

# VILLAGE RULES & REGULATIONS

CAPCOAL ACCOMMODATION VILLAGE, CENTENARY DRIVE SOUTH,  
MIDDLEMOUNT, QLD 4746



## Dining Room Opening Hours

### BREAKFAST

Monday – Sunday: 4:00am to 10:00am

### LUNCH

Monday – Sunday: 11.00am to 1.00pm

### DINNER

Monday – Sunday 4:00pm to 9:30pm

### POST SHIFT HOURS ONLY

Monday – Friday 11:00pm – 1:30am

Saturday – Sunday 12.30am – 1.30am

## Telephone

Capcoal Office 5:00am to 9:00pm - 07 4985 7127

Security 7:00pm to 5:00am – 0419 177 082

Maintenance 24 Hour Help Line - 1300 426 394

THESE VILLAGE RULES AND REGULATIONS ARE IMPLEMENTED IN ACCORDANCE WITH THE REQUIREMENTS OF  
ANGLO AMERICAN AND SPOTLESS FACILITY SERVICES.  
THEY SERVE TO ENSURE THE ENJOYMENT AND SAFE  
USE OF THESE FACILITIES BY ALL RESIDENTS AND AUTHORISED VISITORS.

PRINT DATE 14/02/2012 12:15PM	ORIGINAL ISSUE DATE 26/01/2012	VERSION / DATE OF ISSUE V9 / 06/09/2016	Page 1 of 10
----------------------------------	-----------------------------------	---	--------------

**TABLE OF CONTENTS**

1.	ACCOMMODATION .....	3
2.	SMOKE ALARMS .....	4
3.	CHECKING IN .....	4
4.	LATE ARRIVALS: .....	4
5.	CHECKING OUT .....	5
6.	DINING ROOM .....	5
7.	ENTERTAINMENT AREA / RECREATION ROOM .....	6
8.	FIRE & EMERGENCY PROCEDURES .....	6
9.	STANDARDS OF BEHAVIOUR AND BANNED ITEMS .....	7
10.	DISCIPLINARY PROCEDURE .....	7
11.	NOTICES .....	8
12.	OTHER OBLIGATIONS .....	8
13.	MOTOR VEHICLES .....	8
14.	ANIMALS/PETS .....	9
15.	SMOKING .....	9
16.	VISITORS .....	9
17.	APPROVALS .....	9
18.	DOCUMENT CONTROL .....	10

The following rules and regulations apply to all occupants of the Anglo American Villages and to any other persons authorised to use these facilities. Failure to comply with these rules and regulations may result in your accommodation being withdrawn as set out in this document. Authorised non-residents who abuse the facilities will have this privilege withdrawn effective immediately.

## 1. ACCOMMODATION

- a) Accommodation in the Village will be on the basis of one resident per room, unless a double room has been allocated.
- b) Rooms will be allocated by the Spotless Accommodation Officer or nominated representative and cannot be re-allocated without Spotless's prior approval. Swapping keys is not permitted and accommodation privileges may be revoked
- c) Each room shall be provided with the following items; as a minimum:
  - i. One (1) bed complete with mattress, One (1) mattress protector, two (2) sheets, one (1) Doona, two (2) pillows, two (2) pillow slips; and two (2) towels;
  - ii. One (1) bath mat;
  - iii. One (1) air conditioner;
  - iv. One (1) wardrobe
  - v. One (1) set of window furnishings;
  - vi. One (1) waste bin;
  - vii. One (1) Colour TV; and
  - viii. One (1) bar fridge.
- d) Upon permanent departure an inspection shall be made of the resident's room by the Village representative. In the event that there is any discrepancy in the condition of the permanent fixtures the Village Manager will advise Spotless Facility Management to enable recovery from the resident.
- e) When accommodation is allocated each resident will be issued with a room key or swipe card. The loss of any room key or swipe card must be reported immediately to the Village Office where a new key or swipe card will be issued for a minimal charge for a key or swipe card. If a key or swipe is lost three times, locks will be changed and the resident will incur further charges.
- f) A resident shall not make any alterations to the building structure/fixtures within an allocated room (i.e. walls, floors, ceilings etc.) without written approval of the Village Manager. **THE USE OF ALFOIL ON WINDOWS IS NOT PERMITTED.**
- g) Rooms will be serviced once per week Linen will be changed weekly or whilst on R&R on a day to be nominated by the Housekeeping Supervisor. Any linen or towel loss / damage resulting in replacement will be the responsibility of the resident or resident's employer.

- h) Each resident is responsible for the general upkeep and cleanliness of the allocated room and its surroundings.
- i) Rooms will be regularly inspected by authorised personnel for hygiene control, upkeep and general maintenance.
- j) Sharing of accommodation is NOT permitted, unless a double room has been allocated to a couple.
- k) Electrical appliances like, two plate stoves or burners, or any other cooking and heating appliances are NOT permitted to be used in rooms. Electrical radios and/or bed alarms are allowed.
- l) Wilful damage to Village property will result in the withdrawal of accommodation and the cost of repairs will be charged to the employer or the person(s) involved.
- m) Village residents and authorised visitors are required to only use the sanitary facilities provided.

## **2. SMOKE ALARMS**

Wilful damage or dismantling of Smoke Alarms will be grounds for the withdrawal of accommodation. Restitution for all damages will be recovered from the individual or the individuals' company.

## **3. CHECKING IN**

- a) No person shall be granted accommodation and meals unless their employer has obtained prior written approval from Anglo American Metallurgical Coal.
- b) On Check-in please confirm with Village Reception your date of departure. If you are working night shift and your last shift is for example starting on the 8<sup>th</sup> and ending the morning of the 9<sup>th</sup> your check out date will be the 10<sup>th</sup>. This ensures that you are booked past the 10am cut-off time for departures and you can continue to rest until such time as you feel rested enough to commence your return journey.
- c) One night emergency accommodation will be catered for by the Village Manager's representative, Site contractor company representative contacts AngloReservations and make the necessary arrangements for further accommodation
- d) Check-in is between 2.00pm – 09.00pm daily. In the event that the Village Office is unattended please proceed to the Village dining room and phone security on 0419 177 082

## **4. LATE ARRIVALS:**

A room will only be kept for 48 hours after the planned arrival date. The resident will then have to contact their contractor company site representative to arrange for a new booking and

PRINT DATE 14/02/2012 12:15PM	ORIGINAL ISSUE DATE 26/01/2012	VERSION / DATE OF ISSUE V9 / 06/09/2016	Page <b>4</b> of <b>10</b>
----------------------------------	-----------------------------------	---	----------------------------

reception will arrange one night's emergency accommodation so the contractor company site representative can make the arrangements the next day.

## 5. CHECKING OUT

- a) On ceasing employment, a resident must return their room key/swipe card and complete the departure forms located in the Village reception foyer. Checking out is no later than 10:00am daily, unless prior arrangements are made with the reception supervisor
- b) If you have completed a night shift and your booking has been incorrectly confirmed as ending on the morning of your final shift you can request to remain in your room past 10am or alternatively be allocated a fatigue room so that you can sleep until fully rested, before making your return journey.
- c) Permanent residents are required to advise when going on annual leave and check out of their rooms prior to commencing their Annual Leave.

## 6. DINING ROOM

- a) Meals are only available to Village residents and authorised visitors.
- b) TES card must be swiped to gain entrance to the dining room; at no time must you jump or go under the turn styles disciplinary actions may be taken if you do.
- c) Each resident is entitled to one breakfast, two cribs and one dinner per day. Further entries will be refused by the access control system (turnstiles).
- d) HOT FOOD OR SEAFOOD IS NOT ALLOWED TO BE TAKEN FOR CRIB OR REMOVED FROM THE DINING ROOM.
- e) The removal of EXCESSIVE quantities of food from the dining room is not permitted. Residents are not permitted to make crib meals for other residents or non-residents. Crib meals should consist of one REASONABLE sized meal to be consumed by a resident in lieu of a sit down meal.
- f) The Village Manager takes no responsibility for meals consumed outside the allocated dining area.
- g) No utensils are to be removed from the Village dining room. Plastic cutlery is available if required. It is the resident's responsibility to ensure that approved meals taken from the dining room are handled in a hygienic manner.
- h) Residents' utilising the dining room must be clean and respectably dressed at all times. The minimum dress standard is thongs, shorts and a singlet. No dirty work clothes or work boots are to be worn into the Dining Room.
- i) Misconduct in the dining room or abuse of the Village property or personnel will not be tolerated and will be grounds for the withdrawal of accommodation benefits.

PRINT DATE 14/02/2012 12:15PM	ORIGINAL ISSUE DATE 26/01/2012	VERSION / DATE OF ISSUE V9 / 06/09/2016	Page 5 of 10
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- j) Any complaints as to the quantity, quality or variety of meals provided are to be directed in to the Duty Chef or the Village Manager and not to the catering staff. Customer Comment Cards are available in the dining room.
- k) Alcohol is not permitted to be brought into or consumed within the dining room, or other areas that may be designated from time to time as alcohol free areas.

## **7. ENTERTAINMENT AREA / RECREATION ROOM**

- a) The Village Recreation Area is provided as a communal area for group functions.
- b) Recreational facilities are available for residents. Persons utilising these facilities will be properly attired, with same attire requirements as the dining room
- c) The recreational facilities and equipment are for the specific use of residents and authorised visitors only.
- d) Any noise creating a disturbance to other residents will cease by 10.00 am for night shift and 10.00 pm for day shift.
- e) The consumption of Alcohol after 10:00pm is prohibited in all public areas throughout the Village.

## **8. FIRE & EMERGENCY PROCEDURES**


- a) Residents should familiarise themselves with the locations and use of fire prevention equipment.
- b) All residents should read and familiarise themselves with the emergency evacuation procedure.
- c) No parking in the Emergency Vehicles ONLY parking bay at the front of Village reception and dining room entrance.
- d) The emergency procedure and location of the muster area is shown on Village maps located in all rooms and communal areas around the Village.
- e) Lighting of fires is prohibited.
- f) Negligence or acts that cause or have the potential to cause a fire will result in the withdrawal of accommodation.
- g) Fires are to be reported immediately to the emergency services by contacting 000.
- h) Interference with fire fighting equipment is a breach of legislation and will be dealt with accordingly.

## 9. STANDARDS OF BEHAVIOUR AND BANNED ITEMS

- a) Conformity with all Anglo American EEO Policies and Values is expected in the Village
- b) Offences in the Village area, which may result in withdrawal of accommodation include, but are not limited to the following:
  - i. Riotous, drunken or excessive noisy behaviour;
  - ii. Provocative, insulting language or offensive behaviour;
  - iii. Fighting, causing a nuisance to others, or causing a disturbance;
  - iv. Unacceptable social behaviour, such as harassment of any kind;
  - v. Inciting or abetting others to commit offences;
  - vi. Possessing or using firearms, dangerous weapons, explosives, illegal drugs, corrosive, flammable or noxious substances of like matter; e.g. Petrol
  - vii. Conducting or participating in any illegal activities;
  - viii. Wilful damage to property belonging to other companies or contractor(s) or any other person;
  - ix. Causing unsanitary conditions in any area of the Village;
  - x. Unauthorised or unlicensed selling, keeping for sale or permitting to be sold intoxicating liquor in any area of the Village;
  - xi. Misuse of fire extinguishers and/or any fire fighting equipment;
  - xii. Theft of or unauthorised use of property belonging to other companies, a contractor(s) or another person(s);
  - xiii. Deliberate refusal to comply with safety, security, hygiene, environment and Village procedures, as advertised from time to time; and
  - xiv. Continuous unacceptable behaviour in the dining room like incorrect dress code, taking excessive amounts of food out of the dining room, failure to properly use the access control system.

## 10. DISCIPLINARY PROCEDURE

- a) In instances of unacceptable behaviour, the resident will be notified by a Spotless representative of the nature of unacceptable behaviour within 24 hours.
- b) The resident will be asked to present himself / herself to the office of the Village Manager or delegate at a specified, suitable time and to prepare his / her statement of events. The resident will have the opportunity to attend all meetings with a support person.
- c) The Village Manager or delegate, will consider all the facts when undertaking an investigation. The Village Manager or delegate will make a recommendation of action to the site HR Superintendent or HR Manager. The site HR Manager or Superintendent will

	Facilities Management <i>Capcoal Village Rules</i>	CAP_001
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instruct the course of action to be taken by the Village Manager. A ruling may include penalties such as a formal written warning up to withdrawal of accommodation privileges in the village.

- d) The resident may appeal against the finding and ask for a final review by the Spotless Operations Manager and the Anglo Site HR Delegate.
- e) The Spotless Contract Manager or delegate will sign off all notices for the removal of accommodation privileges.

## 11. NOTICES

Any posted material found on the buildings without authorisation will be removed. A communal notice board is located inside the internet Cafe.

## 12. OTHER OBLIGATIONS

- a) Rubbish bins are located at convenient positions throughout the Village area and all litter is to be deposited in them. When placing empty bottles in the bins please do so quietly or at appropriate times so as not to disturb other guests in the Village'
- b) Laundry facilities are provided for the use of Village residents and are to be operated with due care and attention. Machines are to be switched off and left in a clean condition after use. Washing machines have been designated for non-work and work clothes. Please use the appropriate machines.
- c) Village residents are to maintain a high standard of personal hygiene. Any suspected serious illness is to be reported immediately to the Village Manager or your Department Manager.
- d) Fighting will not be tolerated and will be grounds for the immediate withdrawal of accommodation of all parties involved.
- e) Organised gambling, prostitution, consumption of narcotics and other illegal activities are not permitted in the Village. Any resident conducting or participating in illegal activities will be subject to withdrawal of accommodation and possible legal prosecution.
- f) No firearms or weapons are permitted within the Village or within vehicles at the Village areas.
- g) Failure to identify yourself to security if requested may result in security taking a photograph in order to seek a positive identification

## 13. MOTOR VEHICLES

- a) Motor vehicles or motorcycles must be driven in such manner within the village area and Conform to all legal requirements.

PRINT DATE 14/02/2012 12:15PM	ORIGINAL ISSUE DATE 26/01/2012	VERSION / DATE OF ISSUE V9 / 06/09/2016	Page <b>8</b> of <b>10</b>
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- b) All speed limit restrictions shall be observed. No such vehicle may be driven throughout the village area at a speed in excess of 15 km per hour.
- c) Vehicles are to be parked in the allocated parking areas only.
- d) Any breach of these provisions may result in the Village Manager arranging the removal of such a vehicle from within the village area.
- e) Motor vehicles, motor cycles and the like are to be registered and must comply with all statutory requirements.

## 14. ANIMALS/PETS

- a) No pets to be kept within the Village area.
- b) Do not feed feral cats

## 15. SMOKING

- a) There is no smoking in the recreational facilities, dining room or other designated non-smoking areas. ALL ROOMS ARE NON-SMOKING.
- b) Ash trays are available throughout the village for the disposal of cigarette butts correctly.

## 16. VISITORS

- a) Visitors are allowed in the Village only when accompanied by a resident. All visitors must leave by **10.00 pm**.

## 17. APPROVALS

VERSION N <sup>o</sup> .	ISSUE DATE	REVIEWED TEAM MEMBERS	REVIEWED RELEVANT MANAGER	APPROVED	SIGNATURE
1	7 <sup>th</sup> February, 2012	Karen Kidd	Sandra Thomson		Signature
2	25 <sup>th</sup> May 2012	Roxanne Rosser Peet Els	Sandra Thomson		Signature
7	11/08/2015	Delvene Read	Keili Adams Kat Denman		
8	08/09/2015	Delvene Read	Keili Adams Kat Denman		
9	06/09/2016	Delvene Read			

**18. DOCUMENT CONTROL**

VERSION N°	ISSUE DATE	DESCRIPTION	INITIAL
1	26/01/2012	Updated from existing document - not controlled	KK
2	25/05/2012	Clause 10 Incorporated changes made to Breach of Standard of Behaviour for SPQ Accommodation Clause 10(a) notification in writing	LG
6	07/05/2015	Section 9 (b(vi))	JD
7	11/08/2015	Changes to dining room opening times	JD
8	08/09/2015	Changes to dining room opening times	JD
9	06/09/2016	Remove Foxleigh frm header	DR