

LSV General

The following section outlines the Key LSV information, policies and procedures relevant and applicable to all LSV employees.

Business Management System

Life Saving Victoria aims to remain as Australia's leading water safety and lifesaving education and training Organisation by providing customer focused, measurable and sustainable Business Management Systems.

Life Saving Victoria has established and will continually improve a culture of **Quality Customer Service** which encourages all staff members within all divisions of the Organisation to understand and participate in the development and operation of the Business Management System.

The Business Management System (B.M.S.) is an integral part of our business. In simple terms the B.M.S. is a documented system of procedures and actions which indicate to our customers and members that Life Saving Victoria has control over its operations and can consistently provide the service that our clients and members deserve.

Quality Service

Quality service requires staff members that care about what they do, enjoy what they do and take personal responsibility for the clients' experience. We are confident that our staff members have these characteristics, as they are a major part of our employment criteria.

Why is quality service important?

With increased competition quality service can provide the vital competitive edge. If a client/member is given exceptional service by or through Life Saving Victoria they will most likely continue to use the products and services- *The lifeblood of any business is repeat business.*

Satisfied customers will tell family and friends about their positive experience, however, dissatisfied customers on average tell 11 others about their negative experience - who in turn tell 5 others. This is negative advertising to 67 potential customers.

Providing quality service is vital in ensuring we meet our customers and members needs and expectations. If our customers and members needs are met or at least acted upon then we are one step closer to ensuring that they are satisfied.

Business Ethics

In all business dealings an Employee must act lawfully and ethically. The Organisation expects the highest standards of ethical behaviour at all times.

Ethical practices are standards of conduct that may differ from and be wider than standards imposed by law.

Employees are expected to ensure that all customer contacts and dealings are conducted ethically and with integrity. Employees need to ensure that nothing they do in business, community or personal activities reflects poorly on the Company or themselves.

If any Employees are in any doubt about business ethics, they must clarify with their Manager. If necessary, their Manager will arrange for further discussion with the Human Resources Representative.

Media

In appreciation of the high media attention that of LSV attracts, all requests for comment to the media or public in general must be directed through the Media department. The General Manager – Business Support will provide guidance and direction on how these types of requests should be handled.

Employees must not speak to the media or make any public comments whatsoever unless they are expressly authorised to do so by the CEO, COO or The General Manager – Business Development.

The CEO, COO or The General Manager – Business Support are the only Employees authorised to communicate any information about the organisation to any member of the press or other media organisation

For promotional purposes, photographs and videos may be taken during Life Saving Victoria's Education programs. The images taken will remain the property of Life Saving Victoria and/or media organisations and may be used to promote the Life Saving Victoria Programs in published material, media and/or the Internet. You will be requested to sign a form agreeing to this.