



## Equipment Loss, Theft and Damage Policy

### 1. Purpose

The purpose of this document is to establish policy and set procedures to follow in the event of lost, stolen or damaged Newcastle Rescue & Consultancy Pty Ltd equipment.

### 2. Definitions

'Customer' refers to any person/s or organisation that engages Newcastle Rescue & Consultancy Pty Ltd's scope of services.

'Equipment' refers to all Newcastle Rescue & Consultancy Pty Ltd facilities, products and/or equipment.

'Liable' refers to the person/s duly responsible for damages.

'Misuse' refers to an act that results in damage, loss or theft of equipment that is caused by a willful act and/or negligence.

'Participant' refers to an individual undertaking training in any course provided or delivered by Newcastle Rescue & Consultancy Pty Ltd.

'Responsible party' refers to the person/s at fault for any damage, theft, or loss.

'Staff member' refers to an employee of Newcastle Rescue & Consultancy Pty Ltd, including but not limited to, permanent, casual, and contracted personnel.

### 3. Lost, stolen or damaged equipment

**3.1** Damaged, stolen, or lost equipment is to be reported to a Newcastle Rescue & Consultancy Pty Ltd staff member immediately after the safety of all persons involved has been assured.

**3.2** In the case of damaged, lost, or stolen equipment that is the property of the Newcastle Rescue & Consultancy Pty Ltd, technical staff will determine if the damage is a result of normal wear and tear and if the item can be repaired at no cost to the person/s using the equipment. If it is determined that the damage was the result of misuse, the responsible party will be liable for the full cost of the repair, or the full cost of replacement if the item cannot be repaired or is lost.

**3.3** Upon receiving any notification of misuse of equipment resulting in damage, loss, or theft, Newcastle Rescue & Consultancy Pty Ltd will prepare an invoice for the full replacement or repair cost of the item/s. The responsible party will be liable for full payment of this invoice within seven (7) days of the invoice date. If the due date does not receive payment a late payment fee may be applied.

**3.4** If a participant has misused equipment, during the course of training, they will be advised of the cost for replacement or repair and an invoice will be issued. The participant will be required to make immediate full payment of the invoice before further correspondence is released.

**3.5** If a customer has misused equipment, the customer may have their account put on hold until the outstanding amount is paid in full.

**3.6** If a staff member has misused equipment, the staff member will discuss account payment options with management on an individual basis.

**3.7** Police involvement will be sort in the instance of theft of Newcastle Rescue & Consultancy Pty Ltd equipment.