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## **Staff Handbook**

### **Welcome to the Keys Human Resources team!**

We take great pride in our reputation and high level of customer service. Our business benefits from your willingness to do your job to the best of your ability. We aim to live up to our business motto “Your reliable workforce on demand”.

This handbook will assist you in understanding how to work with your fellow employees and how to work with us. It will also cover what your obligations are to us and in turn what our obligations are to you.

Once again welcome to the team and best of luck.

#### **Introduction**

#### **Our Company**

Our company has been supplying quality labourers to the greater Brisbane area and the Gold Coast since 2003. Beginning in the construction industry we now supply labourers to several types of industries.

#### **Induction**



As a new employee you will be asked to familiarize yourself with this staff handbook. You will also be asked to read and sign an on – hire agreement, an application to register form, a pay rates outline and superannuation details.

### **On Hire Agreement**

You will be given an on – hire agreement to read through and sign. In this agreement several issues will be covered such as:

- Your personal details
- Your responsibilities to us
- Termination of employment

### **Training**

Some training may be required for a specific job. If this is the case the site foreman or someone with the adequate knowledge will do so on site. If training is required off site, such as a general safety induction, we will make the appropriate arrangements.

### **Resignation or Termination of Employment**

We hope that your employment with Keys Labour Hire will be enjoyable and rewarding; however we recognize that circumstances may change. You are free to resign at any time just as we, should the circumstance arise, are free to terminate employment.

When resigning we ask that a period of notice be given as stated in the on – hire agreement, if this time period is not met some payment may be forfeited.

Your employment may be terminated by breaching the terms of your on – hire agreement. The main points of your responsibilities are detailed on a separate sheet titled “Your Responsibilities.”

### **Performance Reviews**

Your individual performance will be monitored via customer feedback. If the customer is happy with your performance we are. It is your performance on site that will guarantee you further employment.

## Your Responsibilities

Your responsibilities are explained in detail in your on – hire agreement, this is just a summary.

- Follow reasonable instructions given by your employer.

A reasonable instruction is one that:

- An employee is competent and capable of doing.
- is not an illegal act.
- is not a threat to health and safety.

- Arrive on time.
- Advise Steve (0400339926) of any absence from work as soon as possible.
- Work to the best of your ability.
- Obey all safety rules.
- Dress appropriately for the job. Wear any personal protective equipment supplied.
- Show due respect to your supervisors, remember that we get their feedback.
- Treat all property and tools with respect.
- Do not smoke in non – smoking areas
- Consumption of alcohol is not permitted during work hours or on a client's site.
- Consumption of illegal drugs is not permitted. This is for your safety and the safety of co – workers.
- Time sheets are to be completed on a daily basis and signed. At the end of the week the time sheets can be faxed or dropped at the office personally. Time sheets received after 10am on Monday **will not** be processed until the following week.

## Your Rights

Below is a summary of your rights:

- To be paid the appropriate rate for the work that you do.
- To be advised of your rate of pay and to receive a pay slip every time that you are paid.

- To work in a safe environment.
- To receive training in your duties
- To work in a discrimination free environment.

### **Disciplinary Action**

In most circumstances this is not something that we do regularly. All we generally ask is for you to communicate with us regarding problems on the worksite or any problems off the worksite that might impact on your capability to do your job adequately. However listed below are cases where disciplinary action will be carried out.

- Poor work performance
- Not maintaining satisfactory productivity
- Not carrying out work requested by the site foreman
- Not following the site foreman's instructions
- Not following safe work practices
- Not advising management of absence from work

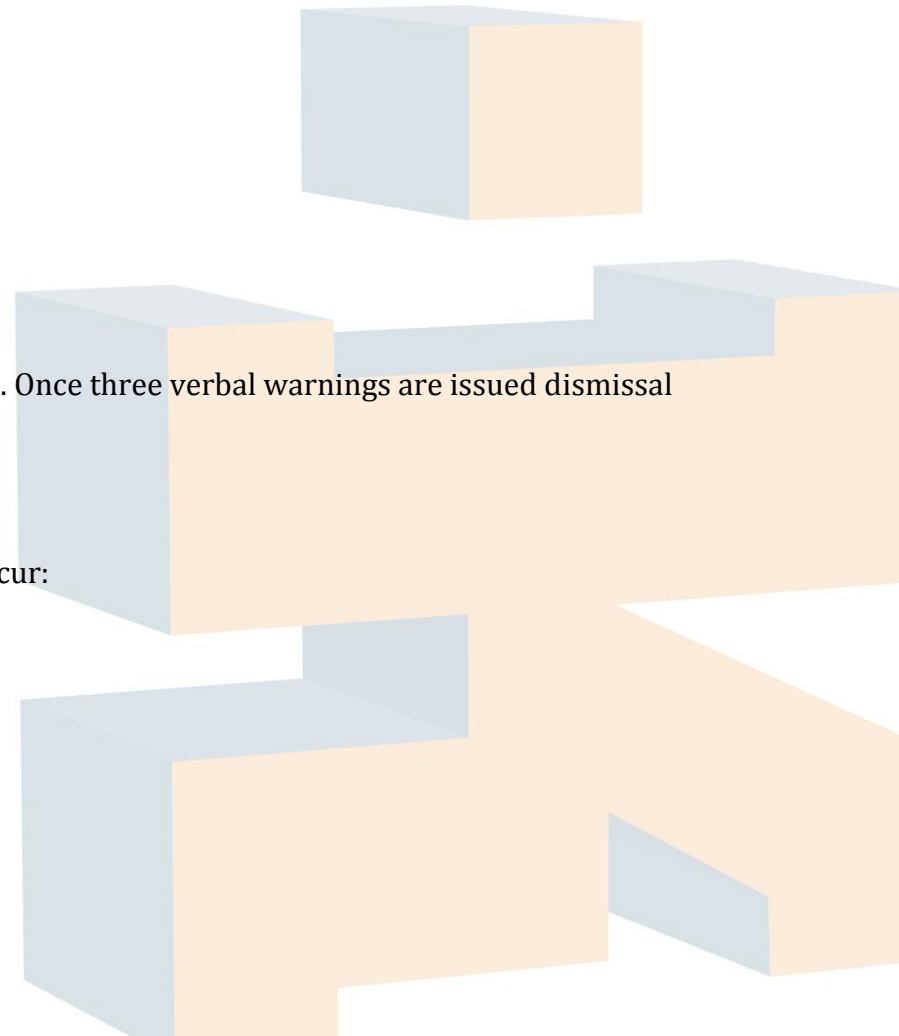
### **Disciplinary Procedures**

In the event of disciplinary action being taken a three strikes policy will be employed. Once three verbal warnings are issued dismissal may occur.

### **Instant Dismissal**

While seldom used instant dismissal is a possibility if the following circumstances occur:

- Drug use
- Theft
- Damage to property
- Falsifying time sheets or work records
- Gross insubordination



- Slanderous acts which may cause the company damage or disrepute

## **Harassment / Grievances / Violence**

### **What is Harassment?**

Harassment is intimidation, offensiveness or sexual harassment. Not all people get along, personality clashes may occur but this does not constitute harassment. It becomes harassment when the below actions happen. Everyone has the right to feel comfortable at work.

### **Harassment - Legislation**

Intimidation, hostility, sexual harassment, racial discrimination and any other offensive behaviour is not tolerated under any circumstances. This type of behaviour reflects badly on the company but more importantly reflects badly on you. It is inappropriate behaviour and will not be accepted by our company.

### **Definitions of Harassment**

**Intimidation:** To inspire a person with fear in order to influence conduct. This can be done not only physically but also mentally.

**Hostility:** Unfriendly behaviour or active dislike that causes another person to feel discomfort in the offending person's presence which consequently affects work performance.

**Offensiveness:** An aggressive, physical attack or insulting language that is intended to cause anger, hurt or humiliation.

**Sexual Harassment:** Sexual harassment is any form of sexual attention that is unwelcome. It may be in the form of unwelcome touching or other physical contact, remarks with sexual connotations in relation to a person's body, smutty jokes, offensive phone calls, indecent exposure, demands or requests for sexual favours, leering, the display of offensive material, indecent molestation or sexual assault / rape.

### **Preventing Harassment**

It is the responsibility of all employees to prevent harassment in the workplace. If there is disharmony on the worksite report it to management before it progresses to the level of harassment.

### **Complaints of Harassment**

Employees are encouraged to discuss a complaint of harassment with management who will deal with the complaint appropriately, confidentially and fairly. Employees will not be persecuted for not being a team player if they make a complaint about harassment; it is the person guilty of harassment who is not a team player. Any employee found guilty of harassment will be disciplined.

### **Grievances**

Employees are encouraged to contact management regarding any grievances that may improve their work output or company efficiency.

### **Wages and Conditions**

Wages are paid in accordance with the rate stated in your pay rates contract.

### **Income Tax**

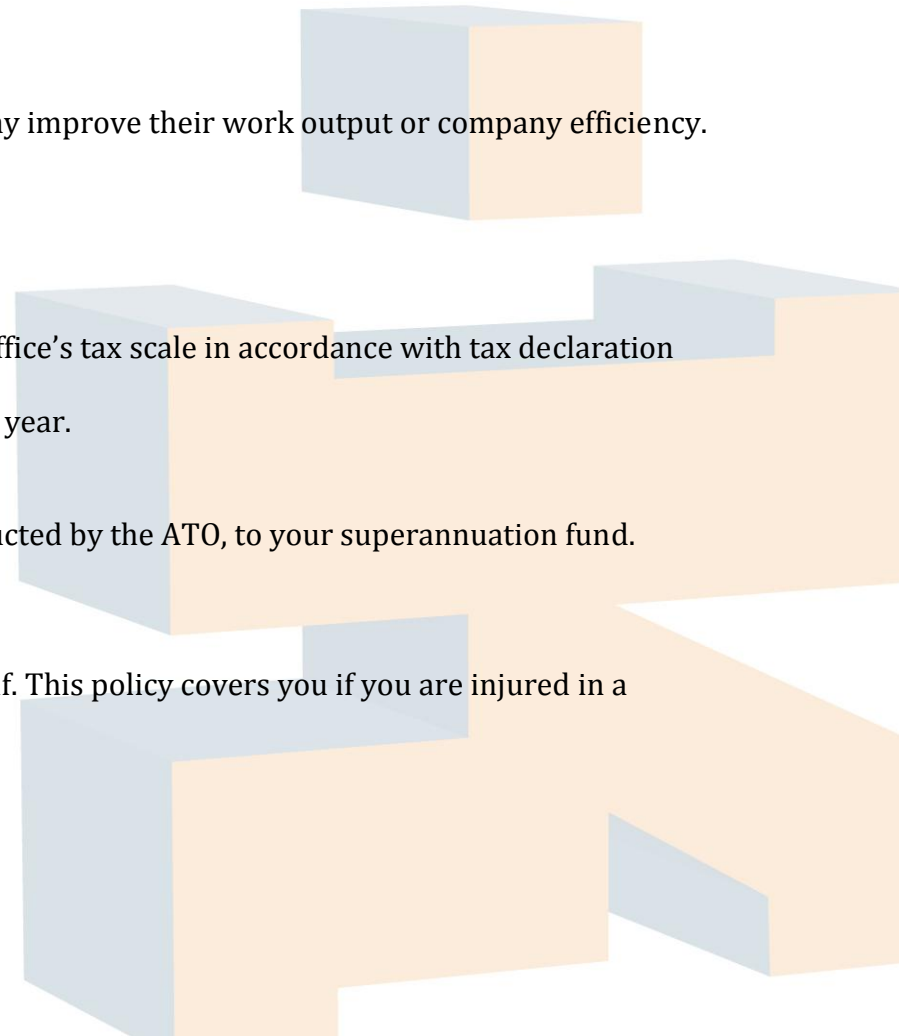
Income tax will be debited from your weekly wage according to the Australian Tax Office's tax scale in accordance with tax declaration forms lodged by you at commencement of employment. PAYG summaries will be issued within thirty working days of the end of the financial year.

### **Superannuation**

Keys Human Resources will contribute a percentage of your weekly income, as instructed by the ATO, to your superannuation fund. Your superannuation fund details are provided by you or you can join our fund.

### **Workcover**

Workcover is an insurance policy that Keys Human Resources take out on your behalf. This policy covers you if you are injured in a legitimate accident on site. All premiums are paid by Keys Human Resources.



### **Hours of Work**

Generally working hours are a standard day, however occasionally work arises that might require weekend or night work. Penalty rates are paid in this circumstance as disclosed in the on – hire agreement.

### **Breaks**

A fifteen minute tea break is paid however any time taken after that is deducted from the day's total hours. Breaks should only be taken with the consent of supervisors.

### **Reimbursable Expenses**

Some expenses incurred may be reimbursable. Management will give guidelines on what expenses you can be reimbursed for depending on the type of job being carried out. All receipts must be retained and given to management in order to reclaim monies.

### **Annual Leave**

As a casual employee you are entitled to unpaid annual leave.

Three weeks prior notice is required to guarantee the time off.

This is to be discussed with management at Keys Human Resources and not site foremen.

### **Sick Days**

Employees shall not be paid for sick days taken. If you are sick and cannot attend work a call to **Steve (0400339926)** is required at the earliest possible time. This number can be called **twenty four hours a day**. It is **extremely important** that we are informed if you will be absent from work in order to keep clients happy.

### **Contact Details**

Conveying absence from work to management is your foremost responsibility. Always contact us in some way. If Steve is uncontactable, phone the office on (07)3876 2202.

### **Public Holidays**

Overtime will be paid, however a prior agreement between the client and employer is necessary.

### **Outside Employment Policy**

When you accept employment with Keys Human Resources it carries with it certain responsibilities. It is none of our concern if you have a second job outside of working hours however it does become a concern if it affects your proficiency whilst you are working for us.

If you are approached by a client to work for them directly we ask that you inform us. We want to keep our workforce together. We are willing to discuss matters with you weather they be financial or otherwise.

We are not opposed to workers moving onto greener pastures if that is what they desire, we just may be able to help you to get what it is you want.

