



Alcohol and Other Drugs

Information for
Principal Contractors



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Introduction

Dear Business Partner

Alcohol and Other Drugs (AOD) can have a significant negative impact on our personal lives and our working environments – affecting people's ability to perform their job safely and effectively, and the health and safety of the people around them.

Our new AOD Policy will ensure drugs and alcohol do not compromise the safety of our people, the quality of the service that we offer to our customers, or the community's trust in our brand.

The policy applies to all Australia Post Group workplaces and replaces the Australia Post AOD Policy for Transport and the StarTrack Drug and Alcohol Policy.

We need your help

As a Business Partner you play an important role in ensuring that the AOD Policy is implemented with respect, confidentiality and understanding within our workplaces.

You can also play an important role in creating a safe and supportive environment for your workers, so if you think one of your people might have a problem with alcohol or drugs, we need you to help us help them. That means knowing what signs to look out for, how to have kind, respectful conversations, and where they – and you – can go to get help if it's needed.

This booklet provides important information including details about our AOD Policy, how the testing process for both random and 'for cause' testing works and suggestions for how to have a conversation with your workers about this sensitive topic. A copy of the reasonable suspicion checklist that can be used if you suspect someone may be impaired by alcohol or other drugs is included in the Appendix for your information.

Other Resources

In addition, to this booklet the following materials are available to assist you in understanding the new AOD Policy and discussing AOD issues with your people:

- Alcohol and Other Drugs – Information for Employees and Contractors – this booklet provides an overview of the Policy to workers as well as important information about the potential impacts alcohol and other drug use can have on their health and performance at work.
- Workforce Assistance Program – confidential counselling and assistance in dealing with alcohol and other drug use issues is available through our Workforce Assistance Program on 1300 687 327.
- External resources – on the final page there is a list of external resources available that can be accessed for further information and support regarding alcohol and other drug use.

Please visit OurPost.com.au/AOD for further information and resources.

In addition, Australia Post will be providing you with access to online training modules about the new AOD Policy – one module that is aimed at you as a Business Partner with responsibility for managing Personnel and another for your workers. We hope you will find these modules a useful tool to educate both yourself and your teams about the AOD Policy. Ultimately, it is your responsibility to ensure that you and your people understand and comply with the AOD Policy.

Need help?

For further information, queries and advice, please speak to your local manager. Or you can call the **People Services Team** on 1300 116 947.

Thank you for your support.

Peter Bass

Group Executive
Safety, Wellbeing and Injury Management

Overview of testing process

Our AOD Policy extends our AOD education, testing and support to all workplaces across the Australia Post Group.

Know your limits - under our AOD Policy:

- 1 All employees and contractors who drive a vehicle/motorcycle for work must not have a Breath Alcohol Content (BrAC) over the legal driving limit for the type of vehicle they use and type of license they hold while on duty. This will range from 0.00% to 0.05%.
- 2 Everyone else must not have a BrAC greater than 0.05% while on duty.
- 3 All employees and contractors must not return a positive drug test with levels over the cut-off levels specified in the relevant Australian Standard.
- 4 Employees and contractors can take prescription and non-prescription medication while on duty, provided this does not impact their ability to safely do their job.

We expect that the vast majority of our people already comply with these limits.

Random testing

- Under the AOD Policy, we can randomly test employees and contractors to ensure that they are not affected by AOD.
- All testing will be done by a competent, trained AOD Technician from an external AOD testing agency.
- If an employee or contractor is selected for testing, compliance is mandatory.
- Testing should take about 15 minutes and once the results are confirmed negative, the employee or contractor will return to normal duties.
- Employees and contractors who test positive for alcohol, non-negative (requires further investigation) for drugs, or refuse to be tested, will be required to leave the workplace pending further notification. The outcomes will be managed on a case-by-case basis and may include action under the relevant disciplinary process (for employees) or other remedial action (for contractors).

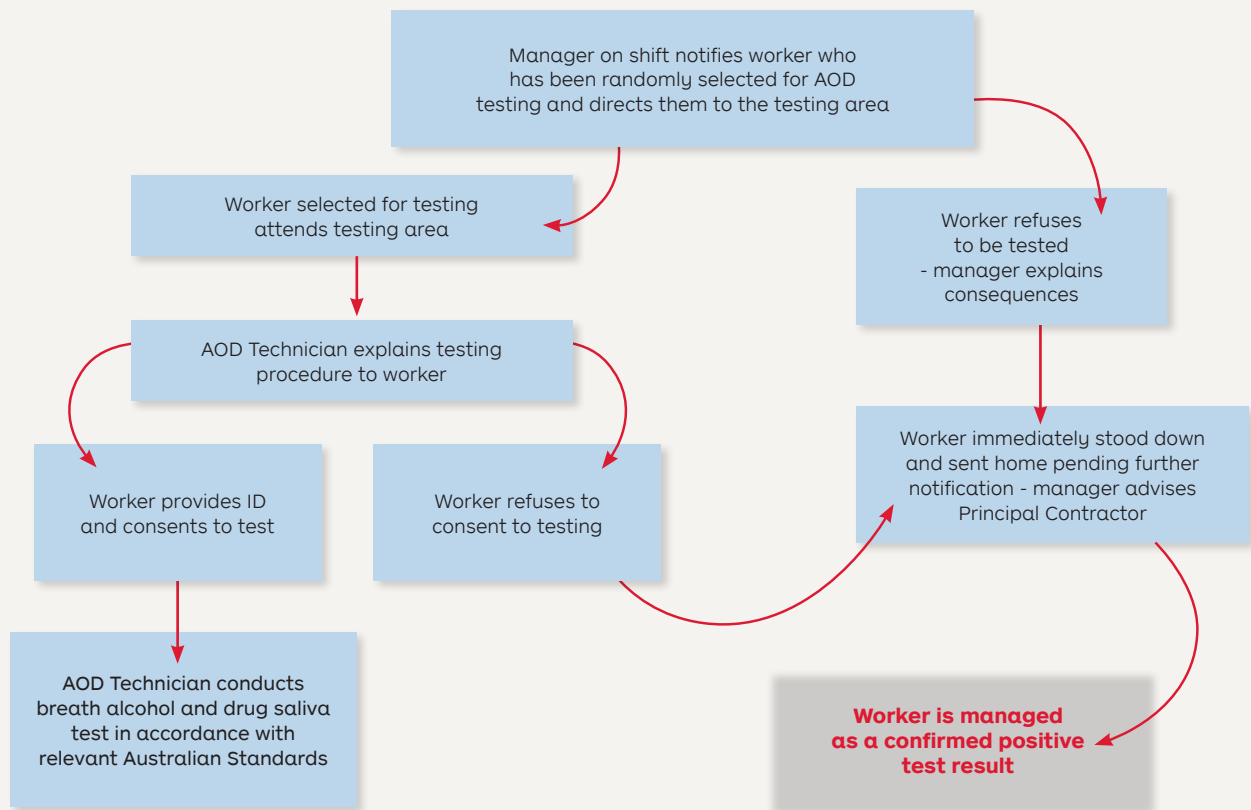
For cause testing

- Under the AOD Policy, we can also test employees and contractors under 'reasonable suspicion', post-incident and on return to work following a positive AOD test result.
- The process for testing, in these circumstances, is like the above process except it is targeted rather than random selection. The outcomes will be managed on a case-by-case basis and may include action under the relevant disciplinary process (for employees) or other remedial action (for contractors).

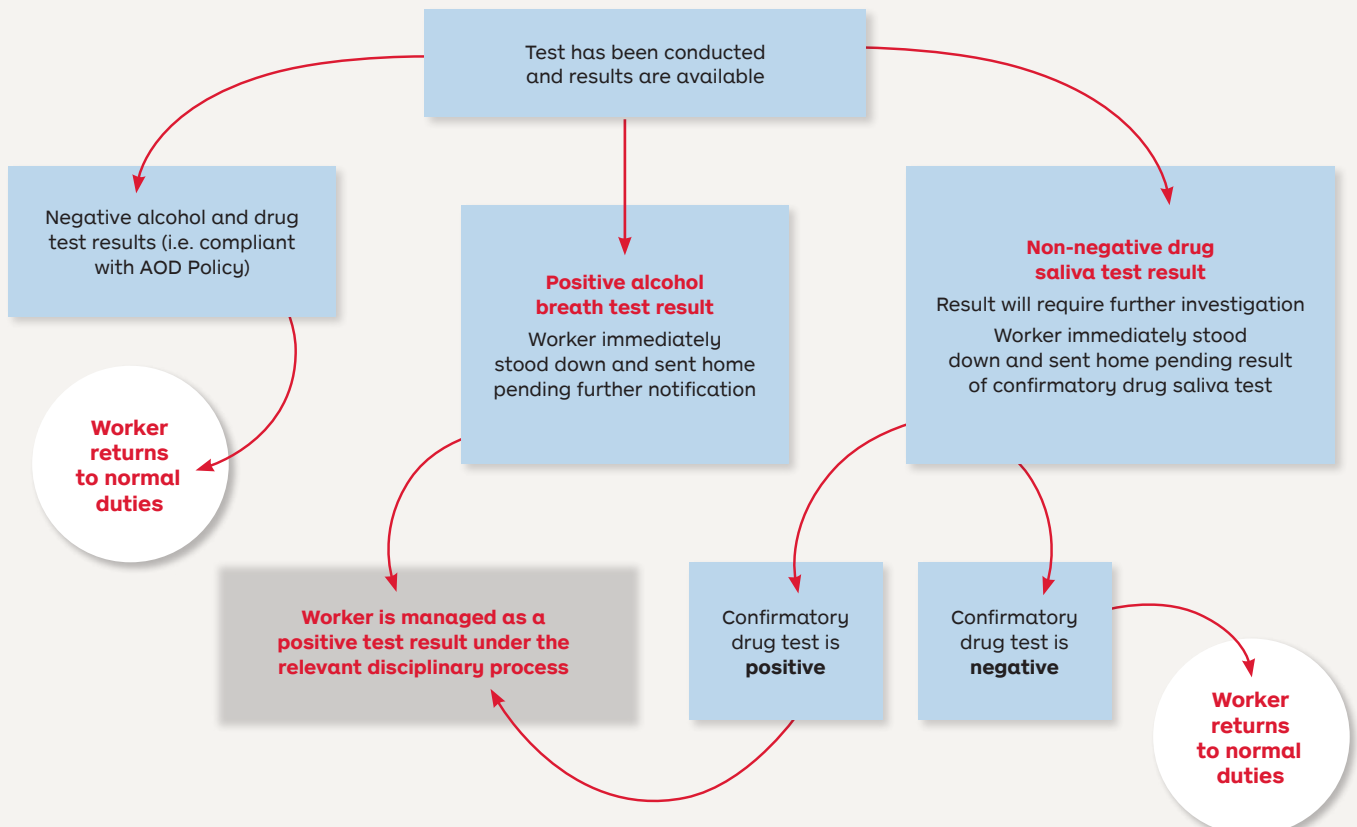
For more information on the AOD Policy visit ourpost.com.au

You can contact the Employee Assistance Program (EAP) or Workforce Assistance Program (WAP) on 1300 687 327 at any time for free, independent and confidential support.

Random testing process



Outcomes of testing





Tips for discussing AOD with employees and contractors

When talking with our people about AOD, you need to deliver messages in a clear, concise and consistent way.

Having discussions about AOD can be difficult, for both you and the employee or contractor. It is important to remember that managing AOD-related issues in the workplace should be no different to managing any other productivity, safety or wellbeing issues.

Tips for having an AOD related discussion with an employee or contractor:

- actively listen to the employee or contractor
- focus on what they are saying
- try not to interrupt them
- concentrate on the meaning of what they say, and try to pick up how they are feeling and the things they aren't saying
- check for understanding (that they understand you and you have understood them correctly)
- always be constructive
- empathise with the employee or contractor
- stick to the facts and be objective and specific
- stay calm and don't be provoked into a debate
- make sure personal biases or stereotypes don't cloud the discussion
- don't try to diagnose the 'problem'; leave that to medical professionals
- avoid emotive language or anything that could sound judgemental (for example, avoid words like 'drunk', 'alcoholic' and 'addict')
- always offer the services of our Employee Assistance Program, or Workplace Assistance Program for contractors - 1300 687 327

Maintaining respect in the workplace

It is likely that speculation might arise if individuals leave the workplace following AOD testing. Any gossip or speculation must be addressed immediately in line with our policies and our value of Trust.

Tips for addressing gossip and speculation:

- On occasion workers may need to leave the workplace after AOD testing has occurred.
- This does not necessarily mean that person has breached the AOD policy, or done anything wrong. Regardless of their reasons for leaving the workplace, it is unacceptable to start or spread rumours that may damage another person's reputation or hurt their feelings.
- Such gossip and speculation can be extremely harmful and negatively impact on mental health.
- It is your responsibility to act in accordance with Our Ethics and treat all workers with courtesy and respect always.

We will support our people to address any AOD issues that they may have

As we roll out our AOD Policy, some workers may reduce or eliminate their AOD use. It's important for you to understand **a change in behaviour or mood**, potentially coupled with absenteeism or presentism, may indicate withdrawal signs that should prompt you to have a conversation with the employee or contractor and to offer them appropriate support.

If a worker discloses an AOD issue, you can refer them to the list of free local support resources listed at the back of the AOD information booklet. You can also find a copy on OurPost.com.au/AOD.

Q&As

These Q&As provide answers to questions commonly asked about our AOD Policy and are intended to assist you to answer questions that your Personnel might ask.

What sort of testing is done?

Our AOD Policy allows for both 'random' and 'for cause' testing for employees and contractors (which includes labour hire workers). 'For cause' testing includes 'reasonable suspicion' testing, 'post-incident' testing and 'testing on return to work following a positive AOD test result'.

How will people be selected for random testing?

At large sites, all people on site for that shift – including employees and contractors – will be randomly selected using a name randomiser.

In large office-based locations we will use a randomiser to select desk numbers.

At small sites with less than 8 people, everybody will be tested.

How will people be selected to undergo 'for cause' testing?

Managers (including Principal Contractors) may nominate individuals to undergo 'for cause' testing if they have a 'reasonable suspicion' that an employee or contractor may be impaired by AOD; or if they have been involved in a 'safety incident' involving vehicles, motorcycles, other modes of transport, or powered loadshifting equipment; or 'upon return to work following a positive test'.

You will have to discuss cases of 'reasonable suspicion' testing with your relevant Territory Manager and then discuss the completed form with the local manager. The local manager will then discuss this with one of Australia Post's People Services Team. If the People Services Team is satisfied that there is reasonable cause, they will contact the testing agency to arrange the test.

I don't do drugs, why should I be drug tested?

Safety is our number one priority and we aim to create the safest possible work environments for everyone.

Making sure that all employees and contractors are safe from the impacts of AOD use is part of making your workplace safer.

Testing can help identify individuals who might be risking the health and safety of themselves and others (including you) at work. It's only fair that everyone has the same chance of being randomly tested. No one is saying that you, or anyone else, is doing drugs.

Is this just another case of 'big brother' prying into my private life?

We don't make any moral judgement. Your use of AOD in your own time is not our business, unless it impacts on your work.

If what you do during your own time potentially puts at risk your safety, the safety of your colleagues and/or the safety of the public while you are on duty, then that is our business.

Why has Australia Post Group chosen saliva testing over blood or urine testing for drugs?

The decision to use saliva testing technology over the more well-known urine and blood testing is based on our view that any testing undertaken should be as non-invasive as possible for our employees and contractors.

I'm taking medication prescribed by a doctor or pharmacist. Will that show up on a drug test? Do I need to tell my manager or supervisor about every prescription and non-prescription medication I am taking? What if I do not wish to discuss my personal health condition?

You are not required to discuss your personal health condition with your manager or reveal every medication you are taking.

However, some over the counter drugs or prescribed medicines may show up during testing.

We expect that, for any prescription or over the counter medication workers take, they will:

- get professional medical advice from their doctor or pharmacist about the medication and any effects it might have on their ability to work safely and effectively; and
- tell their manager or supervisor if any medication is likely to affect their ability to perform their work safely, or if they should not perform their work while taking the medication.

This requirement is about ensuring that their health and safety at work – and that of their colleagues – is not put at risk due to any medication they are taking.

My culture or religion does not allow me to consume alcohol. Will I still be required to undergo an AOD test?

All Australia Post Group employees and contractors, regardless of culture or religion, are subject to the AOD Policy, which includes participation in AOD testing procedures. The AOD Policy has been developed to apply fairly and consistently to all employees and contractors.

If I know of someone who has an AOD problem and it may be affecting their safety, health and work performance, what should I do?

You should notify your local manager or Australia Post Territory Manager if you believe you or a colleague is at risk at work due to AOD use, or is otherwise in breach of the AOD Policy. This is a sensitive area, so please raise any concerns in a discreet and respectful way.

What are the qualifications of the testers?

AOD technicians from an external AOD testing agency will conduct the testing. AOD technicians have completed training which certifies them as competent and authorised for this work.

All testing will be carried out in accordance with the Australia Post Group AOD testing procedure and relevant Australian Standards, to ensure the integrity of testing.

Q&As

What are the breath alcohol limits?

All employees and contractors who drive a vehicle/motorcycle for work must not have a breath alcohol content (BrAC) over the legal driving limit for the type of vehicle they use and the type of licence they hold while they are on duty. This will range from 0.00% to 0.05%.

All other employees and contractors must not have a BrAC greater than 0.05% while they are on duty.

Can I be discriminated against by being tested too often? What can I do if I believe I am being harassed and victimised?

We do not want to discriminate against any individual or group in the AOD testing process.

The selection is random, and is managed by an external AOD testing agency, not Australia Post Group. It will not 'target' individuals.

If you are concerned about the number of random or 'for cause' AOD tests that you have had to undertake, please talk to your manager or supervisor, or call the People Services Team on 1300 116 947.

Will natural herbal drugs used by naturopaths show up in these tests?

It is important, even with 'natural' remedies that you understand:

- what substances you are taking;
- how they may affect your ability to work safely and effectively; and
- any possible impacts in terms of testing.

If you are taking herbal drugs that contain the substances being screened, then they may show up in the test result. If you are taking herbal substances, you should check with your healthcare provider.

What happens if I have been randomly selected for testing and then fall ill, need to go to the toilet or need to leave work?

Your manager will discuss your specific circumstances with you at the time and offer to get medical assistance if required. However, if, after becoming aware that AOD testing is occurring, an employee or contractor leaves the site or engages in other conduct which indicates that they may be avoiding AOD testing, an Australia Post Group management representative will direct them to return to the site immediately (if applicable) and attend a meeting to discuss the reasons for their conduct. A failure to comply with such a direction and/or provide a reasonable explanation for their conduct may result in the employee or contractor being deemed to have refused to undergo AOD testing.

I was at a party last night and side-streamed marijuana smoke. Will this show up in the drug screening?

Scientific evidence says that you cannot pick up enough side-stream smoke from being near a marijuana or pot smoker to test positive in an AOD testing process.

How long after consuming drugs will I produce a positive result from saliva testing?

The actual time after consumption that drugs will be detected varies between individuals and the type and quantity of drugs taken. It could range from hours to days. It is not possible to give a definitive answer.

Is using a discipline process appropriate for me if I am having difficulty managing my use of AOD?

The discipline process we use in relation to breaches of the AOD Policy is no different to how we deal with other breaches of the Australia Post Group policies and procedures.

Our Ethics is clear about the behavioural standards required of all workers, and if a worker falls short of those standards, then the relevant disciplinary process is used.

You may wish to consult your GP or access a community-based program for assistance. A list of resources is available in the AOD information booklet that has been sent to you. These resources can also be found on OurPost.com.au

Contractors can also contact Australia Post's Workforce Assistance Program (WAP) for confidential counselling and assistance with rehabilitation. WAP is available on 1300 687 327.

How many EAP/WAP sessions will Australia Post Group provide an employee or contractor who decides to seek help?

Generally we will fund up to six free sessions per person per year - this includes immediate family members. Additional free sessions may be permitted after discussions with the EAP/WAP Co-ordinator and treating medical practitioners.

Can I refuse to take an AOD test?

You are required to comply with Australia Post Group's policies and procedures. If you refuse to take an AOD test after being randomly selected for testing or as part of 'for cause' testing, it will be treated the same as if you returned a confirmed positive test result.

What happens if I test positive? Will there be a "three strikes" policy?

On the day of testing, if you return a positive breath test or a non-negative drug test result which requires confirmatory testing, you will be directed to leave the site pending further notification. Appropriate arrangements must be made for you to travel home safely.

Australia Post will then consider the appropriate consequences in the circumstances. In the case of a Principal Contractor's Personnel, Australia Post will discuss the situation with the Principal Contractor before a decision is made.

Q&As

How will the new AOD Policy impact StarTrack workers?

The new policy supersedes the StarTrack Drug and Alcohol Policy.

The AOD levels applied for alcohol readings and drug saliva results will not change.

How will the new AOD Policy impact Transport workers?

The new policy supersedes the current Australia Post AOD Policy for Transport.

The breath alcohol content (BrAC) limit for NSW becomes 0.02% in line with NSW road-rules.

'For cause' testing also now applies (for further details refer to the Q&A 'What sort of testing is done?').

What records will be kept if I return a positive test? Will it be reported to the police or other authorities?

A positive AOD test result will not be reported to police or other authorities.

The external AOD testing agency will provide the name of any employee or contractor who returns a positive test result to the **People Services Team** who will maintain a National AOD Register.

If you are an employee and subjected to the relevant disciplinary process as a result of a positive AOD test result, the usual records will be kept for that process.

Where can I access the AOD Policy and testing procedure?

The AOD Policy, testing procedure, and other information about AOD is available on OurPost.com.au/AOD. Ask your manager for assistance if you are unable to access this information.

Where can I go for more information?

If you have further questions, please speak to your local Australia Post manager or Territory Manager, or **call the People Services Team on 1300 116 947**.

Advice and support is available from the Workforce Assistance Program on 1300 687 327.

Contact details for other organisations that can give you expert information and advice about AOD are in the AOD information booklet that can be found on OurPost.com.au/AOD.

Reasonable suspicion checklist

This checklist is to be used by Principal Contractors who suspect one of their Personnel may be impaired by alcohol or other drugs (please tick appropriate box and comment where necessary).

1. Breath

(smell of intoxicating liquor):

- ☐ Nil
☐ Slight
☐ Strong

Other _____

2. Attitude

- ☐ Hallucinating
☐ Sedated
☐ Hostile
☐ Irritable

Other _____

3. Actions

- ☐ Disruptive
☐ Vomitting/unwell
☐ Fighting/violent
☐ Excessively active
☐ Excessively drowsy

Other _____

4. Body

- ☐ Flushed skin
☐ Sweating
☐ Twitching
☐ Dizziness

Other _____

5. Eyes

- ☐ Watery/Glazed
☐ Pupils contracted
☐ Pupils dilated
☐ Involuntary movements

Other _____

6. Breathing

- ☐ Normal
☐ Short
☐ Jerky
☐ Rapid
☐ Shallow
☐ Slow

Other _____

7. Speech

- ☐ Incoherent
☐ Slurred
☐ Confused
☐ Fast
☐ Slow

Other _____

8. Balance

- ☐ Unsteady
☐ Swaying
☐ Sagging
☐ Falling
☐ Staggering

Other _____

9. Movements

- ☐ Needs support
☐ Clumsy
☐ Jerky
☐ Sluggish
☐ Tremor

Other _____

Site

Name of Contractor Personnel

Name of Principal Contractor

Name of Territory Manager

Time and date

Designation (Employee or Contractor)

Signature

Territory Manager agrees with Principal Contractor's need to discuss with the local manager. ☐ Yes ☐ No

Provide completed form to your Personnel's local manager. They will contact Australia Post's **People Services Team** to arrange testing.

