

Assessment

**Task 2**

**Manage meetings**

**BSBTWK503**



**Student Declaration**

To be filled out and submitted with assessment responses

◻ I declare that this task and any attached document related to the task is all my own work and I have not cheated or plagiarised the work or colluded with any other student(s)

◻ I understand that if I am found to have plagiarised, cheated or colluded, action will be taken against me according to the process explained to me

◻ I have correctly referenced all resources and reference texts throughout these assessment tasks.

◻ I have read and understood the assessment requirements for this unit

◻ I understand the rights to re-assessment

◻ I understand the right to appeal the decisions made in the assessment

|  |
| --- |
| **Unit Title** **Unit Code** |
| **Student name** |  |
| **Student ID number** |  |
| **Student signature** |  | **Date** |
| **Task Number** |  |  |

|  |
| --- |
| **------OFFICE USE ONLY-----**For Trainer and Assessor to complete:◻ Student requested reasonable adjustment for the assessment |

| **Marking Sheet****Completed successfully****Did the student satisfactorily:** | **Comments** | **Y** | **N** | **DNS** |
| --- | --- | --- | --- | --- |
| The student has satisfactorily completed and submitted the following:* Meeting requirements form x 2
* Meeting Agenda x 2
* Email to attendees x 2
 |  | [ ]  | [ ]  | [ ]  |
| Demonstrated ability to:* Establish and verify meeting requirements with relevant individuals

This is evidenced by:* Meeting requirements form in Task 2.1A and 2.2A
 |  | [ ]  | [ ]  | [ ]  |
| Demonstrated ability to:* Develop agenda according to meeting purpose

This is evidenced by:* Meeting Agenda in Task 2.1B and 2.2B
 |  | [ ]  | [ ]  | [ ]  |
| Demonstrated ability to:* Contact and confirm meeting with participants according to organisational procedures
* Provide meeting papers to participants according to task requirements

This is evidenced by:* Email to attendees in Task 2.1C and 2.2C
 |  | [ ]  | [ ]  | [ ]  |
| The student liaised with the CEO (played by the trainer and assessor in simulated work conditions) to confirm requirements and attendees for meeting 1. |  | [ ]  | [ ]  | [ ]  |
| The student met with departmental managers (played by classmates in simulated work conditions) to discuss and confirm details of meeting 2. |  | [ ]  | [ ]  | [ ]  |
| When collaborating with the group (Task 2.2A), the student has actively participated in group work with a substantial contribution that can be assessed individually for all this task's requirements. |  | [ ]  | [ ]  | [ ]  |
| **Task Outcome: Satisfactory** [ ]  **Not Yet Satisfactory** [ ]  |
| **Student Name:** |
| **Assessor Name**:**Assessor Signature:****Date:** |

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# **Task 2 – Prepare for meetings**

| **Task summary and instructions** |
| --- |
| **What is this assessment task about?** | You are the Product Development Manager at Adept Owl.Adept Owl is an Australian developer, publisher and distributor of dice, card and board games for all ages.You are required to plan two meetings as instructed and following relevant organisational policy and procedures.To complete this task, please refer to Appendix 1 – Scenario at the end of this assessment document which includes relevant policies and procedures. Please note that the performance evidence for this unit of competency requires you to provide evidence of the ability to manage a meeting on at least two occasions. This assessment has been designed to meet that requirement.This task comprises of the following assessment methods:* Product-based [x]
* Direct observation of Role-Play [x]
* Case Study [ ]
* Other (specify) [ ]

It has been designed to evaluate your ability to/competency in:* Develop agenda according to meeting purpose
* Establish and verify meeting requirements with relevant individuals
* Contact and confirm meeting with participants according to organisational procedures
* Provide meeting papers to participants according to task requirements

Your assessor will be looking for demonstrated evidence of your competency in the above.You are required to address the following:* **Task 2.1 Prepare for meeting 1**
* Develop a meeting requirements form
* Develop a meeting agenda
* Write an email to attendees
* **Task 2.2 Prepare for meeting 2**
* Develop a meeting requirements form
* Develop a meeting agenda
* Write an email to attendees

Note: template 1 and 2 were modified from their original format in Appendix 1 for the purpose of this assessment.Although the assessment requires group collaboration to simulate a work environment (Task 2.2A), the assessment submission is individual, and it will be marked as such. |
| **What do I need to do to complete this task satisfactorily?** | * submit the completed assessment tasks, according to instructions,
* complete the tasks with sufficient detail and present them in a professional manner,
* use your own words and reference sources appropriately,
* meet the word count where required,
* use the scenario provided,
* use the templates provided where required,
* for your performance to be deemed satisfactory in this assessment task you must satisfactorily address all of the assessment criteria,
* if part of this task is not satisfactorily completed you will be asked to complete further assessment to demonstrate satisfactory performance.
 |
| **Specifications** | **You must deliver/participate in:*** Liaise with the CEO (played by the trainer and assessor in simulated work conditions) to confirm meeting requirements and attendees for meeting 1.
* Meet with departmental managers in week 3 to discuss the requirements for meeting 2.

**You must submit to GOALS*** Meeting requirements form x 2
* Meeting Agenda x 2
* Email to attendees x 2
 |
| **Resources and equipment**  | * Computer with Internet access
* Access to Microsoft Office suites or similar software
* Learning material
* Scenario for assessment as provided
* Appendices as provided
* Relevant policies and procedures as provided
* Templates as provided
 |
| **Re-submission opportunities** | You will be provided feedback on your performance by the Assessor. The feedback will indicate if you have satisfactorily addressed the requirements of each part of this task. If any parts of the task are not satisfactorily completed, the assessor will explain why, and provide you written feedback along with guidance on what you must undertake to demonstrate satisfactory performance. Re-assessment attempt(s) will be arranged at a later time and date. You have the right to appeal the outcome of assessment decisions if you feel that you have been dealt with unfairly or have other appropriate grounds for an appeal. You are encouraged to consult with the assessor prior to attempting this task if you do not understand any part of this task or if you have any learning issues or needs that may hinder you when attempting any part of the assessment. |

**Complete the following activities:**

## **Task 2.1 Prepare for meeting 1**

You are the Product Development Manager at Adept Owl.

Adept Owl is an Australian developer, publisher and distributor of dice, card and board games for all ages.

Read the Adept Owl Games Company simulated business information provided in Appendix 1 at the end of this document.

The CEO asked you to organise a meeting to address one of the topics described in **TABLE A** below.

The trainer and assessor will play the role of the CEO in simulated work conditions.

Choose one of the following topics for the meeting.

|  | **TABLE A -Topic** |
| --- | --- |
| **1** | Develop an application to take board games online.* Brainstorm ideas about what board game is most suitable for online application:
* Monopoly
* Mastermind
* Connect4
* Scrabble
* Battleship
* Cluedo
* Define the target customer
* Develop a slogan to launch the product
 |
| **2** | Develop an idea for a new educational board game for kids (6-8 years old).* Brainstorm possible themes:
* Nature
* Sustainability
* History
* Geography
* Science
* Describe what the board game will look like and what the rules for the game could be (example: number of players)
* Decide on the price point for the board game
 |
| **3** | Develo an idea to freshen up the Adept Owl brand to appeal to younger generations.* Brainstorm ideas for changes to the logo, and new ideas for taglines, and the core marketing message
* Decide on the advertising platforms
* Decide on influencers that could be engaged to support the marketing campaign
 |
| **4**  | Develop an idea for a video on a social media platform that could go viral and support brand recognition.* The video should be fun, no longer than 30 seconds and should not cost more than $15,000
* Describe the video content and select a social media platform
 |

Address the following:

1. Choose a topic for the meeting

Note: you will have to expand on the content of the meeting based on the topic of choice

1. Identify participants from the organisational chart provided in Appendix 1.

Note: you could invite external guests such as subject matter experts. Consider if external guests may require accommodation and that if the allocated budget may cover the accommodation.

1. Determine the meeting requirements considering:
* The duration of the meeting should not exceed two (2) hours
* Choose a date in week 4 of class
* Catering for morning or afternoon tea is required with a maximum budget of $ 250

Note: review Appendix 1 for the menu.

* Additional approved budget $750
* One of the participants has a physical disability and uses a wheelchair
* One participant is vegan, and one participant is celiac
* The location will be boardroom 2 (max capacity is 14)



Note: you will have to determine and plan for additional requirements to best assist with the meeting of choice.

1. Briefly liaise with the CEO (played by the trainer and assessor in simulated work conditions, to confirm meeting requirements and attendees. Please note that the trainer and assessor will confirm that you liaised with them on the marking sheet.
2. Complete a meeting requirements form
3. Complete a preparation action plan
4. Develop and circulate a meeting agenda
5. Consider what additional documentation you should provide participants with before the meeting (example: links to websites, product information, etc.)
6. **Meeting requirements form**

Complete the meeting requirements form (Template 1).

**Template 1 -** **Meeting requirements form**

| **Meeting Requirements Form -Meeting 1** |
| --- |
| Chairperson |  |
| Department |  |
| Meeting name |  |
| **Meeting details** |
| Date |  | Time |  |
| Location |  | Budget |  |
| **Meeting format** |
| Purpose |  |
| High-levelAgenda |  |
| Participants | **Internal** | **External** |
| Speakers |  |
| Seating arrangements | From the head of the table on the left (1) – with the door at the back, determine sitting arrangements going clockwise .

|  |  |  |  |
| --- | --- | --- | --- |
| 1 |  | 8 |  |
| 2 |  | 9 |  |
| 3 |  | 10 |  |
| 4 |  | 11 |  |
| 5 |  | 12 |  |
| 6 |  | 13 |  |
| 7 |  | 14 |  |

 |
| Video or teleconference requirements |  |
| **Supporting materials** |
| Pre-reading |  |
| Meeting documentation |  |
| Equipment requirements |  |
| **Hospitality requirements** |
| Catering requirements |  |
| Accommodation requirements |  |
| **Other requirements** |
| Special needs of attendees |  |
| Other organisational requirements for conducting meetings |  |
| Applicable conventions for conducting meetings |  |
| Legal and ethical requirements for conducting meetings |  |
| Other specific requirements |  |

1. **Meeting Agenda**

Prepare the meeting agenda using Template 2.

Note:

* Select minute taker from the organisational chart in Appendix 1
* 4-6 items for discussion based on the topic of choice

**Template 2 -Agenda**

|  |  |
| --- | --- |
| AdeptOwlLogoText.jpg | **Meeting agenda – Meeting 1** |
| **DATE:** |  | MEETING TITLE: |  |
| **TIME:** |  | **ATTENDEES:** |  |
| **LOCATION:** |  |
| **CHAIR:** |  |
| MINUTE-TAKER: |  |

**Meeting preparation**

|  |  |
| --- | --- |
| PLEASE READ: |  |
| PLEASE BRING: |  |

**Meeting structure**

| ITEM | TOPIC | PRESENTER | DURATION |
| --- | --- | --- | --- |
| 1 | Open meeting | Chair |  |
| 2 | Objective of meeting | Chair |  |
| 3 | Apologies | Chair |  |
| 4 | Approve minutes of the previous meeting | Chair |  |
| 5 | Action from the previous meeting | Chair |  |
| 6 | Agenda items |  |  |
|  | 1 |  |  |  |
| 2 |  |  |  |
| 3 |  |  |  |
| 4 |  |  |  |
| 5 |  |  |  |
| 7 | Any other business | Interested parties |  |
| 8 | Arrange next meeting | Chair |  |
| 9 | Close meeting | Chair |  |

1. **Email to participants**

Write an email invitation to the attendees using Template 3, dating it at least 24 hours before the meeting:

* Explain the purpose of the meeting and its structure.
* The email text should be in grammatically correct English, written in an appropriate (polite, business-like) style.
* Attach any relevant document, including the Agenda (for external guests who do not have access to the internal drive).
* Provide a file path for the internal staff to find the Agenda.

Please note: The agenda filename includes the meeting type and date (e.g. ‘Agenda-StaffMeeting-220520XX.docx’), and is stored in the ‘Meeting Agendas’ folder on the Administration server:

Administration > Internal > Staff Meetings > Meeting Agendas

(50-100 words)

**Template 3 -Email**

|  |
| --- |
| Email to Attendees – Meeting 1 |
| **To**: |
| **Cc**: |
| **Bcc**: |
| **Subject**: |
| **Date email is sent**: |
| **Attachments**: |
|  |

## **Task 2.2 Prepare for meeting 2**

You are the Product Development Manager at Adept Owl.

Due to your management experience, the CEO asked you to facilitate a meeting with the other departmental managers to discuss how to improve the meeting procedures to include a code of conduct for virtual meetings.

Determine the meeting requirements considering:

* The duration of the meeting should not exceed two (2) hours
* Two departmental managers will be joining remotely
* One of the participants has a hearing impairment and has trouble hearing voices if there’s a lot of background noise
* Identify participants from the organisational chart provided in Appendix 1
* Choose a date in week 4 of class
* Catering for morning or afternoon tea is required with a maximum budget of $ 100

Note: review Appendix 1 for the menu.

* The location will be boardroom 2 (max capacity is 14)



Schedule a time in week 3 with the trainer and assessor and briefly liaise with a group of classmates who will play the role of departmental managers in simulated work conditions.

Meet with the managers (15-20 minutes) and confirm the meeting requirements by completing the meeting requirements form in collaboration with the managers.

The trainer and assessor will validate your active participation in the meeting and provide feedback on the marking sheet.

1. **Meeting requirements form**

Complete the meeting requirements form (Template 1).

**Template 1 -** **Meeting requirements form**

| **Meeting Requirements Form – Meeting 2** |
| --- |
| Chairperson |  |
| Department |  |
| Meeting name |  |
| **Meeting details** |
| Date |  | Time |  |
| Location |  | Budget |  |
| **Meeting format** |
| Purpose |  |
| High-levelAgenda |  |
| Participants | **Internal** | **External** |
| Speakers |  |
| Seating arrangements | From the head of the table on the left (1) – with the door at the back, determine sitting arrangements going clockwise .

|  |  |  |  |
| --- | --- | --- | --- |
| 1 |  | 8 |  |
| 2 |  | 9 |  |
| 3 |  | 10 |  |
| 4 |  | 11 |  |
| 5 |  | 12 |  |
| 6 |  | 13 |  |
| 7 |  | 14 |  |

 |
| Video or teleconference requirements |  |
| **Supporting materials** |
| Pre-reading |  |
| Meeting documentation |  |
| Equipment requirements |  |
| **Hospitality requirements** |
| Catering requirements |  |
| Accommodation requirements |  |
| **Other requirements** |
| Special needs of attendees |  |
| Other organisational requirements for conducting meetings |  |
| Applicable conventions for conducting meetings |  |
| Legal and ethical requirements for conducting meetings |  |
| Other specific requirements |  |

1. **Meeting Agenda**

Prepare the meeting agenda using Template 2.

Note:

* Select minute taker from the organisational chart in Appendix 1
* 4-6 items for discussion based on the topic of choice

**Template 2 -Agenda**

|  |  |
| --- | --- |
| AdeptOwlLogoText.jpg | **Meeting agenda– Meeting 2** |
| **DATE:** |  | MEETING TITLE: |  |
| **TIME:** |  | **ATTENDEES:** |  |
| **LOCATION:** |  |
| **CHAIR:** |  |
| MINUTE-TAKER: |  |

**Meeting preparation**

|  |  |
| --- | --- |
| PLEASE READ: |  |
| PLEASE BRING: |  |

**Meeting structure**

| ITEM | TOPIC | PRESENTER | DURATION |
| --- | --- | --- | --- |
| 1 | Open meeting | Chair |  |
| 2 | Objective of meeting | Chair |  |
| 3 | Apologies | Chair |  |
| 4 | Approve minutes of the previous meeting | Chair |  |
| 5 | Action from the previous meeting | Chair |  |
| 6 | Agenda items |  |  |
|  | 1 |  |  |  |
| 2 |  |  |  |
| 3 |  |  |  |
| 4 |  |  |  |
| 5 |  |  |  |
| 7 | Any other business | Interested parties |  |
| 8 | Arrange next meeting | Chair |  |
| 9 | Close meeting | Chair |  |

1. **Email to participants**

Write an email invitation to the attendees using Template 3, dating it at least 24 hours before the meeting:

* Explain the purpose of the meeting and its structure.
* The email text should be in grammatically correct English, written in an appropriate (polite, business-like) style.
* Attach any relevant document, including the Agenda (for external guests who do not have access to the internal drive).
* Provide a file path for the internal staff to find the Agenda.

Please note: The agenda filename includes the meeting type and date (e.g. ‘Agenda-StaffMeeting-220520XX.docx’), and is stored in the ‘Meeting Agendas’ folder on the Administration server:

Administration > Internal > Staff Meetings > Meeting Agendas

(50-100 words)

**Template 3 -Email**

|  |
| --- |
| Email to Attendees **–** Meeting 2 |
| **To**: |
| **Cc**: |
| **Bcc**: |
| **Subject**: |
| **Date email is sent**: |
| **Attachments**: |
|  |

## **References**

|  |
| --- |
| **Please include your references below:***(Please refer to this* [*referencing guide*](https://drive.google.com/file/d/10wgzUYd0am5IKqWOBdTw6DScjh19FfSm/view?usp=sharing) *if needed or speak to your trainer for any specific referencing requirements for this assessment)* |

**Appendix 1 – Scenario**

Adept Owl Business Plan (excerpt)

**From Adept Owl business plan FY 2021–2022**

**Mission**

* Adept Owl aims to produce high-quality, entertaining board, card and puzzle games for the enjoyment of all ages.

**Vision**

* To establish, within five years, the reputation of Adept Owl as one of the finest, most innovative and entertaining board game developers in Australia.

**Values**

* customer focus
* actively encourage excellence, innovation and continuous improvement
* work collaboratively and consultatively with integrity, professionalism and teamwork
* recognise the diversity and expertise of Adept Owl employees
* Sustainable manufacturing practices.

**Strategic directions**

The strategic context in which Adept Owl will achieve its mission and vision is through:

* engaging with customers
* developing and improving products and production
* supporting innovative thinking, management and leadership skills
* creating a high-performing organisation
* Ensuring sustainable materials and processes are used in manufacture and distribution.

**Adept Owl Organisational Chart**



**Adept Owl Code of Conduct**

Adept Owl acknowledges its role as a responsible corporate citizen. Adept Owl’s success will result not simply from satisfying specific needs for quality products at reasonable prices, but from conducting its business with integrity and in accordance with the core values of the organisation.

Employees and officers of Adept Owl are expected to:

* respect and support the core values of the organisation:
	+ customer focus
	+ actively encourage excellence, innovation and continuous improvement
	+ work collaboratively and consultatively with integrity, professionalism and teamwork
	+ recognise the diversity and expertise of Adept Owl employees
	+ sustainable manufacturing practices.
* respect others and treat others (colleagues, managers, reports, clients, customers and organisational stakeholders) with fairness
* act in accordance with relevant legislation, standards and industry codes of practice
* act honestly to protect the reputation of Adept Owl; avoid the fact or appearance of conflict of interest
* protect the privacy of others in accordance with organisational privacy and recordkeeping policies.

**Adept Owl Anti-discrimination Policy and Procedures**

**Policy**

The purpose of this policy is to ensure transactions with customers of Adept Owl and other employees are handled fairly and transparently and in accordance with organisational and legal requirements. Generally, it is unlawful to discriminate on the basis of the following 16 characteristics:

|  |  |
| --- | --- |
| sexrelationship statuspregnancyparental statusbreastfeedingageraceimpairmentreligious belief or religious activity | political belief or activitytrade union activitylawful sexual activitygender identitysexualityfamily responsibilitiesassociation with, or relation to, a person identified on the basis of the above. |

The scope of this policy covers all employees and contractors of Adept Owl.

Responsibility for the implementation of this policy rests with all employees, contractors and management of Adept Owl.

*Privacy Act 1988* (Cwlth)

*Anti-discrimination Act 1977* (NSW)

*Age Discrimination Act 2004* (Cwlth)

*Australian Human Rights Commission Act 1986* (Cwlth)

*Disability Discrimination Act 1992* (Cwlth)

*Racial Discrimination Act 1975* (Cwlth)

*Sex Discrimination Act 1984* (Cwlth).

**Procedures**

All staff will comply with the following procedure when applying reasonable adjustments.

**Reasonable adjustment**

Reasonable adjustments are changes that allow people with a disability to work safely and productively.

Adept Owl will make reasonable adjustments for a person with a disability who both:

applies for a job, is offered employment, or is an employee

requires the adjustments in order to participate in the recruitment process or perform the genuine and reasonable requirements of the job.

Examples of reasonable adjustments can include:

reviewing and, if necessary, adjusting the performance requirements of the job

arranging flexibility in work hours

providing telephone typewriter (TTY) phone access for employees with hearing or speech impairments

purchasing screen reading software for employees with a vision impairment

approving more regular breaks for people with chronic pain or fatigue

buying desks with adjustable heights for people using a wheelchair.

When thinking about reasonable adjustments, Adept Owl will weigh up the need for change with the expense or effort involved in making it. If making the adjustment means a very high cost or great disruption to the workplace, it is not likely to be reasonable.

In some cases Adept Owl can discriminate on the basis of disability, if either:

the adjustments needed are not reasonable

the person with the disability could not perform the genuine and reasonable requirements of the job even if the adjustments were made.

**Adept Owl Office Equipment Use Policy and Procedures**

**Policy**

Adept Owl provides staff with access to high quality office equipment in order to complete work tasks to a professional standard.

Adept Owl is committed to maintaining the confidentiality of its customers and employees. All documents relating to staff, suppliers and retailers will be shredded before removing to secure bins.

**Procedures**

All staff will comply with the following procedures in the use of office equipment.

**Photocopier and printers**

All staff must:

* attend a training session in the correct use and basic maintenance of the photocopier
* operate the photocopier in accordance with the manufacturer’s guidelines
* comply with copyright legislation
* check that the machine is working properly and clear any paper jams
* check that there is adequate toner and paper available and inform the Office Administrator if stocks are low
* report any faults to your manager or the Office Administrator if you cannot easily resolve them yourself
* note that high-volume printing (500+ copies) should not be printed on Adept Owl printers but should be completed using Adept Owl’s preferred printing supplier, Pixel Precision
* implement the company’s policy on consumables conservation wherever possible.

**Binder and laminator**

All staff must:

* attend a training session in the correct use of the binding and laminating machine
* use the binding and laminating machines only for the formal presentation of Adept Owl documents or as directed by your manager
* check that the contents of documents are in the correct order and meet professional standards before binding
* operate the binder and laminator in accordance with the manufacturer’s guidelines
* ensure binding and laminating machines are turned off after use
* report any faults to your manager or the Office Administrator if you cannot easily resolve them yourself.

**Shredder**

All staff must:

* attend a training session in the correct use of the shredder machine
* use the shredder for the destruction of confidential documents or parts of documents that contain sensitive personal or confidential information relating to Adept Owl’s customers, employees, suppliers and franchisees
* operate the shredder following the manufacturer’s guidelines
* remove all paper clips and staples before shredding documents
* empty shredded material into recycling bins as necessary
* ensure that confidential documents approved for shredding are shredded before placing them in recycling bins
* ensure shredder machine is turned off after use
* report any faults to your manager or the Office Administrator if you cannot easily resolve them yourself.

**Telephones**

All staff must:

* attend a training session in the correct use and functions of the telephone system
* when making and receiving calls, remember as a representative of Adept Owl to ensure professional conduct at all times; be polite, courteous and clear
* use the options provided by the system efficiently (e.g. call forwarding, voicemail, hold)
* refer to the user manual supplied by the service provider
* avoid use for personal calls
* consider the need for long-distance calls – use other modes of communication instead (email, etc.), if appropriate
* seek approval from your manager prior to making any international calls
* report any faults to your manager or the Office Administrator if you cannot easily resolve them yourself.

**Adept Owl Stationery and Consumables Policy and Procedures**

**Policy**

This policy relates to the purchase and replacement of consumables and general stationery.

Note that some pieces of equipment require special training or an external technician for the installation of replacement consumables.

**Procedures**

**Purchase**

* As a general rule, all purchases must be approved by the department manager and processed by the Office Administrator.
* A nominated person in each department will check paper supplies and other general stationery weekly, to ensure stock levels are adequate
* All staff members are to implement Adept Owl’s policy on conservation and use paper and other consumables efficiently.

**Replacement of consumables**

* All staff members are responsible for the replacement of paper in photocopier, fax machine, etc. for their own use.
* All staff members are to ensure that they remove special paper (colored paper, letterhead, etc.) from the photocopier once they are done and return to supply cupboard.
* Photocopier and printer toner is to be replaced by trained personnel only. Staff members that have not been trained by the Office Administrator to replace toner cartridge are not to attempt it.
* Photocopier drum cartridges are only to be replaced by the Xerox technician. Replacement by someone not authorised by Xerox will void our warranty.
* Notify the Office Administrator as soon as the ‘Drum cartridge is running low’ message appears and they will arrange for a technician to attend as soon as practicable.

**Maintenance/servicing**

* Regular servicing of equipment is to be booked and recorded in the equipment service log by the Office Administrator.
* All equipment is to be serviced according to the manufacturers’ warranty and, at a minimum, once per year.

**Adept Owl Computer Use Policy and Procedures**

**Policy**

Adept Owl is committed to ensuring that staff use computer technology in a manner that promotes a safe work environment. Individual workspaces, furniture and equipment must be adjusted to suit the ergonomic requirements of the user.

All staff members are expected to be able to use a variety of software programs in the course of their daily duties; manage computer data proficiently; and maintain computer equipment in good order and condition.

**Procedures**

**Hardware**

* Do not eat or drink near your computer or laptop. Spills can permanently damage the equipment.
* Develop a routine to maintain your computer equipment. The keyboard, monitor and mouse should be cleaned regularly. Before cleaning, make sure the computer is turned off.
* Store any user manuals for your computer in a place where they can easily be accessed for reference.
* Report any suspected hardware problems to the IT Manager.
* Portable devices, such as laptops, smartphones (e.g. iPhones) and tablets (e.g. iPads) are especially vulnerable to physical damage, loss or theft.
* Avoid dropping or knocking about mobile devices, ensuring they are kept secure in protective casing where required.
* Carry and store your laptop in a padded laptop computer bag or strong briefcase to reduce the chance of accidental damage. An ordinary-looking briefcase is less likely to attract thieves than an obvious laptop bag.
* Keep your laptop, tablet or smartphone in your possession and within sight whenever possible, just as if it were your wallet or handbag. Lock them away out of sight when not in use, preferably in a strong cupboard, filing cabinet or safe. This applies at home, in the office and in a hotel.
* Never leave a mobile device visibly unattended in a vehicle. If absolutely necessary, lock it out of sight in the boot or glovebox. The physical security of any company-owned mobile IT devices in your possession is your personal responsibility. Please take all reasonable precautions to keep these devices safe and secure.

**Software programs**

* Only registered software programs may be used. Do not download, install or use unauthorised software programs. Unauthorised software could introduce serious security vulnerabilities into the network as well as affecting the working of your computer. Software packages that permit the computer to be ‘remote controlled’ and ‘hacking tools’ are explicitly forbidden on Adept Owl equipment unless they have been explicitly pre-authorised by management for legitimate work purposes.
* Be careful about software licenses. Most software, unless it is specifically identified as ‘freeware’ or ‘public domain software’, may only be installed and/or used if the appropriate license fee has been paid. Shareware or trial packages must be deleted or licensed by the end of the permitted free trial period. Some software is limited to free use by private individuals whereas commercial use requires a license payment. Individuals and companies are being prosecuted for infringing software copyright: do not risk bringing yourself and the company into disrepute by breaking the law.
* Authorised programs installed on each workstation are as follows:
	+ operating system – Microsoft Windows
	+ antivirus software – Symantec Antivirus
	+ office software suite – Microsoft Office Professional
	+ internet browser – Mozilla Firefox
	+ email software – Microsoft Outlook Express
	+ file compression/decompression software – WinZip
	+ PDF reader – Adobe Acrobat Reader.
* Selected workstations also have specialised software relevant to job requirements. These include:
	+ accounting software – MYOB
	+ design and publishing software – Adobe Creative Suite
	+ customer relationship management (CRM) software – Act!
* If your computer notifies you that an update is required, follow the instructions. and update the system or software.
	+ These updates could relate to security flaws and it is imperative all software is secure.
	+ Some software updates will try to get the user to install additional tools or add-ons for sister companies. Ensure to deselect all added options and only install the required update.
* Use the software’s online Help files if you require assistance with the program.
* Report any software problems immediately to the IT Manager.

**Virus protection**

* The server and all computers have antivirus software installed and they are automatically updated at least twice per week. Staff members are not to tamper with the antivirus or update settings on their computer.
* Viruses are a major threat to your organisation and laptops are particularly vulnerable if their antivirus software is not kept up-to-date. Ensure your laptop virus software has been set to automatically update.
* Staff are requested to exercise caution at all times:
	+ Email attachments are now the number one source of computer viruses. Do not open email attachments that are from an unknown source.
	+ Do not copy/open files from an external source (USB flash drive, external hard drive, CD/DVD-ROMs, etc.) until they have been scanned by the antivirus software. This should be automated by your computer; if not, notify the IT Manager.
* Read carefully any emails or memos from the IT Manager regarding virus risks.
* Report any suspected virus immediately to the IT Manager.
* Do not forward any files or upload data onto the network if you suspect your computer might be infected.

**Adept Owl Recordkeeping Policy and Procedures**

Records should be stored securely, being careful to protect privacy, business and personal confidentiality, and maintaining records as required by applicable laws.

* Create a personal subfolder within the server (using your name as the subfolder name) to hold your day-to-day working files.
	+ Do not store company data on your computer unless absolutely necessary. Company data should be stored in the appropriate server drive. Unlike the servers which are backed up automatically, data on your own computer is not backed up and your work may be lost if you experience a system crash.
	+ If you use a laptop and require access to files offsite, you will be set up with offline files allowing remote access to server files away from the office.
* ‘Move’ completed files to the appropriate folder in your department.
* Filenames:
	+ Speak to your Manager regarding the file naming conventions used in your Department
	+ For ease of operator identification, add your initials to the end of each filename. For example, JulyConf-mq.doc (document about July Conference, keyed in by Mary Quinlan)
* Back-ups:
	+ Back-up copies of all electronic files on the server are made twice weekly.
	+ If you spend an extended time away from the office network using a laptop, it is your responsibility to ensure local copies of company files are backed up.

**Adept Owl Electronic Communication Policy and Procedures**

**Policy**

This electronic communication policy and procedures establish guidelines for the proper and improper use of Adept Owl’s email and internet resources.

All staff members are responsible for using Adept Owl’s internet and email resources in a professional, ethical, and lawful manner.

Adept Owl will not tolerate inappropriate materials such as pornographic, racist, defamatory or harassing files, pictures, videos or email messages that might cause offence or embarrassment.

**Procedures**

**Allocation and access**

* Due to its global nature, users of the internet may encounter material that is inappropriate, offensive and, in many instances, illegal. Adept Owl cannot control the availability of this information and has made the decision not to restrict access to it. However, staff members are notified that they are responsible for any material that they:
	+ view on the internet
	+ download from the internet
	+ upload to the internet.

**Authorised use**

* Internet and email services can only be used for:
	+ Adept Owl business use
	+ limited personal use.
* **Adept Owl business use** includes any activity that is conducted for purposes of accomplishing official business, professional duties including research and, where appropriate, professional development.
	+ Official business includes:
		- using devices and software for work-related use
		- using the internet to access work-related information
		- sending emails to colleagues on work-related matters
		- sending emails outside of the work environment on work-related matters.
	+ Professional duties include:
		- using the internet for professional development or other approved study, research or professional forums
		- limited use of computer, email and other facilities to support study (during personal time)
		- limited support for employees to engage with professional associations.
* **Limited personal use** means use that is infrequent and brief. This use should generally occur during personal time and should not include use:
	+ that requires substantial expenditure of time
	+ for private business, personal gain or profit
	+ that impedes the efficiency of internet or email services
	+ that clogs mailboxes with large numbers of messages
	+ that would violate or breach any state or federal legislation
	+ that would violate or breach Adept Owl organisational policies and procedures.
* As a guide, use that occurs more than a few times per day and/or for periods longer than a few minutes would not be considered limited personal use.
* Staff members may be held personally responsible for any use of internet and email services that do not comply with these principles.
	+ Limited personal use includes:
		- limited personal emails and internet searches that are not unauthorised, unlawful or criminal
		- using a printer or photocopier to print out a few pages of personal information
		- making occasional brief local telephone calls
		- making financial transactions, including bill paying or home banking
		- using web-based email.

**Note:** It is expected that personal use of internet and email services is undertaken during a staff member’s personal time (Personal time: Staff members’ own time that is not during business hours, e.g. before 9.00 am, after 5.00 pm and during lunch breaks).

**Inappropriate use**

* Adept Owl will not tolerate inappropriate materials such as pornographic, racist, defamatory or harassing files, pictures, videos or email messages that might cause offence or embarrassment. Never store, use, copy or circulate such material, and steer clear of dubious websites.
* If you receive inappropriate material by email or other means, delete it immediately. If you accidentally browse to an offensive website, click ‘back’ or close the window straight away. If you routinely receive a lot of spam, talk to your IT Manager who can get your spam settings checked.
* Staff members should not use internet and/or email services to:
	+ infringe the copyright or other intellectual property right of Adept Owl or third parties
	+ download software (without authorisation by management for legitimate work purposes)
	+ scan and email print resources protected by copyright
	+ disrupt communication and information devices through such means as mass emailing or transmitting files that place an unnecessary burden on departmental resources (without authorisation by management for legitimate work purposes)
	+ access inappropriate internet sites
	+ download, distribute, store or display offensive or pornographic graphics, images or statements or other material obtained from inappropriate websites
	+ download, distribute, store or display material that could cause offence to others, e.g. offensive material based on gender, ethnicity or religious and political beliefs
	+ download unreasonable amounts of material for non-business use
	+ download information for the purpose of providing it to external organisations or the general public (without authorisation by management for legitimate work purposes)
	+ distribute defamatory, obscene, offensive, or harassing messages
	+ distribute confidential information (without authorisation by management for legitimate work purposes)
	+ distribute messages that disclose personal information (without authorisation by management for legitimate work purposes)
	+ distribute private information about other people
	+ distribute messages anonymously, using a false identity or using another person’s email account
	+ engage in any illegal or wrongful activity
	+ engage in private business or personal profit ventures
	+ engage in online chat forums, if not for legitimate work purposes
	+ stream video from internet sites, if not for legitimate work purposes.
* Any serious or repeated inappropriate use of the organisation’s electronic communication equipment, or any illegal materials will be reported directly to management, and disciplinary processes will be initiated. This may include summary dismissal in the event of a serious breach of the policy.
* Staff members may not:
	+ disrupt or interfere with the use of internet or email services
	+ without authority destroy, alter, dismantle, disfigure, prevent rightful access to or otherwise interfere with the integrity of internet or email services
	+ misuse Adept Owl resources, including human and computing resources.

**Note:** Sending, receiving, displaying, printing or otherwise disseminating material which is fraudulent, harassing, illegal, sexually explicit, obscene, intimidating or defamatory is prohibited. Staff members encountering such material should report it to the General Manager of Operations immediately. Sexual harassment laws (and other anti-discrimination laws) at both Commonwealth and state level can deem

Adept Owl responsible for any breaches of anti-discrimination legislation committed by any staff member.

**Communicating information**

Staff members should exercise the same care in drafting email messages for any other written communication form. Any messages on Adept Owl’s computer system may be subject to review by authorised Adept Owl personnel. Furthermore, email messages may be required to be disclosed, discovered or produced in a litigious matter involving Adept Owl.

**Adept Owl Meetings
Policy and Procedures**

**Policy**

This meetings policy and the procedures below establish guidelines for the expected procedures and conduct expected by Adept Owl staff when conducting and participating in meetings.

All staff members have the responsibility conduct themselves in a professional, ethical and lawful manner, as outlined in the Adept Owl Code of Conduct. Such conduct is expected at both internal and external meetings.

**Procedures**

**Planning meetings**

Staff who are planning meetings are responsible for ensuring that:

* a chairperson has been designated
* a meeting invitation is sent to all required participants in an appropriate format and a timely fashion:
	+ generally, via email
	+ at least 24 hours’ prior for standard meetings, at least one week prior where training or extensive preparation is required
* the meeting space is to be booked and confirmed at the earliest opportunity:
	+ meeting room 1: fits up to 5 people
	+ meeting room 2: fits up to 14 people
	+ board room: fits up to 30 people
* AV or teleconferencing equipment is to be booked at the time of booking the meeting space, and collected:
	+ no earlier than 24 hours prior to the meeting
	+ no later than an hour prior to the meeting
	+ if being conducted off-site, make sure arrangements have been made well in advance so as to not inconvenience other staff who may require the equipment
* a meeting agenda is prepared and distributed to participants prior to the meeting, using the Adept Owl Meeting Agenda template
* meeting minutes are to be taken, using the Adept Owl Meeting Minutes template
* meeting duration is limited to an appropriate time for the purpose, generally 30 minutes to an hour
* meeting budgets for catering are to be limited to $10 per head. See procurement policy for details of preferred catering supplier and menu.

**Conducting/chairing meetings**

The chairperson is responsible for ensuring these conventions for conducting meetings are followed, where applicable:

* meetings must start and finish on time
* the purpose and goals of the meeting are clear to all participants
* the agenda is followed and items are presented by the assigned speaker and within the allocated duration for discussion
* all participants are encouraged to provide input in the discussions, as appropriate
* discussions are restricted to agenda items only
* discussions are conducted in a constructive and professional manner
* one person is to speak at a time
* time limit on speakers is adhered to, as per meeting agenda
* participants have the authority to make decisions
* conflict of interest provisions are followed
* consensus is required for all decisions
* the chairperson has casting vote
* voting is conducted appropriately.

**Attending meetings**

All staff who are attending meetings are responsible for ensuring that:

* they arrive on time
* their mobile phone is switched off
* they behave professionally and appropriately, as per Adept Owl Code of Conduct
* they participate actively, constructively and respectfully in meeting discussions to achieve meeting aims.

**Following up meetings**

All staff who are following up meetings (generally the meeting planner or chair) are responsible for ensuring that:

* The agenda filename includes the meeting type and date (e.g. ‘Agenda-StaffMeeting-22052015.docx’), and is stored in the ‘Meeting Agendas’ folder on the Administration server:

Administration > Internal > Staff Meetings > Meeting Agendas

* The meeting minutes’ filename includes the meeting type and date (e.g. ‘Minutes-StaffMeeting-22052015.docx’), and is stored in the ‘Meeting Minutes’ folder on the Administration server:

Administration > Internal > Staff Meetings > Meeting Minutes

* Sending an email to all participants advising them:
	+ that the minutes are now available and providing a filepath to the document on the server
	+ advising them of the date of any required follow-up meetings and who will be responsible for coordinating that meeting
	+ attaching any additional documents that are required by outcomes of the meeting.

**Adept Owl Privacy Policy**

The Adept Owl Games Company is committed to protecting privacy. It is bound by the National Privacy Principles contained in the Privacy Act 1988 and all other legislation that governs privacy.

Where appropriate, Adept Owl will handle personal information relying on the related bodies’ corporate exemption and the employee records exemption in the Privacy Act. Our respect for our staff and customers’ privacy is paramount. We have policies and procedures to ensure that all personal information is handled in accordance with National Privacy Principles.

This Privacy Policy sets out our policies on the management of personal information – that is, how we collect personal information, the purposes for which we use this information, and to whom this information is disclosed.

**What is personal information?**

Personal information is information that could identify you. Examples of personal information include your name, address, telephone number and email address, or more complex information like a resume.

**How does Adept Owl collect and use personal information?**

Some of the ways in which Adept Owl collects personal information is when you send a job application to us or when you email us. These uses are discussed below.

**What happens if you don’t provide personal information?**

Generally, you have no obligation to provide any personal information to us. However, if you choose to withhold personal information, we are unlikely to be able to respond to your application or query.

**To whom do we disclose personal information?**

We engage third party service providers (including related companies of Adept Owl, which may be located outside Australia) to perform functions for Adept Owl. Such functions include mailing, delivery of purchases, credit card payment authorisation, trend analysis, external audits, market research, promotions and the provision of statistical sales information to industry bodies.

For our service providers to perform these functions, in some circumstances it may be necessary for us to disclose your personal information to those suppliers. Where disclosures take place, we work with these third parties to ensure that all personal information we provide to them is kept secure, is only used to perform the task for which we have engaged them and is handled by them in accordance with the National Privacy Principles.

**How do we protect personal information?**

At all times, we take great care to ensure that your personal information is protected from unauthorised access, use, disclosure or alteration. We endeavour to ensure that our employees are aware of, and comply with, their obligations in relation to the handling of personal information. Only properly authorised employees are permitted to see or use personal information held by Adept Owl and, even then, only to the extent that is relevant to their roles and responsibilities. Your personal information will not be sold to any other organisation for that organisations’ unrelated independent use. Further, we will not share your personal information with any organisations, other than those engaged by us to assist us in the provision of our products and services (as described above).

**What about information you provide in job applications?**

If you submit a job application to Adept Owl, we will use the information provided by you to assess your application. In certain circumstances, Adept Owl may disclose the information contained in your application to contracted service providers for purposes such as screening, aptitude testing, medical testing and human resources management activities. As part of the application process, in certain circumstances, you may be required to complete a pre-employment health questionnaire. You may also be asked to undergo a pre-employment medical assessment. In that case, you will be asked to give specific consent to Adept Owl to disclose your questionnaire to its service providers for the purposes of arranging the medical assessment and for the relevant service providers to disclose the results of the assessment to Adept Owl. Please note that medical disclosures will only be communicated to Adept Owl if they are directly related to the job role that you are applying for.

If you refuse to provide any of the information requested by Adept Owl, or to consent to the disclosure of the results of your medical assessment to Adept Owl, we may be unable to consider your application.

**Is the personal information we hold accurate?**

We endeavor to maintain your personal information as accurately as reasonably possible. However, we rely on the accuracy of personal information as provided to us both directly and indirectly. We encourage you to contact us if the personal information we hold about you is incorrect or to notify us of a change in your personal information.

**How can you access or correct the personal information we hold about you?**

Wherever possible and appropriate, we will let you see the personal information we hold about you and correct it if it is wrong. If we do not allow you access to any part of the personal information we hold about you, we will tell you why.

**Adept Owl’s website privacy policy**

Adept Owl generally only collects personal information from its website when it is provided voluntarily by you, for example, when you send us an electronic message with a query about Adept Owl or its products. We will generally use your information to respond to your query, to provide and market our services to your or as otherwise allowed or required by law.

For the same purposes, Adept Owl may share your information with other members of the Adept Owl group (including those who are located outside Australia) and their respective service providers, agents and contractors. If we do this, we require these parties to protect your information in the same way we do.

When you visit this website or download information from it, our internet service provider (ISP) makes a record of your visit and records the following information:

* your internet address
* your domain name, if applicable
* date and time of your visit to the website.

Our ISP also collects information such as the pages that our users access, the documents they download, links from other sites they follow to reach our website, and the type of browser they use. However, this information is anonymous and is only used to statistical and website development purposes.

We use a variety of physical and electronic security measures, including restricting physical access to our offices, firewalls and secure databases to keep personal information secure from unauthorised use, loss or disclosure. However, you should keep in mind that the internet is not a secure environment. If you use the internet to send us any information, including your email address, it is sent at your own risk.

You have a right of access to personal information we hold about you in certain circumstances. If we deny your request for access, we will tell you why.

**Use of cookies**

A cookie is a small message given to your web browser by our web server. The browser stores the message in a text file, and the message is then sent back to the server each time the browser requests a page from the server.

Adept Owl makes limited use of cookies on this website. Cookies are used to measure usage sessions accurately, to gain a clear picture of which areas of the website attract traffic and to improve the functionality of our website.

When cookies are used on this website, they are used to store information relating to your visit such as a unique identifier, or a value to indicate whether you have seen a web page. We use session (not permanent) cookies. They are used to distinguish your internet browser from the thousands of other browsers. This website will not store personal information such as email addresses or other details in a cookie.

Most internet browsers are set up to accept cookies. If you do not wish to receive cookies, you may be able to change the settings of your browser to refuse all cookies or to notify you each time a cookie is sent to your computer, giving you the choice whether to accept it or not.

**Disposal of personal information**

Adept Owl is committed to maintaining the confidentiality of its customers and employees. All documents relating to staff, suppliers and retailers will be shredded before removing to secure bins.

**Adept Owl Procurement and Preferred Suppliers Policy and Procedures**

Procurement is also called ‘supply management’ or ‘purchasing’. The procurement policy is concerned with processes that control incoming products and materials.

The purpose of this policy is to ensure the purchase of resources is carried out consistently, fairly and transparently and in accordance with Adept Owl requirements. The scope of this policy covers the purchasing and acquisition of resources by employees and contractors of Adept Owl Games Company.

Responsibility for the implementation of this policy rests with those employees and management of Adept Owl with responsibility for purchasing resources.

**Principles governing the procurement process**

**1. Probity and ethical behaviour**

The principle of probity (which means to have strong moral principles, honesty and decency) and ethical behaviour governs the conduct of all procurement activities. Employees who have authority to procure goods and services must comply with the standards of integrity, probity, professional conduct and ethical behaviour. Employees or directors must not seek to benefit from supplier practices that may be dishonest or unethical.

**2. Sustainability**

Follow the sustainability policy and principles outlined in the sustainability policy when procuring supplies.

**3. Value for money**

Value for money is the core principle underpinning procurement. Organisations contracted to do work for Adept Owl must be cost-effective and efficient in the use of resources whilst upholding the highest standards of probity and integrity.

In general, a competitive procurement process that is carried out in an open, objective and transparent manner can achieve best value for money in procurement.

**4. Non-discrimination**

This procurement policy requires that the procurement process is non-discriminatory. All potential contracted suppliers should have the same opportunities to compete for business and must be treated equitably based on their suitability for the intended purpose.

**5. Risk management**

Risk management involves the systematic identification, analysis, treatment of risk as well as, where possible, the implementation of appropriate risk mitigation strategies. It is integral to efficiency and effectiveness to proactively identify, evaluate, and manage risks arising out of procurement related activities. The risks associated with procurement activity must be managed in accordance with the organisation’s risk management policy.

**6. Responsible financial management**

The principle of responsible financial management must be applied to all procurement activities. Factors that must be considered include:

* the availability of funds within an existing approved budget
* staff approving the expenditure of funds strictly within their delegations
* measures to contain costs of the procurement without compromising any procurement principles.

**7. Procurement planning**

In order to achieve value for money, each procurement process must be well planned and conducted in accordance with the principles contained in this document. The process must also comply with all of the organisation’s policies and relevant legal and regulatory requirements.

When planning appropriate procurement processes, consideration should be given to adopting an approach which:

* encourages competition
* ensures that rules do not operate to limit competition by unnecessarily discriminating against particular suppliers
* recognises any industry regulation and licensing requirements
* secures and maintains contractual and related documentation for the procurement which best protects the organisation
* complies with the organisation’s delegations’ policy.

**8. Buy Australian made/support Australian industry**

Employees who are involved in procurement activities must make a conscious effort to maximise opportunities for Australian manufacturers and suppliers to provide products where there is practicable and economic value. In making a value for money judgment between locally made and overseas sourced goods, employees are to take into account:

* whole of life costs associated with the good or service
* that the initial purchase price may not be a reliable indicator of value
* the quality of locally made products
* the record of performance and delivery of local suppliers
* the flexibility, convenience and capacity of local suppliers to take on larger orders and meet fluctuations in order numbers
* the scope for improvements to the goods and ‘add-ons’ from local industry.

**9. Pre-registered list of suppliers and contractors**

Adept Owl maintains a pre-registered list of preferred suppliers and contractors.

This list is reviewed at regular intervals with admission of interested parties on a rolling basis. Care should be taken to ensure that such lists are used in an open and non-discriminatory manner. The list should be maintained in accordance with the sustainability policy. Suppliers must be audited once per year with regard to sustainable practices. It is in the interest of the organisation that the pool of potential suppliers is actively maintained and updated. Employees should provide reports of their experiences in working with each supplier/contractor to assist future decisions concerning the list.

See the list of preferred suppliers and contractors at the end of this policy and procedures.

**10. Avoid conflict of interest**

Employees and directors are not permitted to personally gain from any aspect of a procurement process. Employees and directors are required to be free of interests or relationships in all aspects of the procurement process.

For those individuals who are involved in procurements, any investment in, or close relationship with, a contractor represents a conflict of interest. This individual must disclose the conflict of interest to the Finance Manager to allow sufficient time for a review.

Employees and directors shall ensure that to the best of their knowledge, information and belief, that at the date of engaging a supplier or contractor that no conflict of interest exists or is likely to arise in the performance of the supplier/contractor’s obligations under their contract.

Should employees or managers become aware of potential conflicts of interest, they must advise the Finance Manager and CEO immediately.

**11. Report collusive tendering**

Employees should be aware of anti-competitive practices, such as collusive tendering.

Collusive tender would occur if an employee of Adept Owl were to secretly share information or arrange a situation that would control the result of tendering to favour or discriminate against particular applicants.

Any evidence of suspected collusion in tendering should be brought to the attention of the Finance Manager.

**12. Competitive process**

It is a basic principle of procurement that a competitive process should be used unless there are justifiably exceptional circumstances. The type of competitive process can vary depending on the size and characteristics of the contract to be awarded.

**13. Direct invitation (selective or restricted tendering)**

A process of direct sourcing to tender may be used. This may involve an invitation to organisations deemed appropriately qualified for a particular product or service (this may be appropriate for specialised requirements in markets where there is a limited number of suppliers or service providers).

The selection process should have particular regard to the need for equal treatment and reasonable distribution of opportunities.

**14. Evaluation and contract award**

For projects being awarded, consideration will be given not only to the most economically advantageous tender, but also to the track record of the tender respondent and the degree of confidence that the panel has in the quality if the bid. It will be the normal practice to have the evaluation of tenders carried out by a team with the requisite competency.

**15. Results of tendering process**

All tender respondents should be informed in writing of the result of a tendering process immediately after a contract has been awarded.

**Summary of procurement policy delegations**

| **Authority** | **Purchase amount** | **Required number of quotes** | **Comment** |
| --- | --- | --- | --- |
| **CEO and Finance Manager (together)** | Authority to sign contracts for products and services over $75,000. | Two or more competitive quotes for contracts over $75,000. | Detailed services contract required.Follow Adept Owl procurement procedures. |
| **CEO and General Manager of Operations (together)** | Authority to sign contracts for products and services up to $75,000. | Two or more competitive quotes.  | Detailed services contract required for contracts over $20,000. Follow Adept Owl procurement procedures. |
| **Managers** **Delegated authority only through Finance Manager or General Manager of Operations** | Authority to sign contracts for products and services under $30,000. | One or more competitive quotes preferred. | Provided they are within the approved budget and consistent with business/operational and strategic planning.Follow Adept Owl procurement procedures. |
| **Managers** | Authority to sign contracts for products and services under $10,000. | One or more competitive quotes preferred. | Follow Adept Owl procurement procedures. |
| **IT Officer, Product Development Officers, Distribution Officers and Manufacturing Officers** | Authority to sign contracts for products and services under $5,000. | Must use preferred suppliers list. | Follow Adept Owl procurement procedures. |
| **Office Administrator** | Authority to sign contracts for products and services under $1,500. | Must use preferred suppliers list. | Follow Adept Owl procurement procedures.. |
| **Contractors and external consultants** | No authority. | One or more competitive quotes preferred.Must use preferred suppliers list. | Contractors and external consultants must follow Adept Owl procurement procedures and must seek approval for purchases from person holding relevant authority. |

**Adept Owl – List of preferred suppliers**

Adept Owl has an established commercial relationship with the following companies, who should always be the first contact for their respective services.

| **Service** | **Preferred supplier** |
| --- | --- |
| Specialised expertise and advice in areas of:* finance
* business management
* marketing and design
* human resources and training.
 | Ace Consultants |
| For short-term project and temporary recruitment needs in areas of:* business and office administration
* project management
* technical writing
* marketing and design
* training and education.
 | Ace Recruitment |
| Business travel bookings | Innovative Travel |
| Fleet sales and service | Melbourne Car World |
| Office equipment, photocopiers, office stationery and consumables | Ready Office Supplies |
| Computer hardware, software and technical support | Ready Office IT Solutions |
| Everyday and event or function catering | Coffeeville (see menu attached below) |
| Wholesale paper stock; for paper, board, packaging, and label products for product manufacture | Yanakie Paper Merchants |
| Ink and coating wholesaler | INK! |
| Delivery and shipping | Speedy Transport |

**CoffeeVille**

**Catering Menu**

*Breakfast, lunch, snacks and drinks – we've got you covered!*

Our menu changes seasonally.
Where possible, we source local, organic products.

**Breakfast**

Bacon and egg roll $5

A range of freshly baked muffins\* $4

**Lunch**

A range of fresh focaccias made daily $9–10

A range of salads\* $8–$10

**Snacks**

A selection of cakes, pastries and biscuits\* $4–7

**Drinks**

Espresso coffee, leaf teas, hot chocolate $3–4

Milk shakes and iced coffee $5

Bottled drinks $3–4

\* Gluten-free, vegetarian and vegan options available

Catering orders must be received no later than 24 hours prior to event.
Catering orders for more than 30 people must be received one week prior to event.

CoffeeVille
3216 Collins Street
Melbourne Vic 3000
P: 03 1234 5678

**Adept Owl Sustainability Policy**

Adept Owl takes its commitment to the sustainable and socially responsible use of resources seriously.

**Sustainability principles**

Adept Owl adheres to the following six sustainability principles:

**1. Taking action now to reduce environmental risk**

Consider the risk to the environment as part of risk management at Adept Owl.

*Take action immediately to reduce environmental risk as you would with any other risk such as health and safety or financial risk.*

**2. Intergenerational fairness**

Consider whether the actions of Adept Owl deplete or use up resources that could be used by later generations. Is your business or workplace activity fair to people who will live tomorrow as well as those who live today?

*Ensure the next generation is fairly treated by Adept Owl!*

**Sustainable use of natural resources**

Consider whether Adept Owl uses natural resources at the rate they are naturally replenished. If not, how will Adept Owl compensate for unsustainable use? Compare like businesses to Adept Owl.

*Does Adept Owl use resources more sustainably than all other comparable businesses?*

**Maintenance of biological diversity**

Consider how Adept Owl contributes to or diminishes the variety of life on the planet. Biological diversity is important for maintaining ecosystems that contribute to the overall health of the planet.

*What ecosystems are disturbed by the location of the manufacturing plant and associated car park? How can this be prevented or offset?*

*What ecosystems are disturbed by the production and distribution of purchased products? How can this be prevented or offset?*

**Enhanced economic and social wellbeing**

Consider how Adept Owl attributes value or cost to business activity. Is wastage considered (and calculated) as a cost to the environment (which has to be paid by someone), or only as a cost in relation to the narrower financial interests of the business (only the cost of disposal)?

Consider how Adept Owl’s use of resources contributes to social wellbeing. Are people in your community better-off or happier as a result of Adept Owl business activities?

*Ensure the community is better off because of Adept Owl!*

**Strengthened community**

Consider how Adept Owl’s use of resources contributes to community. Are people in your community more connected with their community as a result of Adept Owl’s business activities?

*Ensure the community is stronger and more cohesive because of Adept Owl!*

**Waste management**

The waste hierarchy is an effective approach to waste management which should be applied by all employees of Adept Owl with direct or indirect responsibility for waste management. The diagram below demonstrates the stages:

**Yearly environmental audit**

An environmental audit should be performed yearly. General operations and administration staff should use the Sustainable Office Checklist provided by the NSW Department of Environment Climate Change and Water:

**Style Guide**

For consistency and clarity of communications, Adept Owl Games Company requires all internal documents to conform to the following requirements of style. All employees of Adept Owl are expected to ensure their documents incorporate the following standards.

As a general rule, for clarity of communications, Adept Owl favors cleanly and simply presented documents.

**General Procedures for Writing**

Adept Owl Games Company requires all staff comply with the following organisational requirements:

* templates are to be used for document types that are created frequently, both to save time and to maintain clarity and consistency
* documents are to be created in line with the Adept Owl Games Company Style Guide
* correct procedures for design, approval, distribution, and storage of documents are followed where required.

**Document/Communication Types**

There are several standard types of documents and communications used by Adept Owl in the course of day-to-day business that staff will be required to produce:

* letters
* memoranda
* emails
* meeting agendas
* meeting minutes.

**Writing Documents**

The person responsible for making and distributing the document is generally the person who is doing the communicating, e.g. if you need to send a letter, you are the person who writes the letter. See the following table for who is responsible for creating the most common types of documents used by Adept Owl.

| Document | Staff member responsible | Special procedures |
| --- | --- | --- |
| Letter | Sender  | - |
| Memoranda | Managers only, or staff with managerial approval | In most cases, mangers will be the ones sending memos. On occasion, other staff members may need or wish to send internal memos. In those cases, a manager must approve and countersign the memo before it is distributed. |
| Email | All staff | - |
| Meeting agenda | Meeting Chair | Meeting Chair is to email all required attendees prior to the meeting, inviting them to attend and requesting agenda items.Meeting Chair is to make note of replies from those unable to attend the meeting so as to compile the apologies. |
| Meeting minutes | Meeting Minute-Taker | The Meeting Minute-Taker is to use the agenda provided by the Meeting Chair to write up the minutes. |

**Distributing Documents**

The distribution of documents is also done by the person responsible for the writing of the document. See the following table for who is responsible for distributing the most common types of documents used by Adept Owl.

| Document | Staff member responsible | Special procedures |
| --- | --- | --- |
| Letter | Sender | Letters are to be enveloped and addressed, then placed in the mail box for the Office Administrator to arrange postage. |
| Memoranda | Managers only, or staff with managerial approval | Managers are to print the finished memo and give it to the Office Administrator, who will photocopy the memo and place it in the required noticeboards and pigeon holes. |
| Email | All staff | Staff are advised to use the ‘Reply’, ‘Reply All’, ‘Cc’ and ‘Bcc’ functions with care and attention where appropriate. |
| Meeting agenda | Meeting Chair | Meeting Chair is to email the agenda to all attendees preferably a week before the meeting. They are to immediately double check that the Minute-Taker received the agenda.On the day of the meeting, the Chair is to print the agenda make enough photocopies for all attendees.  |
| Meeting minutes | Meeting Minute-Taker | The Minute-Taker is to email the completed minutes as an attachment to all meeting attendees, with a link to the file’s location on the server. |

**Document Storage**

All files should be saved to the shared drive to ensure they are backed up. No files should be saved only to the ‘C:’ drive on personal computers.

Files should be saved using the document name and the date. For example, the agenda filename includes the meeting type and date (e.g. ‘Agenda-StaffMeeting-220520XX.docx’), and is stored in the ‘Meeting Agendas’ folder on the Administration server:

Administration > Internal > Staff Meetings > Meeting Agendas

See the following table for who is responsible for naming and saving documents used by Adept Owl.

| Document | Staff member responsible | Special procedures |
| --- | --- | --- |
| Letter | Sender | Electronic copies of all letters sent should be saved on the server in the appropriate folder. A copy must be made of letters once they are signed and before they are sent. The copy should display the words ‘copy’ and ‘sent’ in the top right-hand corner, preferably by way of an ink stamp. |
| Memoranda | Managers only, or staff with managerial approval | All memos should be filed on the server in the Internal Memoranda folder. The file name should also include the surname of the manager, e.g. ‘MemoMcKenzie01032012’ |
| Email | All staff | Staff should archive old emails when advised by their email software. |
| Meeting agenda | Meeting Chair | All agendas should be filed on the server in the Meeting Agendas folder. The agenda filename includes the meeting type and date (e.g. ‘Agenda-StaffMeeting-220520XX.docx’), and is stored in the ‘Meeting Agendas’ folder on the Administration server. |
| Meeting minutes | Meeting Minute-Taker | All minutes should be filed on the server in the Meeting Minutes folder. The meeting minutes’ filename includes the meeting type and date (e.g. ‘Minutes-StaffMeeting-220520XX.docx’), and is stored in the ‘Meeting Minutes’ folder on the Administration server:Administration > Internal > Staff Meetings > Meeting Minutes |

**Special Document Procedures**

**Letters**

|  |  |
| --- | --- |
| *When to use:* | * Letters should be used for all written communications to external organisations or clients, in particular, communications with government departments.
 |
| *Who can use:* | * All staff may be required to write letters in the course of their duties.
* Only general managers and the Chief Executive can sign letters addressed to government department staff.
 |
| *Format to use:* | * Letters should always be in the form of the attached letter template.
 |
| *Other rules:* | * A copy must be made of letters once they are signed, and before they are sent. The copy should display the words ‘copy’ and ‘sent’ in the top, right-hand corner, preferably by way of an ink stamp.
 |

**Memoranda**

|  |  |
| --- | --- |
| *When to use:* | * Memoranda must only be used for internal correspondence.
 |
| *Who can use:* | * Generally, only managers are permitted to send internal memoranda. In some cases, staff can prepare and send internal memoranda.
* In those cases, staff members are required to first seek managerial approval for the memo, and it must be countersigned by a manager before it is sent out.
 |
| *Format to use:* | * Memoranda should be in the form of the attached memorandum template.
 |

**Email**

|  |  |
| --- | --- |
| *When to use:* | * Email can be used for a variety of internal and external correspondence.
* Care and attention must be made before sending emails that it is the most appropriate form of communication. Email can confuse some kinds of messages, while saving time and energy for others. Consider, for example, would it be more appropriate to be written formally by letter? Would a meeting be more appropriate?
 |
| *Who can use:* | * All staff can and should make use of email.
 |
| *Format to use:* | * Emails, for both internal and external recipients, should be in the form of the attached email template.
 |
| *Other rules:* | * The company signature must appear on all emails.
* When attaching files to emails, be considerate to your recipient:
	+ only attach files when necessary
	+ keep files sizes low – your recipient will not appreciate their inbox being filled to capacity
	+ make sure you mention any attachments in the body of the email, explaining what it is, why you have attached it and what you would like/require the recipient to do with it.
* Conform to standards of etiquette in all aspects of email use by ensuring:
	+ courteous tone and use of appropriate greetings, etc. (avoid sarcasm and similar styles of humour that could be misinterpreted at all costs)
	+ appropriate language and relevant content
	+ timeliness in replying to email received, e.g. do not wait too long before replying – email is an instant communication; senders expect prompt responses.
 |

**Meeting agendas\***

|  |  |
| --- | --- |
| *When to use:* | * Agendas should be written and distributed prior to all meetings.
 |
| *Who can use:* | * Agendas should be written by the Chair of the meeting, incorporating input from all people they are inviting to attend.
* All people invited to attend the meeting should receive a copy of the agenda prior to the meeting, even those invited who are unable to attend.
 |
| *Format to use:* | * Meeting agendas, for both internal and external recipients, should be in the form of the attached meeting agendas template.
 |
| *Other rules:* | * Agenda items should be clearly itemised.
* Ensure that action having arisen since the previous meeting is incorporated in the agenda, and is not left to be brought up as other business.
* Ensure time has been schedule to allow for other business to be raised.
 |

**Meeting minutes\***

|  |  |
| --- | --- |
| *When to use:* | * Meeting minutes should be drafted during the meeting, written and fully typed and distributed within 24 hours of the meeting’s conclusion.
 |
| *Who can use:* | * Meeting minutes should be written by the assigned Minute-Taker.
* All people invited to attend the meeting should receive a copy of the minutes after the meeting, even those invited who are unable to attend.
 |
| *Format to use:* | * Meeting minutes, for both internal and external recipients, should be in the form of the attached meeting minutes template.
 |
| *Other rules:* | * Meeting minutes should be based on the meeting agenda.
 |

**\* Note:** before planning a meeting, ensure you have read and follow the requirements listed in the Adept Owl Meetings Policy and Procedure.

**General Style Requirements**

**Page Layout**

|  |  |
| --- | --- |
| Header and Footer | The footer should include the page number and number of pages on the right hand side of the footer.The document date should appear on the left hand side of the footer. |
| Templates | All internal documents must be prepared using the relevant template. |
| Company logo | The Adept Owl Games Company logo should appear in the top left side of the header. |

**Fonts**

| Text type | Details  | Sample |
| --- | --- | --- |
| Heading 1 | Georgia 16pt, Bold. Title Case.Paragraph spacing: 18pt before and after, single line spaced, underlined using bottom border. | Heading One |
| Heading 2 | Georgia 14, Bold. Title Case.Paragraph spacing: 18pt before, 6pt after, single line spaced. | Heading Two |
| Heading 3 | Georgia 12pt, Bold. Sentence case.Paragraph spacing: 12pt before, 6pt after, single line spaced. | Heading three |
| Normal | Georgia 11pt.Paragraph spacing: 6pt before and after, single line spaced. | Normal |

**Logo**

|  |  |
| --- | --- |
| AdeptOwlLogoText.jpg | Full logo:Should be used in the first instance. |
| AdeptOwlLogoNoText.jpg | Icon only logo:Should be used in cases where full logo is already present and prominent and is being repeated or used as a watermark. |
| Adept OwlGames Company | Text only logo:To be used sparingly where regular logo may not print correctly.Lithos Pro Regular font, single line spaced.‘Adept Owl’ 26pt, 0pt before, 6pt after, single line spaced, bold only on ‘Adept’.‘Games Company’ 11pt, 6pt before, 0pt after. |
| Positioning | The logo should always be positioned on the left-hand side of header. |
| Colour | The logo should be used in colour, where possible, so the dice colour is prominent. The only other permissible uses of colour with the logo are: |
| AdeptOwlLogoTextBW.jpg | AdeptOwlLogoTextGS.jpg | AdeptOwlLogoTextRed.jpg |
| Black and white | Greyscaled and washed out | Red wash |

**Language Requirements**

|  |  |
| --- | --- |
| Australian English | Ensure when word processing, language is set to ‘English (Australia)’Preferred reference: *Macquarie* dictionary. Use the first spelling option listed in entries in *Macquarie* dictionary. |
| Plain English | Avoid pompous and unnecessary words. Use concise and correct language. Explain all jargon where it is unavoidable.Spell out all acronyms at first appearance. |
| Tone | Formal in most communications; informal is permissible in some email communications. See *Email* in *Special Document Requirements.* |
| Gender-specific language | Avoid using gender-specific language such as ‘chairman’, ‘male’, ‘authoress’. Use ‘chairperson’. Replace ‘his’ or ‘hers’ with ‘they’. |
| Capitalisation  | Use capital letters for proper nouns and acronyms. Do not use capital letters to emphasise text. |
| Numbers | Use the ‘ten rule’, i.e. spell numbers out in words from one to ten, then use digits, e.g. ‘14’. Use a space if there are five or more digits, e.g. 55 000 or 555 000. Use words for numbers at the sentence beginnings. Use digits for dates, times, phone numbers, addresses, measurements and sums of money.Exceptions – number ranges, for example 1–2 days |
| Dates | Write months out in full, Day Month Year, with no punctuation. Example: 2 September 2012* Day: Use numerals with no suffixes, e.g. do not include the ‘nd’ in ‘2nd’.
* Month: Spell out whole month, e.g. ‘September’ not ‘Sept’.
* Year: Use four digit year, e.g. 2012 not 12
 |
| Punctuation | Minimum punctuation to be used. The use of plain English will make your sentences simpler and reduce the need for complicated punctuation.Do not use exclamation marks and avoid repeated punctuation, e.g. ‘???’. |
| Check names | Make sure you check that you have spelt all names correctly prior to sending or distributing your communication.  |

**Tables**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| On occasion, you may need to isolate material, or present it in a visual way. Tables should be used consistently and should be presented simply and cleanly, as shown:* border lines should be:
	+ thin
	+ grey
* header rows and columns:
	+ no shading
	+ titles, where required, presented in bold and in sentence case
	+ header rows should repeat if table spans multiple pages
* cell text to be plain, matching the ‘Normal’ style
* table rows should not break over pages.
 |

|  |  |  |
| --- | --- | --- |
|  | Column 1 | Column 2 |
| Row 1 | Text | Text |
| Row 2 | Text | Text |
| Row 3 | Text | Text |

 |

**Specific Document Requirements**

**Letters**

| Content and presentation |
| --- |
| Structure | HeaderAddress blockGreeting lineSubject lineContent Signature block |
| Header  | Letter headers must always include:* the Adept Owl Games Company logo:
	+ full logo
	+ positioned at the left side of header
	+ on the first page only
* a date, which should be the date upon which the letter was signed and sent
* company details and address, left justified and as shown below:

Adept Owl Games Company42 Challenge LaneRICHMOND VIC 3121Ph: 03 9234 5678Fax: 03 9234 5679www.adeptowl.com.au |
| Greeting line | Letters should always use the salutation ‘Dear Mr’ ‘Dear Ms’ or ‘Dear Dr’ (as appropriate) followed by the addressee’s last name, unless the sender personally knows the addressee, in which case their first name can be used (e.g. ‘Dear Bob’). |
| Subject line | A subject line in bold format, setting out the subject of the letter |
| Letter content | Bulleted lists | Bulleted lists should:* have line spacing values before and after of 3pt
* start each point with a capital letter
* contain no punctuation
* not allow bulleted lists to run across multiple pages

Bulleted lists should contain no more than two levels:* Level one should have:
	+ an indent of 0.5cm
	+ a hanging indent of 0.5cm
* Level two should have:
	+ an indent of 1.5cm
	+ a hanging indent of 0.5cm.
 |
| Numbered lists | Numbered lists should:* have line spacing values before and after 3 pt
* start each point with a capital letter
* contain no punctuation

Numbered lists should contain no more than two levels:* level one should:
	+ use Arabic numbers
	+ have an indent of 0.5cm
	+ have a hanging indent of 0.5cm
* level one should:
	+ use alphabetical characters
	+ have an indent of 1.5cm
	+ have a hanging indent of 0.5cm
 |
| Colour | Do not use colour for fonts or highlighting unless directed. |
| Tables | Use tables where noted in templates, and presented as noted in this guide.Table rows should have headings. |
| General | Do not indent text.All text to be left justified.Language to be set to English (Australian). |
| Signature block | Letters should always be signed ‘Yours sincerely’ followed by the signatory’s name and job title in bold format (Signature Block). Letters should indicate whether any documents are attached or enclosed with the letter by use of the term ‘enc.’ directly beneath the Signature Block.If other parties will also receive a copy of the letter, this should be indicated beneath the Signature Block by use of the term ‘cc’ followed by the full names of the parties. |

**Memoranda**

| Content and presentation |
| --- |
| Structure | To:From:Re:Date:Purpose:Background:Action taken:Recommendations:Contact detailsSignature with title |
| Header  | Memorandum headers must always include:the Adept Owl Games Company logo:full logopositioned at the left side of headeron the first page only |
| Memo content | Use bulleted lists | Bulleted lists should:* have line spacing values before and after of 3 pt
* start each point with a capital letter
* contain no punctuation
* not allow bulleted lists to run across multiple pages

Bulleted lists should contain no more than two levels:* level one should have:
	+ an indent of 0.5cm
	+ a hanging indent of 0.5cm
* level two should have:
	+ an indent of 1.5cm
	+ a hanging indent of 0.5cm.
 |

**Emails**

| Content and presentation |
| --- |
| Structure | GreetingMessageFarewellEmail signature |
| Message content | Text | Be brief – emails should be used for quick communication.Break separate concepts/discussion points into separate lines/paragraphs so they can be seen.While email is a less formal communication than letter, remember it is still a business communication – do not write or send anything via email you wouldn’t say to the recipient in person!Make text a little larger, around 12pt, to make on-screen reading easier for your recipient.Don’t use common internet acronyms in emails, such as ‘LOL’ or ‘BRB’; use proper English, with fully constructed sentences. |
| Colour | Do not use colour for fonts or highlighting unless directed. |
| Signature | Signatures must include the following:* your name
* your position
* company address
* your direct phone line
* your email address written out
* company fax number
* company website URL
* privacy disclaimer
* environmental disclaimer.

Note: Between 1 December and 7 January each year, all emails should instead use the company’s Christmas signature, which includes all of the above material, but contains a ‘Season’s Greetings’ image at the top. |
| Attachments | Attachments should not be embedded in the body of the email and attached properly in the first instance. |

**Meeting Agendas**

| Content and presentation |
| --- |
| Structure of meeting | Welcome/open meetingMeeting preparationApologies for any absencesApprove minutes of the previous meetingMatters arising from the previous meetingAgenda itemsAny other businessArrangement of next meetingClose meeting |
| Header  | Agenda headers must always include:* the Adept Owl Games Company logo:
	+ positioned at the left side of header
	+ on the first page only
* date, time and location of meeting
* Chair and Minute-Taker
* title of meeting
* attendees
* dial-in information if you have any attending via video or teleconferencing facilities.
 |
| Content | Text: | All language should be clear and concise.All required reading and preparation has been noted.Ensure all agenda items have been included.All action arising from previous meeting has been noted.All attendees and apologies have been noted.Duration for each item of discussion has been allocated. |

**Meeting Minutes**

| Content and presentation |
| --- |
| Structure | (Mirrors the agenda structure)Welcome/open meetingMeeting preparationApologies for any absencesApprove minutes of the previous meetingMatters arising from the previous meetingAgenda itemsAny other businessArrangement of next meetingClose meeting |
| Header  | Minutes headers must always include:* the Adept Owl Games Company logo:
	+ positioned at the left side of header
	+ on the first page only
* date, time and location of meeting
* Chair and Minute-Taker
* title of meeting
* attendees.
 |
| Content | Text: | All language should be clear and concise.Ensure all agenda items have been included, and all other business has been noted. |

**Letter template**

|  |  |
| --- | --- |
| AdeptOwlLogoText.jpg | Adept Owl Games Company42 Challenge LaneRICHMOND VIC 3121www.adeptowl.com.au  |
| <Date, e.g. 27 March 2012><Title> <First name> <Surname> <Street address><CITY/SUBURB> <STATE> <postcode>Dear <Title><First name/Surname/both><Subject line><Content of letter, flush left, no paragraph indent>Yours <sincerely/faithfully><Signature – leave space, at least four blank lines><Signatory’s name><Signatory’s title><Enc: any documents enclosed><Cc: any other parties receiving this letter> |

**Memorandum template**

|  |  |
| --- | --- |
| AdeptOwlLogoText.jpg | Internal Memorandum |
| To: <Name/s>From: <Name>Cc: <Name/s>Date: <Date memo sent>Subject: <Summary of memo content><Content of memo>Attachments: <1.><2.><3.>Page X of Y |

**Email templates**

**Template 1: Formal**

|  |
| --- |
| Dear <Addressee>,<Body of message, no indent on paragraphs>Regards,<Your name><Title>Adept Owl Games Company42 Challenge Lane | RICHMOND VIC 3121 Ph: 03 9234 5678 | Fax: 03 9234 5679website: www.adeptowl.com.au | email: <initial>.<surname>@adeptowl.com.auAdeptOwlLogoText.jpgPlease consider the environment before printing this email.This email and any attachments to it may be confidential and are intended solely for the use of the individual to whom it is addressed. Any views or opinions expressed are solely those of the author and do not necessarily represent those of Adapt Owl Please contact the sender if you believe you have received this email in error. |

**Template 2: History of Correspondence**

|  |
| --- |
| Hi <Addressee>,<Body of message, no indent on paragraphs>Cheers,<Your name><Title>Adept Owl Games Company42 Challenge Lane | RICHMOND VIC 3121 Ph: 03 9234 5678 | Fax: 03 9234 5679website: www.adeptowl.com.au | email: <initial>.<surname>@adeptowl.com.auPlease consider the environment before printing this email.This email and any attachments to it may be confidential and are intended solely for the use of the individual to whom it is addressed. Any views or opinions expressed are solely those of the author and do not necessarily represent those of Adept Owl Games Company. Please contact the sender if you believe you have received this email in error. |

**Meeting Agenda Template**

|  |  |
| --- | --- |
| AdeptOwlLogoText.jpg | Meeting agenda |
| DATE: |  | MEETING TITLE: |  |
| TIME: |  | ATTENDEES: |  |
| LOCATION: |  |
| CHAIR: |  |
| MINUTE-TAKER: |  |
| DIAL-IN INFORMATION: |  |  |

**Meeting preparation**

|  |  |
| --- | --- |
| PLEASE READ: |  |
| PLEASE BRING: |  |

**Meeting structure**

|  |  |  |  |
| --- | --- | --- | --- |
| ITEM | TOPIC | PRESENTER | DURATION |
| 1 | Open meeting | Chair |  |
| 2 | Objective of meeting | Chair |  |
| 3 | Apologies | Chair |  |
| 4 | Approve minutes of previous meeting | Chair |  |
| 5 | Action from previous meeting | Chair |  |
|  | 1 |  |  |  |
| 2 |  |  |  |
| 6 | Agenda items |  |  |
|  | 1 |  |  |  |
| 2 |  |  |  |
| 3 |  |  |  |
| 4 |  |  |  |
| 5 |  |  |  |
| 7 | Any other business | Interested parties |  |
| 8 | Arrange next meeting | Chair |  |
| 9 | Close meeting | Chair |  |

**Meeting Minutes Template**

|  |  |
| --- | --- |
| AdeptOwlLogoText.jpg | Meeting minutes |
| DATE: |  | MEETING TITLE: |  |
| TIME: |  | ATTENDEES: |  |
| LOCATION: |  |
| CHAIR: |  |
| MINUTE-TAKER: |  |

**Open meeting**

|  |  |
| --- | --- |
| OBJECTIVE OF MEETING: |  |
| APOLOGIES: |  |
| APPROVE MINUTES OF PREVIOUS MEETING |  |

**Action from previous meeting**

|  |  |  |  |
| --- | --- | --- | --- |
| ITEM | TOPIC | RESPONSIBLE | DUE DATE |
| 1 |  |  |  |
| 2 |  |  |  |

**Agenda**

| ITEM | TOPIC | PRESENTER | DURATION |
| --- | --- | --- | --- |
| 1 |  |  |  |
| 2 |  |  |  |
| 3 |  |  |  |
| 4 |  |  |  |
| 5 |  |  |  |

**Any other business**

|  |  |  |
| --- | --- | --- |
| TOPIC | RAISED BY | ACTION |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

**Next meeting**

|  |  |  |
| --- | --- | --- |
| DATE: |  | ATTENDEES: |
| TIME: |  |
| LOCATION: |  |
| CHAIR: |  |
| MINUTE-TAKER: |  |

**Close meeting**