

# POLICY AND PROCEDURE HANDBOOK



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- SMALL AND TALL REMOVALS



# Overview

1. Introduction (pg.3)
  2. Core Values (pg.4)
  3. Health and Safety Procedures and Policies (pg.5) -
  4. Manual Handling (Lifting Procedures) (pg.6).
  5. Personal Protective Equipment (PPE) (pg.7).
  6. Vehicle & Driving Safety (pg.8)
  7. Job Site Safety (pg.9)
  8. Incident & Injury Procedure (pg.10)
  9. Vehicle Accident Procedure (pg.11)
  10. Emergency Procedures (pg.12)
  11. Drug & Alcohol Policy (pg.13)
  12. Fatigue Management Policy (pg.14)
  13. Complaints Handling Policy (pg.15)
- 
14. Terms & Conditions (pg.17-18)



# Introduction

Small and Tall Removals is a Brisbane-based fully insured removalist company with public liability and goods in transit insurance providing reliable, safe and efficient moving services. The business was founded on reliability, hard-work and genuine customer service and to provide a dependable, safe and stress-free moving experience for customers across Queensland.

We aim to deliver high-quality services to make moving simple and affordable while ensuring customer satisfaction and care for all belongings.

Our vision is to become a trusted and recognised removalist brand in Brisbane, known for reliability, professionalism and quality service. We strive to grow our business through strong customer relationships, consistent service and a reputation for getting the job done right.



# Our Core Values

- **Reliability** – We show up on time and deliver as promised.
- **Care** – We treat every time like its our own.
- **Honesty** – Transparent pricing and communication.
- **Hard Work** – No shortcuts, just effort.
- **Respect** – For customers, property, and each other.



# Health and Safety Procedures and Policies

WHS - Compliant



# Manual Handling (Lifting Procedures)

All workers must follow safe manual handling practices in line with Work Health and Safety Act 2011

## Required Procedures:

- Assess the load before lifting.
- Test weight before full lift.
- Use correct posture –

### **Bend knees**

### **Keep back straight**

### **Keep load close to body**

- Avoid twisting while carrying.

### **Heavy Items (fridges, washers, furniture):**

- Must be team lifted (2+ people)
- Use -

### **Trolleys**

### **Lifting straps**

Do **NOT** lift beyond safe limits.

## Prohibited:

- Lifting while twisting.
- Attempting lifts beyond capability.
- Rushing lifts without planning.

## Manual Handling Incident:

1. **Stop work immediately.**
2. **Do not continue lifting.**
3. **Assist injured worker.**
4. **Apply first aid.**
5. **Call 000 if needed.**
6. **Report to supervisor/owner.**

All team members must follow safe lifting techniques and use the correct equipment.



# Personal Protective Equipment (PPE)

## **Required PPE:**

- Sensible and Slip-Resistant footwear is required (steel cap boots are required when handling heavy items such as furniture and white goods)
- Gloves (for grip and protection)
- High-vis shirt/vest (if working near roads and loading/unloading in public areas.)

## **Additional PPE (when required):**

- Back support belts (optional, helps reduce strain)
- Protective eyewear and dust mask (if needed when moving dusty items or storage units)

**All workers must wear appropriate PPE for each job.**

**PPE must be always worn on-site, and damaged PPE must be replaced immediately.**



# Vehicle & Driving Safety

All drivers must operate vehicles safely and in accordance with road laws.

## **Pre-start checks (daily, pre-start truck checklist provided in the truck):**

- Tyres
- Brakes
- Lights
- Fuel
- Load security

## **Load Safety:**

- Secure all items using the appropriate straps.
- Distribute weight evenly
- Prevent shifting during transport

## **Driving Rules:**

- Follow all traffic laws
- No mobile phone use while driving
- Take breaks on long jobs
- Drive according to conditions (weather, traffic)



# Job Site Safety

## **Before starting any job:**

### **Conduct risk assessment:**

- Stairs
- Narrow spaces
- Slippery surfaces
- Weather conditions

### **Controls:**

- Clear pathways
- Use proper equipment
- Communicate with team

**If unsafe: Stop work, reassess, or refuse the job.**



# Incident & Injury Procedure

## **If an incident occurs:**

1. Stop work immediately
2. Make area safe
3. Provide first aid if needed
4. Report incident
5. Record details

**Serious incidents must be reported to WHS QLD**



# Vehicle Accident Procedure

1. Stop vehicle safely.
2. Turn on hazard lights.
3. Check for injuries.
4. Call 000 if needed.
5. Exchange details
6. Take photos of the scene
7. Report to supervisor/owner immediately.



Call 000 in emergencies

# Emergency Procedures

This Emergency Management Plan outlines procedures for responding to workplace emergencies to ensure the safety of workers, customers, and the public. The plan applies to all workers, contractors, and operations including on-site removals, transport and storage activities.

**Emergency Types – Medical emergencies, fire, vehicle accidents, hazardous environment, and manual handling injuries.**

- **First Aid Procedures -**

- Assess danger.
- Provide aid.
- Call 000 if required.
- Record incident.

- **Fire Emergency -**

- Raise alarm.
- Call 000.
- Document scene.
- Report.

- **Evacuation Procedure -**

- Cease work.
- Exit safely.
- Assemble at a safe location.
- Account for workers.

- **Hazardous Situations -**

- Stop work immediately.
- Isolate hazard.
- Evacuate if required.
- Report.

- **Equipment -**

- Each truck must carry
  - First aid kit.
  - Fire extinguisher.
  - PPE.
  - Emergency contacts.

- **Emergency Contacts -**

- Emergency: 000
- Poisons: 13 11 26
- Supervisor/Owner:  
Cameron – 04231 66494
- Josh -

**All incidents must be recorded.  
Notifiable incidents reported to regulator.**



# Drug and Alcohol Policy

## **Policy:**

- No drugs or alcohol before or during work.
- Workers must be fit for duty.
- Random checks may be conducted.
- Breach = removal from job.



# Fatigue Management Policy

## Policy:

- Maximum working hours per day (e.g. 10-12 hours max)
- Mandatory breaks every 2 hours
- No driving when fatigued.
- Workers must report fatigue



# Complaints Handling Policy

- All complaints must be acknowledged within 24 hours.
- Investigate and resolve issue.
- Offer fair solutions (refund, repair, or resolution.)
- Record complaint.



# Terms and Conditions

## 1. General -

Small & Tall Removals agrees to provide removal services with due care and skill. By booking our services, the customer agrees to the following terms and conditions.

## 2. Quotes & Pricing -

All quotes are **estimates only** unless stated as a fixed price.

- Final price may vary depending on:
- Access conditions
- Additional items
- Delays outside our control

Hourly rate starts when truck arrives at destination and ends when job is completed.

## 3. Payment Terms -

Payment is required **upon completion of the job** unless otherwise agreed

- Accepted payment methods:
- Cash
- Bank transfer
- Card (if applicable)

**Late payments may incur additional fees.**

## 4. Deposits -

- **\$50- \$150 deposit** is required to secure all bookings.
- Bookings are **not confirmed** until the deposit has been received.
- The deposit will be deducted from the **final invoice total**.
- Deposit must be paid within the agreed timeframe to hold the booking.

## 5. Cancellations & Rescheduling -

- Deposits are **non-refundable** if cancellation occurs within **48 hours** of the scheduled job

For cancellations made with more than 48 hours' notice, the deposit may be:

- Transferred to a new booking
- Refunded at the company's discretion
- Customers may reschedule with at least **48 hours' notice** .
- Deposit will be transferred to the new booking date.

# Terms and Conditions

## 6. Damage & Liability -

- We take all reasonable care when handling items
- We are **not liable for:**
  - Pre-existing damage
  - Items not packed properly
  - Fragile items not declared

Damage must be reported **immediately on completion.**

## 7. Excluded Items -

We do not transport:

- Hazardous materials
- Illegal items
- Perishable goods (unless agreed)

## 8. Delays -

We are not responsible for delays caused by:

- Traffic
- Weather
- Access issues
- Customer delays

## 9. Heavy Items & Risky Moves -

- Additional charges may apply for heavy or difficult items.
- We reserve the right to refuse unsafe lifts.

## 10. Insurance -

- Public liability insurance is held.
- Goods in transit insurance may apply.
- Customers are encouraged to arrange additional insurance if required.

## 11. Limitation of Liability -

To the extent permitted by law, Small & Tall Removals is not liable for indirect or consequential loss.

## 12. Governing Law -

These terms are governed by the laws of Queensland, Australia.