients telephones without prior permission, except in the case of emergency.				
6. I have been advised of the location of the following:				
	• Tea room			
	• Cleaners storage room			
	• First aid kit			
	• Toilets			
7. I have been informed about site security and procedures for unauthorised entry				
8. I understand I must lock myself inside the buildings when working by myself				
9. I understand that if I do not know how to perform any task, I will not perform the task and I will contact the Ambassador Services Supervisor/Manager immediately				
10. I understand that the client and/or Ambassador Services management has the right to have any Ambassador Services employee removed from site if their behaviour is unacceptable. If this occurs I understand that this may jeopardise ongoing employment				

Client Induction completed where available YES NO

I ACKNOWLEDGE THAT I HAVE A CLEAR UNDERSTANDING OF THE SITE SPECIFIC INDUCTION ITEMS	
Signature of Inductee:	Date:



www.ambassadorcleaning.com.au