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# Schedule 1

## CORRECTIONAL CENTRE OPERATING MANUALS

1. The Operator must compile the following Correctional Centre Operating Manuals:
  - (a) Correctional Centre and Services operating procedures;
  - (b) Operator's Code of Conduct;
  - (c) emergency, risk management, disaster recovery and contingency plans;
  - (d) human resources policies and procedures and an employee handbook;
  - (e) an Inmate handbook;
  - (f) details of the Operator's management and staff structures;
  - (g) a quality assurance plan and quality management systems;
  - (h) a public relations procedure in respect of the Correctional Centre; and
  - (i) any other information the Operator believes the Commissioner requires in order to fully review the Operator's proposed performance of the Services.
  
2. The Operator's Correctional Centre operating manuals must specify in detail:
  - (a) the Operator's operating philosophy that must be consistent in all respects with the Management Specifications;
  - (b) mechanisms for meeting the Management Specifications;
  - (c) sound Environmental practice in compliance with Law;
  - (d) standard operating procedures for the management of all aspects of the Correctional Centre;
  - (e) actions to be taken in emergencies, identifying Operator Personnel who may exercise discretion in those circumstances; and
  - (f) complaints procedures (including complaints by Inmates and Operator Personnel), dispute resolution processes and outcome reporting, including time limits for dealing with complaints and provisions for persons to write to the Operator and to the Commissioner concerning complaint issues.