



## Hire4You – Field Team Refusal of Work Policy

### Purpose

This policy outlines the circumstances under which Hire4You field staff may refuse to complete work due to safety, hygiene, access, or operational concerns. The intent is to ensure the safety of staff, protect property, and maintain efficient, professional operations.

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### 1. Customer Responsibility for Site Safety

Customers are required to ensure that the site is safe, accessible, and free of hazards prior to any hire, delivery, collection, or pump-out service. This includes:

- Providing safe, unobstructed access for vehicles and staff
- Ensuring pathways and work areas are clear and free from debris or rubbish
- Ensuring other trades are not actively working in the immediate area of our work
- Preventing any unsafe or hostile behaviour toward our staff
- Taking reasonable steps to maintain a safe environment while our team is on-site

Failure to maintain a safe site will result in work being refused and call-out fees may apply.

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### 2. Unsafe or Hazardous Worksites

Field teams have the authority to refuse work if a site is deemed unsafe. This includes, but is not limited to:

- Active construction occurring in or obstructing the required work area
- Heavy machinery operating too close to our equipment or staff
- Unstable or uneven ground
- Excessive debris, rubbish, or clutter
- Blocked access or unsafe walkways
- Hostile or aggressive behaviour

If conditions become unsafe at any point during the job, staff must stop work immediately and notify the office.

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### **3. Toilet Pump-Out Refusal**

Pump-outs will be refused if a toilet contains foreign objects or contamination that obstructs equipment or poses a hygiene risk, including:

- Vapes, e-cigarettes, batteries
- Bottles, cans, rubbish, food waste
- Clothing, underwear, fabric
- Sharp items, glass, metal objects
- Any non-human waste

A call-out fee will apply for pump-out refusal due to contamination.

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### **4. Fence Panel Removal Restrictions**

Hire4You staff will not remove fence panels through houses, garages, or any indoor structure. This includes:

- Carrying panels through hallways
- Navigating through tight or enclosed spaces
- Taking panels over floors, tiles, furniture, or personal property
- Attempting collection from backyards without direct access

Customers must provide safe, exterior access to all fence panels.

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### **5. Cage Collection Requirements**

Rubbish cages must be completely emptied before collection. Refusal will occur if cages contain:

- Household rubbish
- Construction waste
- Soil or debris
- Hazardous or mixed waste

A return fee may apply if a second trip is required.

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## 6. Obstructed Access / Inability to Retrieve Goods

If Hire4You equipment cannot be retrieved due to:

- Locked gates
- Vehicles or machinery blocking access
- Equipment buried under materials
- Overgrowth, rubbish, or debris obstructing access
- Customer alterations preventing removal

...the job will be refused until access is made available.

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## 7. Replacement Costs & Additional Charges

If equipment is damaged, inaccessible, buried, stolen, or otherwise unable to be retrieved due to customer actions or negligence, the customer may be charged:

- Full retail replacement cost of the item(s)
- Additional labour charges
- Recovery costs
- Extra call-out fees

Charges appear on the customer's invoice and must be paid in full.

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## 8. Field Staff Authority to Refuse Work

Hire4You field staff have **the ultimate authority** to determine whether a site or task is safe. If a staff member deems a situation unsafe, unhygienic, unreasonable, or excessively risky, they can refuse to work on that basis.

Hire4You management fully supports the judgment and decisions of field staff in matters relating to their personal safety, hygiene risk, property damage risk, or unsafe working conditions.