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Preamble

This handbook is provided for the guidance of all clients, host employers, employees, visitors and contractors. Where an Employee (permanent or casual) is on hire to a Host Employer, the Policies and procedures of the host employer take precedence.

Abandonment of Employment

Employees are generally considered to have abandoned their employment if they are absent from their employment continuously for *three* working days without notification or the employer's consent.

In the absence of direction in an applicable award, the following guiding principles will be used by management in determining whether employees have abandoned their employment:

- the manager must first establish that the employee's absence is unauthorised by checking company records;
- the manager must then attempt to contact the absent employee either personally or by registered post to determine the reason for the absence and whether or not the employee intends to return to work.

If within 14 days from the first date of absence, the employee gives a reasonable explanation for the absence, then the presumption of abandonment of employment may be reversed. (An example of a reasonable explanation would be if the employee had been in hospital.)

If no reply is received within the 14 day period, or the excuse for the absence is unsatisfactory, the manager should take positive steps to terminate the employee's employment.

Termination of employment must be done in person or in writing. If termination in person is not possible, a registered letter should be sent to the employee.

Termination should not be done over the telephone.

Alternatively, the manager's initial letter of inquiry can state that failure to return to normal duty or to give an acceptable explanation for the absence [*within a specified time*], will be regarded as the employee terminating his/her employment, without notice, on the date of his or her last day of attendance at work.

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Affirmative Action

Introduction

Think Recruitment is committed to the principle of affirmative action for women and acknowledges its responsibilities under the Equal Opportunity for Women in the Workplace Act.

In accordance with these responsibilities, Think Recruitment has in place an affirmative action program and reports to the relevant federal government agency on an annual basis on the contents of the program.

What is affirmative action?

Affirmative action means taking proactive steps to ensure that women achieve equal employment opportunity. Because of historical and other factors, women have traditionally been in a disadvantaged position in the workplace.

The aim of affirmative action is to remove the barriers that have prevented women from achieving equality.

Affirmative action does not mean that a quota system will be put in place or that men will be discriminated against. What it does mean is that employment decisions, such as recruitment and promotion, will be based on the principle of merit.

The applicant's ability to do the job will be the determining factor in such decisions, not the applicant's sex.

Affirmative action is about achieving the potential of all employees. It has direct benefits throughout the organisation. These benefits include increased productivity, increased morale, reduced absenteeism, and higher retention rates of employees. Because of this, affirmative action has been incorporated into Think Recruitment's strategic plan.

Think Recruitment's affirmative action program

The Affirmative Action Act requires employers to take a number of steps to achieve affirmative action for women. These include consulting with unions and employees, conducting a statistical analysis of the workforce, reviewing policies and procedures, monitoring and evaluating the program and strategic planning for the future.

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Think Recruitment's latest affirmative action policy is available for the perusal of all employees. Please see the Affirmative Action Officer for a copy of the report. Your feedback and suggestions on the program are welcome.

Responsibility for affirmative action

All managers at Think Recruitment have the responsibility for supporting and implementing the affirmative action program.

The Affirmative Action Officer has the following functions:

- to facilitate consultation with employees and unions about affirmative action;
- to arrange training for all staff on affirmative action;
- in association with the Affirmative Action Manager and senior management, to develop and implement the company's affirmative action program;
- to report to the relevant government agency on the company's affirmative action program.

Further information about affirmative action

For further information about affirmative action contact the Affirmative Action Officer, Member of the Affirmative Action Committee or the Human Resources Department.

Bullying

Think Recruitment believes all employees should work in an environment free from bullying.

Bullying is repeated, unreasonable behaviour directed toward a worker, or group of workers, that creates a risk to health and safety.

Bullying may include:

- verbal insult or abuse
- personal attack, threats, intimidation and misuse of power
- job-related harassment, such as withholding information, having responsibilities removed or work overload
- deliberate exclusion or isolation from workplace activities

Single incidents can also present a risk to health and safety and will not be tolerated

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Bullying may cause the loss of trained and talented workers, reduce productivity and morale, and create legal risks. Think Recruitment have a responsibility to ensure workers are not bullied. Think Recruitment have procedures to deal with bullying.

All reports will be treated seriously and investigated promptly, confidentially and impartially. Think Recruitment encourages all employees to report workplace bullying.

Think Recruitment will ensure that workers who make reports, and anyone else who may be involved, are not victimized. The contact person for bullying at this workplace is the Operations Manager.

Code of Conduct

At Think Recruitment we conduct our business according to the highest standards of honesty, integrity, respect and fairness when dealing with all of our customers and employees.

We require that all of our employees meet these high standards also.

The Company takes seriously its obligations to comply with all federal, State and local government laws and regulations, as well as common law obligations, and again requires all employees to do the same.

The following Code establishes the standards of behavior that should be met by all employees. Where these standards are not met, then appropriate disciplinary action will be taken. In cases where the breach involves serious misconduct, this may result in instant dismissal.

In cases where a breach of the policy involves a breach of any law, then the relevant government authorities or the police will be notified.

The standards noted below reflect the code of ethics of Think Recruitment:

- Treat all fellow employees and customers/clients with courtesy and respect.
- Do not engage in harassing behaviour towards other employees or customers or clients.
- Ensure that all dealings with all employees and clients are fair and equitable.
- Do not discriminate on the basis of irrelevant characteristics, such as sex, race, disability, pregnancy, age, marital status, sexual preference.
- Do not perpetrate, permit or fail to report violations of any federal, State or local government law or regulation.
- Ensure that you declare any conflict of interest between your role as an officer of the Company and your involvement in an outside activity.

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- Be aware of company policies as set out in the policy manual and ensure that you comply with them.
- Do not use drugs or alcohol on the premises or come to work while affected by either.
- Do not use the internet for personal use, except in accord with company policy.
- Do not use the internet to access sexually explicit material.
- Do not use email to send sexually explicit, suggestive, or other harassing material.
- Do not use company information or work time for private gain.
- Do not leak confidential company information to competitors, clients, customers or the media.
- Ensure honest dealings with all customers and clients.
- Do not misappropriate company funds or property.
- Do not misappropriate funds or property of customers or clients.
- Ensure the highest standard of quality in [products/services].
- Do not falsify reports.
- Do not breach copyright.
- Always acknowledge other people's work and ideas.
- Always put safety first and do your utmost to comply with health and safety requirements.
- Ensure compliance with all environmental laws and standards.
-

CODE OF CONDUCT FOR MANAGERS AND SUPERVISORS

In addition to complying with all of the company's policies, managers and supervisors also have the responsibility to execute their managerial and supervisory duties with fairness.

You, as a supervisor or manager, should also ensure that you:

- do not condone, permit, or fail to report any breaches of the above code of ethics by employees under your supervision;
- promote a team spirit amongst employees through your own behaviour;
- maintain confidentiality when conducting investigations into employee grievances;
- avoid bias in decision making;
- ensure compliance with Company procedures when counseling and disciplining employees;
- disqualify yourself from decision making where you are unable to remain objective;
- never pressure an employee to resign;

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- exercise objectivity when administering rewards or discipline;
- do not accept bribes, gifts or benefits; and
- do not represent someone else's idea as your own.

CODE OF CONDUCT

All employees of Think Recruitment are expected to observe the highest standards of ethics, integrity and behaviour during the course of their employment with Think Recruitment.

The standards expected of employees include:

- compliance with all company policies, procedures, rules, regulations and contracts;
- compliance with all reasonable and legal instructions of managers;
- to be honest and fair in dealings with customers, clients, co-workers, company management and the general public.

Certain activities and practices are drawn to your attention. These activities and practices have proved to be a real or potential source of problems in the past.

As a result the management of Think Recruitment draws your attention to the following rules that apply to employees of this company:

- maintain punctuality – we operate to tight deadline and require your cooperation;
- observe health and safety rules
- respect the company's ownership of all company funds, equipment, supplies, books, records and property;
- maintain during employment with the company and after the termination of employment, the confidentiality of any confidential information, records or other materials acquired during the course of employment with Think Recruitment;
- while employed at Think Recruitment, to not accept any employment with another organisation that is a supplier or competitor of Think Recruitment, or any other employment that is in conflict with your position at Think Recruitment;
- dress in an appropriate manner and ensure that your appearance is presentable, clean, neat and tidy;
- do not make any unauthorised statements to the media about the company's business (requests for media statements should be referred to your line manager);
- no fighting in the workplace;
- no swearing in the workplace;

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- no sexual or other unlawful harassment in the workplace;
- no drugs or alcohol in the workplace.

Breaches of the Code of Conduct will be dealt with in accordance with the Discipline and Termination Policy.

Company Cars

Company cars will be provided to employees at Think Recruitment in accordance with each individual contract of employment.

If the company provides you with a motor car you are entitled to use it for business use and reasonable personal use.

Think Recruitment will pay all taxes, insurance premiums, running costs, maintenance and repair expenses associated with the running of the car.

Maintaining your company car

Your obligations with respect to your company car are:

- to take good care of the car and ensure that it is properly and responsibly maintained and serviced;
- to ensure that the provisions of any insurance policy relating to the car are observed;
- not to allow the car to be driven by anyone other than your spouse, who must be at least 25 years of age;
- not to fit any accessories to the car without prior written approval from the company;
- to pay all parking and traffic infringement penalties relating to use of the car;
- to ensure that the car is securely locked when left unattended and that any alarm system fitted to the car is turned on;
- to ensure that the car is properly garaged at night;
- to ensure that the car is kept clean, polished and in a condition which is a credit to you and the company;
- not to drive the car if you are intoxicated through alcohol consumption or drug taking;
- ensure that the first aid kit provided by the company with the car is kept fully stocked and that items in that kit which have a 'use by' date are replaced after that date.

If you are involved in any accident as a result of alcohol consumption, unlawful drug taking, negligence or recklessness you must pay any excess on the insurance and any other amount not covered by the insurance.

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If any other person, who is not an authorised employee of Think Recruitment, is to drive the vehicle then written permission is required.

Please note that a breach of these requirements entitles the company to withdraw the motor vehicle.

The company is entitled to inspect the motor vehicle at any time without notice in order to ensure your compliance with these requirements.

Company Car (Pooled Cars)

Think Recruitment cars shall be available as pool cars, even though private rights use may be conferred. Think Recruitment needs have first priority so Think Recruitment cars shall be regarded as available for pool use by the car pool attendant without further reference to the driver. Executive cars, however, will only be issued when all other cars are in use.

Staff who have been allocated Think Recruitment vehicles are to be charged for mileage as determined from time to time.

Members of the employee's family are permitted to drive the company car, provided the employee is a passenger in the vehicle at the time.

Employees' spouses are permitted to drive the company car in the absence of the employee, but are subject to the conditions of this policy.

Where private use facilities have been granted and staff are entitled to the use of the vehicle for annual leave, this concession is conditional upon the company's needs and the vehicle being needed by the employee for such purposes. For example, if an officer is going overseas and would garage the vehicle for that period of time, such vehicle is to be left at the vehicle pool and used as a company resource during that period. Some vehicles may never be available to be taken on leave because company needs predominate.

The only extra fitting that may be fitted to company cars at the expense of the employee is a tow bar. However, an exception applies where the employee is meeting full private use costs (including capital) as part of a salary package.

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Employees with private use facilities are responsible for:

- washing and cleaning the car once a week;
- polishing the car once a year;
- attending to overnight security and garaging the car off the road and under cover where possible;
- notifying the car pool manager of all defects in the operation of the vehicle or damage to the vehicle, no matter how minor; and
- ensuring that the vehicle is serviced with the schedule laid down. This includes warranty services while the vehicle is under warranty.

Corporate fuel cards are not to be used for private use.

Employees who meet the full cost of private use through a salary package have full unrestricted use of corporate fuel cards for purchase of fuel.

Where a company officer is frequently involved in accidents which incur damage to the company vehicle or third party property, the company reserves the right to take the following action. The action taken will depend on the nature of the damage and the degree of negligence on the part of the employee, and may result in either of the following being applied:

- Payment of an excess,;
- Payment of cost of repairs or a portion thereof;
- Withdrawal of private use privilege; or
- Withdrawal of total use of the vehicle for a period.

All drivers of company vehicles must conform with all of the regulations laid down under the Motor Traffic Act and any parking ordinances or regulations and shall be personally liable for any fine(s) that may result from infringement.

On termination of employment, the vehicle should be returned in good condition to the car pool and the keys returned.

If an employee is unable to carry out normal duties due to illness or injury, any company vehicle in the employee's possession should be returned. The employee's entitlement will be reassessed on his/her recovery.

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Company Phones – Personal Use

Think Recruitment appreciates that staff have a need to make and receive some personal telephone calls during work hours. The following guidelines should govern the making and receiving of private telephone conversations during work time:

- the Company's telephones are provided for the conduct of its business. Any use of the Company's telephones for the conduct of any other business for the financial gain of any other party is expressly prohibited – unless permitted by the terms of this policy;
- all personal telephone calls should be kept as short as possible in the interests of minimising disruption to work;
- consistent with the previous point, no personal telephone call should exceed three minutes;
- all employees should attempt to restrict personal calls to family/partners and defer other calls to times outside work hours;
- if an employee is on a personal telephone call and is required to return attention to work then that call should be terminated as a matter of urgency;
- only local outgoing personal telephone calls are permitted unless the specific permission of your immediate supervisor is obtained - circumstances justifying non-local calls would normally be considered an emergency;
- the telephone is not to be used in anyway that offends the law or as a device for delivery of offensive or objectionable communications - offences of this nature may result in summary dismissal;
- note - no telephone calls to 'charge-for' services or the like are permitted.
-

Company Property

As an employee of Think Recruitment, your obligations with respect to your use of company property are:

- To take good care when using company property and to ensure that it is properly and responsibly maintained and serviced as directed.
- Not to allow the property/equipment to be used by anyone not accredited by the company's training standards.
- Not to fit any accessories to the property/equipment without prior written approval from the company.
- To go about doing your work in a competent manner when using the property/equipment of the company.
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-

- If involved in the production of the company's goods and services, to apply yourself with due diligence in relation to the property or output produced.
- To obtain permission for use of company property/equipment for non-work purposes.
- Not to use the company's property/equipment if intoxicated through alcohol consumption or drug taking.

Theft of company property

Any employee of Think Recruitment who engages in the theft of company property or equipment will be subjected to disciplinary action which may include dismissal and prosecution.

Damage of company property

Any employee involved in an accident as a result of alcohol consumption or unlawful drug taking, negligence, or recklessness will be required to pay any excess on the insurance associated with the company property and any other amount which is not covered by the insurance.

Company Uniforms

OBJECTIVE

To establish a corporate image for Think Recruitment and its staff.

POLICY PROVISIONS

Full-time employees will be provided with 5 issues of clothing from the adopted corporate supplier. The replacement of deteriorated or damaged clothing will be on a one for one basis and at the discretion of the Manager/Supervisor. The initial entitlement of clothing issues must be purchased together, issues will not be spilt over a 12 month period.

One issue examples –

Eg: Men's Shirt and Pants or Shorts

Ladies Blouse and Skirt or Pants

Knit Top and Skirt

Cardigan and Pants

Polo Top and Shorts

Jumper and Pants

Casual employees employed directly by Think Recruitment will be provided with uniforms, however, the number of issues will depend on the duration of work. In some Departments, uniforms may be available on a loan basis, from a clothing pool.

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Prior to the issue of a Purchase Order for uniforms, staff are required to sign an agreement to return uniforms less than 12 months old to their Manager/Supervisor when they leave Think Recruitment. Failure to return uniforms will incur a cost adjusted for fair wear and tear, which will be deducted from their final pay. The forms are to be given to the Human Resource Officer who will issue a copy to relevant directorates so that purchase orders may be issued.

Upon receipt of the employee's signed agreement, the Director/Manager will issue a Purchase Order and clothing list to each employee. Following selection of styles and sizes, garments will be embroidered with the Company logo. Staff will be required to collect items from Worksense when completed.

When leaving Think Recruitment, staff are required to remove the Company logo from any clothing they keep. The employee has formally agreed to this condition prior to authorisation to purchase the Corporate Uniform. The condition applies regardless of whether the clothing continues to be worn or disposed of.

New employees will be required to sign the above form at their induction and will be given a copy of the Uniform Procedure.

Maternity Requirements: Staff may choose to dress in corporate uniform or wear their own clothing of a similar style and colours to the Corporate wardrobe.

Employees will not be permitted to alter the length of shorts or above the knee skirts.

All alterations [i.e hemming] will be at the employees own cost.

Divisional Secretaries/PA's will maintain a database of clothing issues to all staff..

Private purchase of Company Corporate range will be permitted, provided the Company logo is included. Authority for Think Recruitment logo to be embroidered onto personally acquired garments must be obtained from the appropriate Director/Manager. Staff should retain proof of private purchases.

Staff should be aware that with the initial issue of Uniforms, the Company logo may not be available to be embroidered onto garments, However, once Think Recruitment has agreed upon the design, staff will be required to return uniforms for embroidery.

GENERAL

The adoption of a uniform applicable to each area of the workforce is based on a desire to establish a corporate image as detailed in the Company's Customer Charter. In accordance with Think Recruitment Enterprise, it is a requirement that once a uniform is issued to an employee, they are required to maintain and wear the uniform whilst on duty in a manner acceptable to their Manager/Supervisor.

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Staff who commence duty with clothing which is not part of the adopted uniform or are wearing clothing which is part of the uniform but is not adequately maintained, will be required to change clothing in order to comply with the uniform requirements.

Any time taken to change clothing will be in the relevant employee's own time. This applies but is not restricted to when a staff member has to return home to change. Travel to and from home is also the employee's responsibility and is not permitted in a Company vehicle unless the employee ordinarily has at least commuter use of a vehicle.

Normal disciplinary processes will apply to staff who repeatedly fail to wear the uniform. In cases where an employee exceeds more than 5 replacements on an item of clothing in any one financial year, half the cost of any additional items will be paid by the employee.

This clause is not intended to disadvantage any employee who may work in a particularly harsh area with respect to clothing, it is designed to ensure that some value is placed on the clothing issued and that staff ensure they take appropriate care of the clothing and that stained items are cleaned, not merely submitted for replacement. Any staff member that is thought to be abusing the system may have further conditions placed upon them with respect to the issue of clothing.

Free Dress Days 2 Free dress days [eg. Charity causes] will be permitted annually. Authorisation must be obtained from the Chief Executive Officer. A business standard of clothing is still required.

Confidentiality

Ownership of all inventions, improvements, designs, creations, developments and other intellectual property relating to or deriving from any of the work performed by the Employee shall be the property of the Employer and/or the relevant Client of the Employer.

The Employee will not use or attempt to use any confidential information of the Employer or Clients of the Employer in any manner and for any purpose other than the purpose of the business of the Employer and Clients of the Employer.

The Employee shall not make improper use of the position or assignment, or of information that may be acquired by virtue of his or her assignment or employment, to gain advantage for himself or herself (or any other person) to the detriment of the Employer or Clients of the Employer.

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At all times you must strictly adhere to this Confidentiality and Ownership Clause. All matters pertaining to Think Recruitment and the host organisations business, intellectual property, products, pricing structures, services, staff, suppliers, clients or any other matter you gain knowledge of whilst on assignment and/or employment, must remain confidential during and after the conclusion of your assignment and/or employment. Failure to comply with this clause will result in disciplinary action being taken against you and may result in legal action. Confidential information shall include any information that is not available to the public.

Copyright

Copyright is an important issue because Think Recruitment can be held vicariously liable for any unauthorised copying by employees. For this reason it is important that Think Recruitment have a policy providing guidelines for appropriate conduct in relation to copyright issues.

What does copyright protect

The following materials are protected by copyright law which is contained in Federal legislation (the Copyright Act 1968) as interpreted by the courts.

- Written material, for example books, reports, journal articles.
- Artistic works, like paintings, photographs, maps and plans.
- Music.
- Dramatic works.
- Computer programs.
- Compilations of material, for example directories and databases.
- Electronic (including Internet) publications generally.
- Cinematograph films such as feature films and television programs including commercials.
- Sound recordings, for example recorded music or talking books.

When is copyright infringed

Copyright is infringed when a person copies protected material without the copyright owner's written permission or uses it in another way controlled by the copyright owner, eg screening or playing copyright material, such as a film, in public.

Copyright may also be infringed by using only part of a work.

Copyright material may be used without permission if it is used for certain purposes such as research or study and use of the material is 'fair'. [*Please refer to the Australian Copyright Council Information Sheet titled 'Copying for research or study'.*]

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Liability

A person may be liable for infringement of copyright if they authorise another person to make the infringement.

Think Recruitment can be liable for any unauthorised copies made using the organisation's equipment. Think Recruitment, in order to avoid liability, must inform employees and other users of the equipment of their copyright obligations.

Breach of Think Recruitment's copyright policy by employees will lead to disciplinary action and in extreme cases, termination of employment may result.

Avoiding copyright liability for copying

So that employees are aware of their obligations in regard to copyright, Think Recruitment will ensure that an appropriate notice is placed near photocopiers in accordance with the federal Copyright Regulations in force under the Copyright Act 1968.

Other notices will be placed near audio and audiovisual material, computer equipment and scanners.

Further, Think Recruitment will undertake to train all existing staff about copyright obligations and will include information and a training session as part of the induction procedure for new employees.

Copying computer software

It is an offence to copy computer programs/software for sale, whether by an individual or a company.

This extends to the copying of programs/software for personal use unless it is for research or study and is 'fair'. *[Please refer to the Australian Copyright Council Information Sheet titled Copying for research or study.]*

It should be noted that it is unlikely that a student would be permitted to copy a word processing program to use to write essays.

Think Recruitment will not permit employees to illegally copy programs/software belonging to the Company.

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Copyright and the Internet

Material found on the Internet is also subject to copyright.

Downloading, printing or emailing material on to other people from a web site may constitute an infringement of copyright if the copyright owner's permission has not been obtained.

Many documents on the web contain a statement regarding copyright. If a document or site does not contain a copyright notice then do not assume the material is copyright free. If possible, contact the general email address on the site (this may refer you to a web master) where copyright information and permission may be sought if required.

Playing music in the workplace

Unless a license is gained from the Australasian Performing Right Association (APRA) Think Recruitment is unable to play music or permit employees to play music from a radio or television for the enjoyment of employees.

If recorded music is to be played (ie CDs) then permission must be obtained from the Phonographic Performance Company of Australia (PPCA). [*Please refer to the Australian Copyright Council Information Sheet titled 'Music: Playing music, APRA & PPCA'.*]

Any speakers must not be located in an area which is accessible to customers of Think Recruitment or the general public.

Further information

The [Australian Copyright Council](#) can provide further information regarding copyright obligations.

Discipline and Termination

This policy is divided into three Parts.

Part 1 deals with dismissal for performance or misconduct.

Part 2 deals with serious misconduct.

Part 3 deals with dismissal because of redundancy.

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Part 1 - Dismissal for performance or misconduct

Introduction

This policy is designed to ensure that when discipline and termination issues arise, employees are treated fairly and equitably. It also aims to ensure that managers involved in the disciplining and termination of employees meet industrial law standards for termination of employment. This applies both to the reason for the dismissal and the manner in which the dismissal is carried out.

Lawful reasons for dismissing an employee include:

- performance (eg where the employee is unable to satisfactorily complete the inherent duties of the job set out in the duty statement);
- conduct (eg consistently late for work);
- serious misconduct (eg fighting, drinking on the job);
- redundancy (ie the position no longer exists).

Performance

An employee's performance is considered to be inadequate if the employee is not meeting the inherent requirements of the position as set out in the duty statement, or has not achieved a satisfactory rating in one or more key result areas of his/her performance plan over a month period of time.

Conduct

Misconduct includes:

- actions involving harm (or the real possibility of harm) to any employee;
- dishonesty;
- verbally abusing a person at the workplace;
- harassing or discriminating against an employee;
- sexual harassment;
- inefficiency, neglect of duty, malingering.

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Verbal warnings

Where a manager has concerns about an employee's performance or conduct (excepting serious misconduct – see below), the manager should explain to the employee the manner in which the employee's conduct or performance is not meeting the required standard. This standard may be set in the duty statement relating to the position, or in a company policy setting standards of conduct.

The manager will in the first instance, verbally counsel the employee by informing him/her of the area(s) in which they are not meeting the required standard of performance or conduct expected of them.

The employee will be given an opportunity to respond to the employer's concerns and will be given an opportunity to rectify his or her performance or conduct within a reasonable period of time, depending on the circumstances. The manager will make written note of the verbal warning.

Official warnings

If the employee fails to rectify his or her conduct or performance within the required period, the manager will then require the employee to attend a meeting at which an official warning will be given.

If the employee's continued performance or conduct is such that it would be unreasonable for the manager to allow the employee the allotted time to remedy the problem, then the manager will institute the first official meeting prior to the specified time expiring.

The manager will inform the employee prior to the meeting of the concerns which the manager has with the employee's conduct or performance, and state that the employee is allowed to have a person of their choice accompany them to the meeting.

At the meeting the manager will outline the nature of the problem(s) and allow the employee an opportunity to respond.

If the employee's response is not adequate the manager will present the employee with an official written warning.

The warning should state:

- the problem;
- refer to all previous oral warning(s) and their dates;
- the corrective action which is required;
- what action will be taken if the employee does not remedy the problem (when issuing a first warning, the warning should state that if the problem is not remedied within a specified time then the employee will be issued with a further warning and may ultimately be dismissed);
- state that the written warning will be filed in the employee's personal file.

The manager should then monitor the employee's performance or conduct to determine whether he or she is making the required improvement.

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Second official warning

If the employee fails to meet the appropriate standard within the time allowed, the manager should then have a second official meeting with the employee. The second official meeting should replicate the first meeting. However, if the employee has not adequately explained their failure to remedy their poor performance or conduct, that continuing poor performance or conduct **may** lead to dismissal.

Note that it is not a legal requirement that a third written warning be issued - it is just very safe practice. However, if the manager follows the above steps closely and listens objectively to the employee's responses at each stage, two written warnings will usually be justified, except where the transgression is minor in nature. In such a case it may be appropriate to give a third warning.

Steps leading to dismissal

Following the issuing of the second warning, if the employee fails to remedy the fault within the allotted time, or it would be unreasonable for the manager to allow the employee to continue working out the allotted time, the manager should then initiate dismissal proceedings.

That will involve requesting by letter that the employee attend an official meeting. That letter should state:

- that the employee's conduct or performance has not improved;
- the steps the employer has taken to remedy the problem in the past;
- the fact that the employee is entitled to be accompanied by a person of their choice; and
- the fact that, unless the employee can adequately explain his or her conduct or performance, then the employer may dismiss the employee.

Again the employee may have the person of their choice with them at the meeting. The manager should start by outlining the concerns he or she has with the employee's performance or conduct. It is then very important that the manager listen to the employee's responses as objectively as possible. The manager should then ask the employee to step outside while the manager considers what he or she will do.

If the employee's response is considered to be adequate, the manager should inform the employee that they will remain employed but that the employee's performance and/or conduct will continue to be closely monitored for a specified period of time.

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If the employee's response is considered inadequate, the manager has two options:

- issue the employee with a third and final written notice; or
- orally inform the employee that he or she is to be dismissed and then follow that up with a written notice of termination. That notice should state the reasons for the dismissal, ie performance or conduct, and the history of warnings given previously.

Part 2 - Dismissal for serious misconduct

A manager is entitled to instantly dismiss an employee in circumstances where that employee has committed an act of serious misconduct.

Serious misconduct can include:

- stealing
- harassment (sexual, physical and verbal)
- violence
- criminal offences
- neglect of duties
- breach of trust
- breach of safety and OH&S procedures
- being under the influence of alcohol or illegal substances
- deliberately spoiling or damaging the product;
- refusal to carry out the lawful instructions of a manager.

An employee who commits any of these acts is liable to instant dismissal. Other acts may also constitute serious misconduct, depending on the circumstances of the case. It is up to the manager to determine when an act is serious misconduct.

In some cases, where the employee's act of serious misconduct is witnessed by the manager, and where the act is blatant and inexcusable, the manager is entitled to dismiss the employee on the spot. An example of this is where an employee assaults his/her supervisor.

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In most cases, however, the manager will conduct an investigation into the incident or behaviour. The employee concerned may be sent home on full pay while the investigation is proceeding. The manager should endeavour to find out all of the facts before a decision to dismiss the employee is made. The manager should interview all those people who could assist the investigation. The offending employee should also be interviewed.

Before dismissing the employee, the manager should be satisfied on the balance of probabilities that the incident took place.

If the manager decides that the employee should be dismissed, then the manager should inform the employee of this by letter.

An employee dismissed for serious misconduct is not entitled to payment in lieu of notice and other benefits may be in jeopardy.

Part 3 - Dismissal on the grounds of redundancy

Think Recruitment recognises that from time to time positions at Think Recruitment may become redundant. It is the policy of Think Recruitment wherever possible to find alternative employment within the company (or elsewhere) for employees whose positions become redundant.

Where alternative employment is not available, the employee will be made redundant on the terms set out in this policy and the National Employment Standards.

What is redundancy?

A redundancy occurs where the employee's position genuinely no longer exists for reasons related to the operation of the business. Redundancy does not involve questions of performance or conduct of the employee or employees being made redundant.

Consultation

When it becomes apparent that a job or jobs will be made redundant, management shall consult with the employee(s) involved.

Any possibilities for deployment will be made known to the employees. The employees' views on their position and preferences for redeployment shall be taken into account as far as possible by management.

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Notice

National Employment Standards apply

Severance pay

Severance pay is not payable if the employee is offered reasonably comparable employment by Think Recruitment or through the endeavours of Think Recruitment and so suffers no material loss from the redundancy.

The employee will be paid severance pay in accordance with the NES (National Employment Standards)

Notification to Centrelink

In cases where 15 or more employees are made redundant, Think Recruitment will notify Centrelink in accord with the relevant legislation.

Diversity

Think Recruitment is committed to diversity in the workplace and recognises its value to the organisation by actively creating opportunities for employees to use their knowledge, skills and abilities. Think Recruitment vigilantly monitors its processes, policies and procedures to protect against practices that discriminate or exclude employees from fully participating in the workplace.

Think Recruitment will regularly examine the policies and procedures relating to:

- recruitment, selection and hiring;
- promotion and movement between occupational groups;
- training and development;
- pay and benefits;
- accommodation of special needs;
- harassment and discrimination; and
- all other treatment and conditions of employment, including performance evaluations, grievance procedures, terminations etc.

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Think Recruitment will also conduct, on an ongoing basis, through staff meetings or other appropriate avenues, informal reviews of practices that require the participation of all employees to:

- identify policies and procedures that are and are not working;
- identify any gaps between policy and practices;
- identify the organisational culture, ie the values, beliefs and attitudes, and the norms and feelings throughout the organisation;
- assess the impact of the policies, practices and the organisational culture throughout the organisation; and
- provide ideas about how to eliminate barriers and create opportunities and change within the organisation.

Based on these reviews Think Recruitment will provide training to all staff in the areas identified in need of change, and in the area of discrimination in the workplace to help promote a more tolerant and equitable work environment.

Other initiatives Think Recruitment will endeavour to undertake as part of its commitment to a diverse workplace include:

- ensuring all employees involved in recruitment have undertaken training in non-discriminatory recruitment practices;
- encouraging all employees to participate in training programmes to improve their skills or to develop new skills;
- promoting Think Recruitment as an equal opportunity employer.

Drugs and Alcohol

Policy Aims

Think Recruitment is committed to providing a safe, healthy and productive workplace for its clients and employees and ensure the safety of everyone on the worksite. We recognise that drugs and alcohol can affect an individual's fitness for work and can be a contributing factor in workplace injury and incidents.

Operating machinery under the influence of alcohol or drugs is clearly high-risk. Danger also increases when reflexes or judgment are compromised to any degree by drugs or alcohol. Substance abusers are not only 5 times more likely than other workers to cause injuries, but they are also responsible for 40% of all industrial fatalities.

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Procedures and equipment used are to the appropriate Australian Standards:

- Procedures – AS/NZS 4308:2008 “Procedures for specimen collection and the detection and quantitation of drugs in urine”
- Alcohol Breath Testing - AS 3547 Type II “Breath alcohol testing devices for personal use”
- Urine collection cups – Certified to AS4308:2008 “Procedures for specimen collection and the detection and quantitation of drugs in urine”
- Prescribed limits or cut-off levels - AS4308:2008 “Procedures for specimen collection and the detection and quantitation of drugs in urine”

This policy makes no pre-determined judgment upon any person.

Our aim is to keep everyone safe.

This procedure is designed to:

- Foster an attitude among all personnel that it is not acceptable to come to, or be at work under the influence of drugs and/or alcohol. The consumption of alcohol and illicit drugs while at work is therefore unacceptable, except in relation to any authorised and responsible use of alcohol at workplace social functions.
- Ensure that Think Recruitment meets all its legal obligations with respect to providing a safe working environment in accordance with Occupational Health & Safety guidelines
- Communicate procedures for identifying employees who are found to be unfit for work.
- Ensure that employees who are found to be unfit for work are managed in fair and effective manner.
- Ensure that through induction, education and training employees are aware that the following conditions are strictly forbidden in company workplaces:
 - The sale or supply of any prescription drugs
 - The sale, supply or possession of illegal drugs
 - The unauthorised sale, supply or possession of alcohol
 - Comply with Fit for Work policies which may include pre-engagement and random drug and alcohol testing.

To adequately ensure the provision of a workplace that is free from the influences of drugs and/or alcohol, Think Recruitment will conduct personal drug and alcohol testing under this procedure.

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Drug and Alcohol Screening

Think Recruitment will conduct screening of urine to detect the presence of Unlawful of Unauthorised Substances on an individual's body under the following circumstances:

- Possibly prior to employment ("Pre-placement" testing)
- Randomly for all/or any Personnel at a Placement site
- When Think Recruitment or relevant Clients have reasonable suspicion that there is, or has been, a violation of the requirements of this procedure. (Refer to "Reasonable Suspicion Incident Checklist")
- When as above has been the contributing factor to a work-related injury or accident. (Refer to "Reasonable Suspicion Incident Checklist")

Think Recruitment will use a calibrated Breath Testing device for breath testing and screening to determine and confirm breath alcohol content under the same circumstances.

Standardised testing equipment, kits and forms will be used for both methods of screening and testing.

An independent and accredited Third Party or Laboratory will provide confidential retesting for clarification of all Non-Negative drug results.

Prescription drugs and other medication

Employees are expected to notify their supervisor/team leader if they are taking over-the-counter or a controlled (prescription) drug that could interfere with the safe practices of their duties.

No disciplinary action will be taken against an individual who self-reports over-the-counter or prescription drugs. However, if it is judged that this medication is presenting behavioral, performance or misconduct problems, action may be taken to relieve him/her of duty and if necessary transportation will be organised to take them home.

Results and consequential action

(Refer to following flow chart)

- If prior to employment, an applicant refuses to sign a consent form in advance of any test, refusal of such or to submit to a screening test prior to employment shall not be hired.

- If an existing employee refuses to either sign consent form prior to testing or to produce a specimen for screening purposes he/she will be sent home and permanent staff will be required to apply for annual leave during this time as the company will not be responsible to pay wages for this period of non attendance. It is essential that a Drug and Alcohol screening is performed within 3 days of this refusal. If the result of this test is proven negative, the employee will be allowed to return to work and all usual privileges and bonus will resume. A second refusal will result in termination of employment.

- If at any stage a non-negative drug result is returned for a urine screening, the employee is asked to cease work immediately, transport will be arranged to take the donor home and all privileges and bonuses will cease. A sample of same urine will then be sent away to an accredited Third Party Independent Private Laboratory for retesting.

Result dependant:-

- he/she will then be asked to return to work without prejudice if this test proves negative, and all previous employment conditions apply.
- a non-negative result at this stage may result in immediate termination of employment.
- Should a Blood Alcohol Concentrate (BAC) above 0.05 be recorded, the donor will cease work immediately and asked to wait in the First Aid/Lunch room for 30mins, after which a second test will be performed.

The following action will then be taken

- If still recording above 0.05, the supervisor/boss will be notified and transport will be arranged to take the employee home. This may result in employment being terminated.
- Should the recording have fallen to below 0.05, the employee will be allowed to return to work. Due care may mean that he/she should not operate machinery for the rest of that working day.

Employees and applicants who test non-negative may have their sample re-evaluated by an independent certified laboratory at their cost. Should a validated result be proven negative, the employee will be reinstated without prejudice. An applicant will have his/her application reconsidered.

Responsibilities

Employees

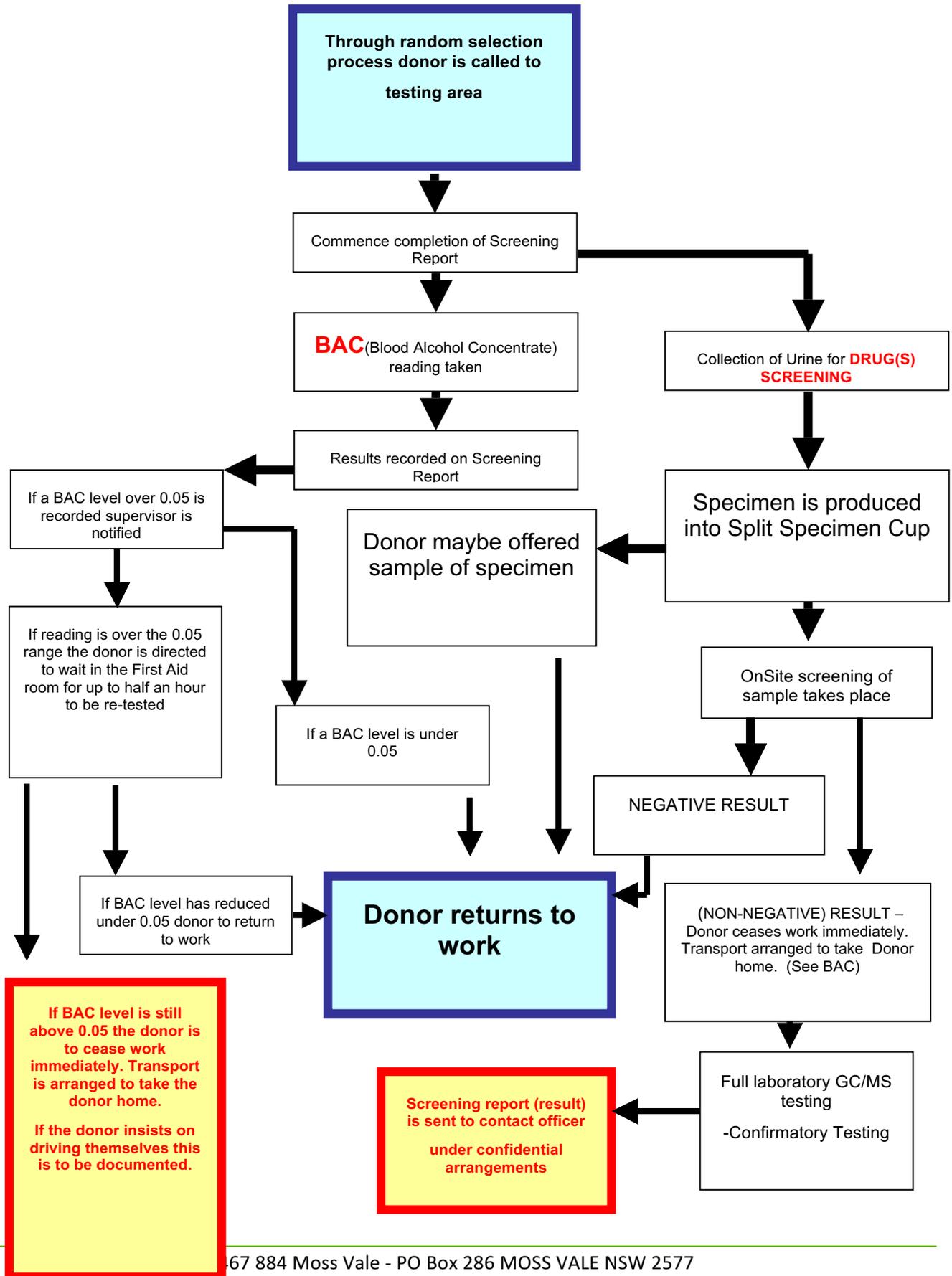
- Are responsible for complying with this procedure.
- Shall inform their Team Leader/Supervisor/Manager when an individual may be in violation of this procedure.
- Have an obligation to inform their supervisor when taking prescribed or over-the-counter medication that could interfere with the safe performance of their duties.

Supervisors/Managers/Team Leaders

- Shall implement this procedure in their area of responsibility.
- Shall take action according to this procedure when they have **Reasonable Suspicion** that an individual is not in compliance with this procedure.
- Ensure confidentiality of records pertaining to Drug and Alcohol testing of employees.

Think Recruitment

- Shall implement this procedure in their area of responsibility.
 - Ensure disciplinary procedures are invoked as required by this procedure.
 - Ensure staff is trained in collection procedures.
 - Ensure counseling and assistance programs information is available to employees.
 - All records pertaining to Drug and Alcohol testing shall be handled consistently and confidentially.
 - Ensure correct protocol is followed in the collection and storage of samples.
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Emergency Evacuation Procedure

On hearing the evacuation alarm, be aware there is a potential emergency in the building. On hearing the alarm or on being instructed to evacuate by the *Area Fire Warden*, employees should:

1. Prepare for an evacuation by putting away any important documents.
2. Obey any directions given by fire wardens.
3. Assemble at the nearest emergency exit - all emergency exits should be clearly marked.
4. Assist mobility impaired employees to the appropriate fire exit. Report any seriously impaired to the fire warden who will arrange for appropriate equipment to evacuate the person.
5. Do not use the lifts.
6. Follow the instructions of the *Area Fire Warden*.
7. Exit the building in a calm and orderly, but quick fashion.
8. High heeled shoes should be removed before entering the fire stairs.
9. Maintain one clear step between the person in front of you on the stairwell to prevent stumbling.
10. When out of the building, move well clear of the building to avoid hindering those coming behind you.
11. Proceed immediately to the designated assembly area which is *insert designated assembly area*.
12. Return to the building only when instructed by the *Chief Fire Warden*.
13. Report any person not accounted for to the *Area Fire Warden*

Employee Records

Think Recruitment respects the individual rights of its employees and consequently manages records it keeps in relation to employees in a careful and responsible manner.

Access by an employee to his/her own personnel/HR file is generally permitted. Please lodge a request a day or two before access is wanted so that [HR/Pay-Office] can retrieve the documents.

The qualification to accessing personnel records is that certain information may be held on a confidential basis. This would not be common, but there may be instances where information that may have unresolved legal consequences is held and in such instances Think Recruitment reserves the right to confidentiality.

Access by an employee to records of other employees is generally not permitted. If an employee believes that a special case exists and the other employees involved do not object then the [HR manager or nominated manager] may permit such access.

The aim of this policy is to provide guidelines to both managers and employees on accessing employee records.

Disclosure of personal information

Introduction

Personal information concerning employees is confidential and will only be used for purposes for which the information is relevant.

Exceptions

Personal information may be used for purposes other than for which it was collected:

- with the consent of the person concerned;
- to prevent a serious threat to a person's health or life;
- as required or authorised by law;
- where reasonably necessary for the enforcement of criminal or revenue law.

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Access

You have access to the personal information held by Think Recruitment about you.

You may also make corrections and additions to personal information to make sure that the information is accurate, up to date and complete. To do this, please contact the Manager, Human Resources.

Think Recruitment reserves the right to keep confidential information that is judged sensitive or restricted because it may relate to other employees or to comments not meant to be accessed by the employee in question.

Requests by third parties

When a third party, eg a bank, requests information about an employee, that employee will be contacted and his/her permission will be required before that information is released.

Permission, if provided to Think Recruitment, will be provided in writing – signed by the employee.

Inspection of employee time and wages records

The aim of this policy is to provide guidelines to both managers and employees on accessing employee records.

This policy does not apply to access to personnel records, but to the access of records required by law to be kept by Think Recruitment.

As an employer, Think Recruitment is required to keep time and wages records for each and every employee. According to relevant legislation, these records must contain certain details.

Inspection of records by employees

An employee has the right to inspect a copy of his or her own records. The records should be legible and in English.

Think Recruitment will provide an employee with a copy of records as requested within 14 days of the request being made. Think Recruitment is also obliged to inform an employee of where records are kept.

An employee is not permitted to see or to request to see another employee's records.

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Place of inspection

The records must be presented to the employee at either the premises where the employee works or at other premises if they are within 25 km of the workplace.

Failing these options, the records may be presented at premises agreed between the employee and Think Recruitment.

Interview

An employee may request an interview with the employer or a representative of the employer at any time during working hours to discuss a record which has been made or is to be made by Think Recruitment.

Types of records employees may access

An employee may have access to their personal records, which includes the name of the industrial instrument or instruments under which their employment is regulated (eg name of award, agreement or Australian Workplace Agreement).

Also, an employee may have access to:

- his or her time and wages records, including overtime (if applicable) and remuneration;
- his or her records of leave, including leave taken and available entitlement;
- his or her records of superannuation contributions; and
- workers compensation records if an employee has had an accident.

Maintenance of records

Think Recruitment is required to keep personal records for seven years from the date on which an entry is changed or from termination of an employee's employment, depending on what happens first.

In the case of other records, Think Recruitment must maintain records for a continuous period of seven years from the date the entry is made.

Other records

An employee may request access to other records on his/her personnel/HR file. The Operational Manager will decide whether access should be granted. Factors to be then taken into account include: confidentiality aspects impacting on Think Recruitment and other employees; and the prospect of litigation arising from disclosing particular information.

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Think Recruitment will generally (but not necessarily) grant access to the personal information held by Think Recruitment about you.

You may also make corrections and additions to personal information to make sure that the information is accurate, up to date and complete.

Think Recruitment reserves the right to keep confidential information that is judged sensitive or restricted because it may relate to other employees or to comments not meant to be accessed by the employee in question.

Equal Employment Opportunity

Introduction

At Think Recruitment we are committed to providing a work environment in which employees feel that they are a valued member of the organisation, that they are treated fairly, and are given recognition for their contribution to the company's success. We also aim to provide an environment that fosters good working relationships.

Think Recruitment is committed to ensuring that all employees enjoy equal employment opportunity (EEO). This means that employees are treated fairly and equally when employment decisions are made and that unlawful discrimination does not take place.

EEO also means that each employee enjoys a harassment-free work environment.

What is unlawful discrimination?

Unlawful discrimination means treating a person less favourably because of a personal attribute they have which is covered by equal opportunity laws.

Under State and Federal equal opportunity laws, discrimination based on the nominated attributes is unlawful. The following list alerts you to the attributes that can trigger the unlawful discrimination.

- sex
- race, colour, nationality, descent, and ethnic, ethno-religious, or national origin
- family responsibilities (dismissal only)
- disability
- age

- compulsory retirement
- pregnancy
- marital status
- homosexuality
- transgender
- racial vilification
- homosexual vilification
- HIV/AIDS vilification
- transgender vilification

These attributes are in most cases irrelevant to employment decisions, and it is Think Recruitment's policy to ensure that they are not taken into account when employment decisions are made.

It is also company policy that no employee be harassed because of any of the above attributes.

What is harassment?

Unlawful harassment is any behaviour which is based on one of the above attributes and which is unwelcome, and offends, humiliates or intimidates the person being harassed.

The fact that no offence was intended does not mean that the harassment is not unlawful. (For further information about workplace harassment see the Think Recruitment Workplace Harassment Policy).

The most common form of harassment is sexual harassment. Examples of sexual harassment include: unwanted touching; indecent or sexual assault; sexual propositions; nude pin-ups and posters; obscene telephone calls; persistent requests for outings or dates; leering or staring; wolf whistling; offensive or obscene language; and crude jokes.

Sexual or other types of harassment will not be tolerated at Think Recruitment.

Disciplinary action will be taken against those responsible when it does occur.

Customers and clients

Our clients and customers are also protected by the law from being discriminated against or harassed. All employees of Think Recruitment are required to ensure that they treat customers fairly and do not discriminate against them or harass them on the basis of any of the above attributes.

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When does EEO apply?

EEO applies to all aspects of the employment relationship, including: recruitment, promotion, employee benefits, conditions of employment, remuneration, transfer, discipline, training, work environment, supervision and termination of employment.

Who is responsible for EEO?

All employees have a responsibility for treating each other fairly and with respect. Managers, supervisors and employees all have a role to play in implementing EEO.

Managers and supervisors must ensure that they do not discriminate against or harass employees, clients or customers when performing their jobs. If they observe discrimination or harassment happening they should take appropriate steps to stop it. Individual employees must also ensure that they do not discriminate against or harass other employees, customers or clients.

To ensure that the company's EEO policy is properly implemented, Operations Manager has been appointed the company's EEO Officer.

Operations Manager is responsible for the following:

- the education and training of all staff on EEO issues;
- liaising with management about EEO issues,
- administering the company's affirmative action program [where a dual role].

What happens if you have been discriminated against or harassed?

If you feel that you have been discriminated against or harassed you should:

- talk to your manager or the EEO Officer; he/she will tell you what your options are; or
- use the company's grievance handling policy to make a formal complaint.

Any complaint will be dealt with seriously and sympathetically. Confidentiality will be respected at all times.

It is important that you come forward with any complaint you may have. This will ensure that your rights are protected and that other employees are also not subjected to the same discriminatory or harassing treatment. All reasonable attempts to resolve the matter satisfactorily will be made in-house.

If you are not satisfied with the manner in which your complaint was dealt with by the company, you have the right to take it to an external agency, such as the Anti-Discrimination Board or the Human Rights and Equal Opportunity Commission, or your union.

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Further information about EEO

For further information about EEO, workplace harassment or related issues, please contact:

- the EEO Officer
- your manager
- the Human Resources Department

First Aid Policy

Use of first aid supplies

The first aid supplies may be used as required by employees in consultation with a designated first aid officer. All illnesses and injuries should be reported to the first aid officer if they involve using the first aid supplies or the first aid room.

Misuse of the supplies provided would be considered a breach of the policy and the employer's good will and may result in disciplinary action depending upon the severity of the misuse.

First aid supplies low

If it is noticed that the first aid supplies are low, this should be reported to a designated first aid officer so an order can be placed and supplies re-stocked.

Workplace injuries

All injuries that occur in the workplace should be reported to one of the designated first aid officers. Treatment can then be provided if required and they can also maintain a database of injuries that have occurred to assist in *Think Recruitment Pty Ltd's* strategy for managing workplace injuries.

Refer to *Think Recruitment Pty Ltd's* policy on occupational health and safety.

Grievance Handling

Introduction

At Think Recruitment we aim to foster good relations amongst employees and between employees and management. We acknowledge that the enjoyment you experience in your job is reflected in how well you work and how well you relate to your colleagues, customers and host employers.

We also acknowledge that problems can arise at work that may sometimes cause you to feel aggrieved. These problems can arise from the behaviour or decisions of management or other employees.

The purpose of this policy is to allow you to have such problems, referred to as grievances, addressed in-house in a timely and confidential manner. This can avoid the need for employees to go outside the company for assistance.

What is a grievance?

A grievance can be about anything done, or not done, by management or another employee or employees, which you feel affects you unfairly or unjustly.

A grievance can also be about discrimination, harassment, or any other employment related decision or behaviour which you think is unfair, unjust or upsetting.

This grievance handling policy gives you advice about what to do if you have a grievance and what will happen if you make a formal complaint.

How will your grievance be handled?

If you come forward with a grievance it will be treated with the utmost confidentiality. It is important that you also maintain confidentiality in order to avoid idle gossip and the possibility of defamation proceedings.

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If you decide to go ahead and make a formal complaint (see below), it will be taken seriously and investigated in an impartial manner. This may mean that you, the person complained about, and any witnesses will be interviewed. Again, confidentiality will be assured. No decision will be made until the investigation is complete.

If you do come forward with a complaint, you will not be treated unfairly or victimised as a result.

If a complaint is made against you, be assured that you will not be prejudged. You will have an opportunity to tell your side of the story. You may bring someone with you at the time to give you some support.

Each complaint will be dealt with in as short a time as is possible in the circumstances.

What are your options if you do have a grievance?

- Speak to the person causing the problem. While this may not be appropriate in many cases, it may be the easiest way of resolving the issue if you do feel comfortable with speaking to the person. You can tell them that their behaviour, decision, actions, etc was unfair, offensive, discriminatory etc, and why you believe this to be so. The person may have been totally unaware of the affect of their behaviour or decision on you. By telling them you will give them a chance to redress the situation.
- Speak to your manager. If you do not want to speak to the person directly, you can tell your manager about your grievance. Your Manager will tell you what your options are. With your agreement, your manager may approach the person complained about and talk to them informally about your grievance. Alternatively you may decide to make a formal complaint.
- Make a formal complaint. If you do decide to make a formal complaint, this can be done by putting the complaint in writing and reporting it to your manager or the Think Recruitment Operations Manager. You may have a fellow employee attend the meeting with you when you report the complaint. The written complaint should contain a description of the incident(s), decision, behaviour in question, the time and date of the incident(s) etc, the names of any witnesses, your signature; and date of the complaint.

The investigation

Once a formal complaint is made, the matter will be investigated by the Think Recruitment Operations Manager . If the Think Recruitment Operations Manager feels that there is a reason why they should not conduct the investigation (eg, they may be a friend of the person complained about), then another senior manager will conduct the investigation.

The Think Recruitment Operations Manager or senior manager will then interview you, any witnesses, the person against whom the complaint is made, and that person's supervisor. You and the person against whom the complaint is made may have a support person with you when the interview is being conducted.

If the complaint is substantiated, the appropriate action will be taken (see below).

If the complaint is unsubstantiated, you will be given an explanation as to why that finding was made.

If the complaint is found to have been completely fabricated, appropriate disciplinary action may be taken against you.

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What are the outcomes?

If the investigation reveals that your complaint is a valid one, a number of actions may be taken, depending on the nature of the complaint. The person against whom the complaint is made may be required to give you a written apology; he/she may be given a written warning, counselling, transfer, demotion, or be dismissed.

If the investigation is inconclusive, ie the complaint cannot be proved due to lack of evidence, the company may nevertheless take a number of actions. These may include training of all staff, and monitoring behaviour of all staff.

If the complaint is found to have been completely fabricated, appropriate action may be taken against you, including counselling, a written apology to the person complained about, an official warning, transfer, demotion, or dismissal, depending on the seriousness of the allegations.

Outside agencies

If you are not satisfied with the way in which your grievance was handled you may take it to an outside agency, such as the Human Rights and Equal Opportunity Commission or the Anti-Discrimination Board.

Harassment and Bullying

Introduction

At Think Recruitment we are committed to providing a work environment that is pleasant for employees to work in and conducive to good workplace relations.

This policy is aimed at ensuring that employees are not subjected to any unwanted workplace harassment or bullying. Harassment and bullying in the workplace decreases productivity, increases absenteeism, and is also against the law. For these reasons harassment will not be tolerated at Think Recruitment.

Examples of behaviour that could be harassment or bullying include:

- excluding someone from workplace activities
- giving someone the majority of unpleasant tasks
- verbal abuse
- humiliating someone through sarcasm or insults
- intimidation

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What is workplace harassment?

The most common form of workplace harassment is sexual harassment. Sexual harassment is behaviour of a sexual nature that is unwelcome and has the effect of offending, intimidating or humiliating the person being harassed. Sexual harassment most often happens against women, but men can also be subjected to sexual harassment.

Workplace harassment can also be based on other grounds including race, disability, age, pregnancy, marital status, homosexuality, transgender, or HIV/AIDS status.

For the purpose of this policy 'harassment' includes bullying.

Harassment in the workplace can create an unpleasant or even hostile work environment. Harassment makes work difficult for everyone - the person being harassed, as well as employees witnessing the harassment. The harasser also is not concentrating on their work when he/she engages in this type of behaviour.

Workplace harassment usually consists of a pattern of unwelcome behaviour, however, it can consist of just one act where this is of a serious nature. Also there is no requirement that the harasser intend to offend or harm in order for it to be unlawful. All that is required under the law is that a reasonable person would consider that the person being harassed would be offended, humiliated or intimidated by the behaviour in question.

(Remember the key element of sexual harassment is that it is unwelcome behaviour. It has nothing to do with mutual attraction, or private, consenting friendships, whether sexual or not).

HIV and Aids

Introduction

Think Recruitment is committed to maintaining a safe and healthy environment for all employees. Consistent with this is a commitment that all employees are treated with respect and caring.

Employees affected by HIV/AIDS or any other life threatening illness will be treated with compassion and understanding, and will be given as much support as possible to assist them to deal with their illness.

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Transmission of HIV/AIDS

HIV/AIDS is only transmitted through activities that involve the exchange of bodily fluids. Such activities rarely take place in the workplace. In the course of normal employment, employees have no basis upon which to refuse to work with or withhold their services for fear of catching the AIDS virus by working with an HIV positive person.

In all circumstances where there is the possibility of exchange of bodily fluids, eg the giving of First Aid, the appropriate precautions should be taken to eliminate the risk of transmission of bodily fluids, eg gloves, CPR mask with non-return valve (refer to First Aid Manual). These precautions are aimed at preventing the transmission of all blood-borne diseases, not just HIV.

Discrimination, vilification and harassment on the basis of HIV/AIDS

Discrimination, harassment and vilification on the basis of HIV/AIDS or imputed HIV/AIDS is against the law and will not be tolerated at Think Recruitment.

Employees who behave in such a manner, or who otherwise harass or discriminate against an employee because he or she is:

- HIV positive or has AIDS,
- is presumed to be HIV positive or have AIDS, or
- is a relative or associate of a person who is HIV positive or has AIDS,

will be disciplined.

Continued employment

It is the policy of the company for employees with AIDS or any of its related conditions to continue to work as long as they are medically able to perform their employment duties.

Confidentiality

The company will treat all medical information obtained from employees with HIV/AIDS in a confidential manner. Any employee who breaches such confidentiality will be disciplined.

Further information

Employees who are affected by the AIDS virus or any of its related conditions, or who are concerned about HIV/AIDS, are encouraged to contact the Human Resources Manager to discuss their concerns and obtain any additional information.

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Induction

Think Recruitment realises the importance of induction in helping a new employee settle into a workplace, but also as an appropriate forum for informing new employees of the company's policies.

Phase 1 - Paperwork

The induction procedure basically occurs in two phases. The first part covers the paperwork, so that the new employee can be established on the payroll.

This phase should occur during the employee's first week of employment.

The paperwork will include completing:

- An employment contract;
- Details of banking information; and
- A superannuation membership nomination form.

Phase 2 - Induction session

The second phase of the procedure involves an actual induction session to be conducted by an officer from the Human Resources Department [or some other person as appropriate].

The induction session is compulsory for all new employees to attend.

The sessions are run on an as-needs-basis however a new employee should be able to attend an induction session within one month of commencing work with Think Recruitment.

The induction session will cover:

- A brief history of Think Recruitment.
- A general outline of what Think Recruitment does and the future directions of the business including an outline of the various units/departments in the organisation.
- Quality procedures.
- A 'Harassment in the Workplace' training session.

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- Occupational health and safety, including the emergency evacuation procedure, workers compensation and other relevant issues relating to safety in the workplace eg hazardous substances and proper use of equipment and machinery.
- Company policies.
- An outline of the computer network system used.
- General overview of policies with more detail on certain policies.

At the end of the induction process, an employee must sign a specified form stating that they have taken part in the induction session and that the employee understands the various issues covered in the induction session.

Also, each new employee will be informed how to see a complete set of Think Recruitment's workplace policies for their own reference.

Introduction to staff

It is the responsibility of the hiring manager to ensure the new employee is introduced to other employees and managers in the workplace, but particularly those who the new employee will be working with directly.

Internet and Email

Employees at Think Recruitment are provided with Internet access and e-mail for legitimate business purposes only. Reasonable personal use is permitted in non-work time, subject to the limitations set out below.

This Code of Conduct sets out the appropriate standard of behaviour for all employees accessing on-line services, including the Internet and e-mail.

Breach of the Code will result in [disciplinary proceedings](#). In cases of serious breaches, such as accessing sexually explicit material from the Internet, the employee(s) involved will be dismissed.

This Code of Conduct is designed to protect Think Recruitment and its employees from legal liability arising from breaches of anti-discrimination and other laws.

Note also e-mail can be subject to court orders for production as evidence in the course of litigation.

As far as is reasonably possible, Think Recruitment will respect the privacy of individuals in the application and enforcement of this code.

The Code

Only use the Internet and e-mail for legitimate business purposes related to your job. However, permission from your manager may be sought to use the Internet in non-work time for study, research or other reasonable purposes. 'Legitimate business purposes' does not include social club, trade union or employment relations matters unless the specific permission of the Operations Manager has been obtained.

- Do not use company time and resources for personal gain.
- Do not use the internet or e-mail to send defamatory, threatening or obscene messages to other employees or to anyone outside the company.
- Do not use the internet or e-mail to send racially and or sexually harassing messages or other illegal communications to other employees or to anyone outside the company.
- Do not download, retrieve or send sexually explicit, racist or otherwise discriminatory or illegal material from the Internet or from e-mail at any time while you are on work premises, or while using company computers outside of work premises. This behaviour is considered serious misconduct and will result in the instant dismissal of the employee(s) involved unless the employee is able to reasonably explain the occurrence as accidental or unintended.

- Do not send chain mail in any format, including e-mail.
- Do not, without express authority, access (hack) any computer, whether owned by the company or by any other organisation. This behaviour is illegal, leaving employees liable to criminal prosecution as well as disciplinary action by the company.
- Do not use another employee's computer or access to gain unauthorised access to the Internet or on-line services.
- When you send mail on the Internet, do not include confidential information.
- Do not use the Internet for the creation of legal or contractual obligations unless specifically authorised by senior management.
- Do not connect to personal (ie employee subscribed accounts) Internet or on-line services during working hours using personal or company equipment.
- Obey [copyright](#) laws.
- Email signatures, footers, logos, codicils and riders must be in the form prescribed by management.

Remember that Internet and e-mail access and all of the programs and files used in these functions are the property of the company, and should be dealt with accordingly.

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Think Recruitment reserves the right to monitor (log) e-mail and internet use in order to maintain the standards set out in this Code of Conduct and the security of our computer system.

Senior managers of Think Recruitment have the right to access information so logged.

Isolation and Danger Tagging Procedure

Broken, inoperative or faulty equipment and machinery

Only competent staff (maintenance staff) should attempt to repair broken, inoperative or faulty equipment and machinery. If machinery does need repair operators should:

1. Turn the machine off if it is safe to do so.
2. Only if it is safe, isolate the equipment from its energy source (e.g. turn power point off and pull the power plug out of the socket).
3. Place a "Caution-Out of Service Tag" on the controls or control console.
4. Notify your Supervisor, plant Manager or a competent person.

UNDER NO CIRCUMSTANCES ARE OPERATORS TO ATTEMPT TO REPAIR THE EQUIPMENT OR MACHINERY.

Because:

1. You may endanger yourself or others.
2. You may make the equipment more dangerous.
3. You may further damage the equipment.

Caution-Out of Service Tag

A 'caution - out of service' tag is utilised to indicate that the equipment, plant or machinery is inoperable and must not to be used. It is recognisable as a yellow and black tag, with the wording 'Caution Out of Service'. Only appropriate service personnel, technician or supervisor may remove the tag once the equipment is deemed safe after repair and testing.

Danger Tag

Danger tags are used to indicate that certain circuits, switches, equipment, etc must NOT be operated as operation creates a hazardous situation that may result in injury, death, or damage to the equipment. This tag is used when personnel are working on the equipment, plant, machinery or electrical installation.

A danger tag is recognizable as a red and white tag with the wording Danger Do Not Operate. Personalised 'Danger' tags are attached to an appropriate type of isolation device. The tag is used to protect the individual and machinery, and may only be removed by the person who placed and signed the tag.

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Where more than one person or a group is working on the same isolated energy source, multiple tags shall be used on a suitable multiple lockout device.

1. a *Competent Person* isolates the electrically powered machinery/equipment or installation,
2. an appropriate type of isolation measure shall be used to prevent inadvertent switching causing the release of the energy source,
3. the machinery/equipment or installation is then tested to confirm the power/energy is isolated and safe to work on by a *Competent Person*,
4. a means of attachment onto the locking device for personnel *Danger Tags* is provided,
5. all persons working on the machinery/equipment or installation attaches their own personal *Danger Tag* during work,
6. as each person completes their task/s they are to remove only the *Danger Tag/s* they are responsible for installing,
7. only when all *Danger Tags* are removed and the competent person confirms that the machinery/equipment or installation is safe, can power be restored coinciding with the removal of the locking device,
8. where the energy source cannot be returned back to normal operational conditions following the removal of the last *Danger Tag*, an *Out of Service tag* plus remarks detailing the reason for the out of service condition remaining shall be left on both the lockout device and the machinery/equipment or installation.

A competent person means a person who has acquired, through training, qualifications, experience, or combination of these, the knowledge and skill enabling the person to inspect, test or repair machinery/equipment or installation.

Samples:



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Medical Information

Think Recruitment is committed to establishing and maintaining a safe and fair work environment for all prospective and current employees. This commitment is based on the principles of concern for the individual, selecting the best person for the job and minimising business risk.

Collecting medical information about current or potential employees has three purposes:

1. To assess an applicant's current ability to perform the inherent requirements of a job.
2. To be alert to the possible dangers or risks to an individual's health arising from the performance of particular work.
3. To minimise business risk by ensuring the health, safety and welfare of all employees at the commencement of employment and during the course of employment.

This policy applies to the recruitment and employment of all employees employed on a regular basis and for any other employee employed for a period exceeding six months [or shorter period if thought appropriate].

Procedure

Any medical information requested by the Company must relate exclusively and directly to the requirements of a position.

Special consideration must be given to legislative requirements in relation to hazardous substances. Where risk of exposure to hazardous substances is identified, Think Recruitment must adhere to the required health monitoring or surveillance requirements specified in the relevant material safety data sheet and current legislation.

In determining whether any such requirement is reasonable, the following factors need to be taken into account:

- Is the specified physical requirement actually required to perform the job, for example the level of hearing or sight?
- Could the person do the job with access to certain services or facilities, such as hearing aids, glasses or a different software package?
- Would the cost or difficulty of accommodating the person to allow them to perform the job be prohibitive or cause the Company unjustifiable hardship?
- Are there viable, alternative ways of doing the job without such a requirement?

Where medical conditions do exist which may be detrimental to performance of the job, the Company will endeavour to make reasonable adjustment to the position to accommodate the person with the condition.

Prior to any medical information being requested, applicants or employees must be made aware of the physical requirements of the position through:

- A job advertisement.
- A job description.
- The initial screening process.
- The initial interview.

Medical information may be requested in three stages:

1. Health Declaration

A health declaration states the applicant or employee understands and can comply with the physical requirements for the position. This is a signed statement by the applicant.

The declaration must clearly identify the physical requirements for the position.

This document has three objectives:

1. To ensure the applicant or employee is aware and can comply with the physical requirements of the position.
2. To identify physical requirements that require medical assessment prior to and during the course of employment, such as exposure to chemicals or noise.
3. To identify physical requirements that do not require further medical assessment, but require the Company to supply the applicant or employee with further information to minimise business risk, such as safe manual handling.

2. Pre-Employment Health Assessment

A pre-employment medical assessment is a medical examination exclusively designed to assess whether an applicant can fulfill the physical requirements of a position, prior to making a job offer. Such an assessment should only examine physical attributes essential to fulfill the requirements of the position, as identified in the initial health declaration.

3. Annual Health Assessment

An annual health assessment is a medical examination that is conducted annually to monitor the physical requirements identified in the initial health declaration and examined in the pre-employment health assessment.

Annual medical examinations have three purposes:

1. To ensure the health, welfare and safety of employees in positions which have certain physical requirements.
2. To minimise occupational health and safety business risks.
3. To assess whether an employee can meet the physical requirements essential to performing the position.

Both pre-employment and annual health assessments will be performed by the nominated Company health assessor. Should a dispute arise as to the validity of tests in a health assessment, the Company will take into consideration the results of other health assessments supplied by an applicant, taken by a qualified medical practitioner.

Where an applicant indicates they can fulfil the physical requirements of a position, either through a health declaration or a health assessment, this will be a favourable consideration in the recruitment or appraisal process.

If an applicant or employee fails to meet the health requirements for a position, even allowing for reasonable adjustment, Think Recruitment will inform the person of the unfavourable aspects of the assessment during this period.

The Company will advise the applicant or employee of measures which may be either necessary for continued optimal health or which may alter the person's health status towards a future favourable outcome.

The use of the medical information will be confined to the purposes just outlined. The right of the individual employee to privacy in respect of this sensitive information will be respected by Think Recruitment

Storing medical information

Medical information, as with all personnel records, will be treated as strictly confidential, and will remain in the employee's personnel records or with the applicant's employment application records.

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Mobile Phones

Section 1 - Purpose and Context

To facilitate official communications, Think Recruitment may provide mobile phones to staff where a business need exists.

To effectively manage the costs associated with supplying and using mobile phones, Think Recruitment has imposed conditions on their use.

This policy applies to all users of Think Recruitment and Think Recruitment funded mobile phones. Throughout the policy, the term Think Recruitment can be substituted for Think Recruitment.

Section 2 - Definitions

For the purpose of this policy:

- a. Carrier - refers to the Vendor awarded the contract to provide the phone service.
- b. Handset - the mobile phone.
- c. Landline - refers to a traditional fixed phone.
- d. Personal or Private Calls - refers to calls unrelated to Think Recruitment business.
- e. Preferred Supplier - Vendor awarded the contract to supply mobile phones to Think Recruitment.
- f. SIM card (Subscriber Identity Module) - A smart card inserted into a mobile phone to enable it to accept and make calls.
- g. User - refers to any person using any Think Recruitment mobile phone.

Section 3 - Policy Statement

Part A - Criteria for Allocating Phones

Criteria under which staff may be allocated mobile phones include, but are not limited to:

- A requirement to undertake frequent out-of-office duties, including travel.
- A requirement to be on call.
- Limited access to a fixed phone.
- Client services, productivity, or efficiency will be improved.

Part B – Cost Management

The use of mobile phones must be cost effective.

All users should be aware of and take advantage of the following.

- Calls from Think Recruitment office land lines to Think Recruitment mobile numbers are free.
- Calls from Think Recruitment mobile numbers to other Think Recruitment mobile numbers are free.

Note: SMS and MMS are NOT free.

All users must adhere to the following practices:

- With the exception of the above noted free calls, landlines are to be used in preference to mobile calls.
- Mobile calls should be limited to those necessary for effective business.
- Calls should be kept brief.
- Usage should be limited to Voice calls, Text messaging (SMS) and Voicemail.

Access to the following services is not considered a requirement for the Think Recruitment business and will require written approval from Think Recruitment Management:

- Global Roaming
- Conference calls
- Call diversions (except to voicemail)
- GPRS (General Packet Radio Services)
- MMS (Multimedia Messaging Service)
- WAP (Wireless Application Protocol)
- PXT (Picture Text message)
- Internet and email
- Chargeable downloads
- Video calls

Personal or Private use of mobile phones is to be kept to a minimum. For example; brief calls or SMS messages related to being delayed at work or in traffic. Occasional after hours use is acceptable provided that the calls are brief. Users should be aware that excessive private calls are not only an unnecessary direct cost on the business (and will thus need to be repaid) but they also create a Fringe Benefit Tax obligation for the business that is almost equal in value to the cost incurred.

Reasonable care must be taken to prevent damage, loss or theft. Users must immediately report lost/stolen mobile phones to the relevant phone company and to Think Recruitment management.

The mobile phone (including SIM card, charger and any other accessories) must be returned to Think Recruitment Management upon concluding employment with Think Recruitment, or when the phone is no longer required. If the phone is not returned the user will be charged the replacement cost of the phone. The SIM card will be cancelled and the phone locked, rendering the handset useless.

Think Recruitment management will email monthly mobile phone accounts to users on an “as required” basis. Users are required to check their account for accuracy and inform Think Recruitment Management of errors.

Users must also confirm that private usage complies with Part B, item “f”. The user shall identify non compliant costs as personal and shall reimburse Think Recruitment the value via monthly deduction from “after tax” income. Users shall identify these Personal and Private costs in their own time.

Users should be aware that additional phones are available for use by family members etc. These phones, being part of the Think Recruitment group, are eligible for the free calls detailed above and also qualify for the same cheap call rates enjoyed by Think Recruitment. Thus all calls between the user and the family member will be free. Costs are deducted monthly from “after tax” income.

Part C – Acceptable Practices

Think Recruitment mobile phones may not be used for unlawful activities, commercial purposes unrelated to Think Recruitment, or personal gain.

Mobile phone users:

- Shall comply with the section “Safe Use of Mobile Phones” in the Think Recruitment Occupational Health and Safety Policy.
- Shall comply with the Think Recruitment policy “Use of Computers, Networks, Internet, Emails etc.” especially with respect to issues concerning Equal Employment Opportunity.
- Are responsible for any and all activities associated with that phone.
- Are prohibited from using the phone to harass, menace, intimidate or send offensive messages to others.
- Shall consider etiquette – for example mobile phones must not be used at meetings, near blasting operations, in airplanes, near sensitive electronic equipment, or where otherwise sign posted. Whilst in the office ring tone volume should be turned down or alternatively, the handset should be switched to “vibrate only”

- Shall always respect the privacy of others. Users must always respect areas considered "private" by those who use them, for example public toilets, changing rooms, and gym locker rooms.
- Shall respect the sensitivity of many office and industrial environments where the viewing of proprietary materials is a concern.
- Shall respect areas of photographic sensitivity, for example: museums, movie theatres and live performances.
- Shall never record images of individuals without their knowledge and consent. Parent or guardian consent is required when recording images of persons less than 18 years of age.

Part D - Purchase of Mobile Phones

Please contact Think Recruitment Management to arrange the purchase of mobile phones. Only mobile phones from the Preferred Supplier will be purchased and all phones must use the Preferred Carrier.

Think Recruitment reserves the right to change carriers if the current carrier does not meet our requirements.

Under no circumstances will Think Recruitment cover the costs for plans entered into privately, whether on Think Recruitment or privately owned phones.

Part E - Transfer of Mobile Phones

Mobile phones will be transferred between users as Think Recruitment's business needs change. If the phone number is no longer required by Think Recruitment and the user wishes to keep the number for personal use, approval must be obtained from Think Recruitment Management.

Part F - Disposal of Mobile Phones

All broken or unwanted mobile phones are to be returned to Think Recruitment Management, where they will be reallocated or disposed of in an environmentally friendly manner.

Part G - Violations of this policy

Violations of this policy and associated policies/procedures may result in the suspension of mobile phone privileges and the possibility of employee disciplinary action.

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Personal Leave (Sick Leave and Carer's Leave) and Unplanned Absences

Notification:

Notification requirements apply to all Think Recruitment team members, including full time and casual employees.

Purpose:

- To maximise the reliability of the Think Recruitment-Host Employer work force.
- To ensure that Think Recruitment and Host Employer management, administration and supervisory staff are informed of the absence of Think Recruitment team members in a consistent and timely manner.

Notification for Unexpected Absences:

You must telephone and speak personally to the Think Recruitment Operations Manager (0428 423 753) at the earliest practical time; and no later than 30 minutes before your scheduled starting time.

You must advise:

- The nature of your illness or the reason for your absence.
- Whether you expect to be OK for work later that day.
- The time or day you believe you will return to work.

If it is unclear how long you will be away from work, you must call on a daily basis.

If you require an extended period of leave, you will need to keep in contact with The Operations Manager on a daily basis. In this case, however, you can ring Ian at a time convenient to you during the day. That is, there is no requirement to wake up in time to contact Ian half an hour before your normal starting time.

It is only acceptable for another person to call on your behalf if you are unable to make the call due to the severity of the illness.

Text messaging is generally unacceptable.

If The Operations Manager does not answer his phone, please leave a message with a return phone number.

You must submit a Leave Application form as soon as you return to work.

Notification for Planned Absences:

Sometimes you will know in advance that you will need to be absent from work for reasons such as specialist appointments, dental appointments, operations etc. In this case you must advise The Operations Manager as soon as you are aware of the requirement to be away from work.

The Operations Manager will discuss ways of reducing the impact of the proposed absence, including but not limited to:

- Rescheduling of appointments
- Use of the Think Recruitment Personal Leave Mitigation Policy (See Section 2.2 below)

You must submit a Leave Application form as soon as you become aware of a planned absence.

Please be aware that medical appointments scheduled during work hours, when it was possible to schedule the appointment out of work hours, will lead to non payment for the hours concerned.

Think Recruitment will notify Host Employer:

On the morning you advise of your inability to attend work, The Operations Manager will:

- Advise “The Host Organisation Supervisor” and “The Host Organisation Manager” at Host Employer by phone of your absence.

2.0 Substantiation:

You must complete a Staff Leave form, which must be approved by Host Employer Management and the Think Recruitment Managing Director.

Medical (Doctor’s) Certificates are required in the following circumstances:

- Every single day of sick leave. (Although we do allow 2 single days of sick leave per calendar year without a medical certificate.)
- All sick leave of duration of 2 days or longer.
- All Carer’s Leave
- All absences on days immediately preceding or following public holidays, annual leave, long service leave or any other type of absence.

- All absences during a notice period following resignation or termination

Medical (Doctor's) Certificates must state the nature of the illness.

Failure to provide substantiation as detailed above will lead to non payment for the period of absence (full time employees only)

3.0 Personal Leave

This policy applies to full time employees only.

General:

Full time employees are provided with Personal Leave which includes Sick Leave and Carer's Leave.

An employee may take paid leave if the leave is taken:

- a) because the employee is not fit for work because of a personal illness, or personal injury, affecting the employee; or
- b) to provide care or support to a member of the employee's immediate family, or a member of the employee's household, who requires care or support because of:
 - i. a personal illness, or personal injury, affecting the member; or
 - ii. an unexpected emergency affecting the member.

Benefits are restricted to full time employees who are absent from work for genuine health reasons only.

Situations such as accompanying a member of the employee's household to a pre planned dentist appointment would not be eligible for Carer's Leave because this is not considered as "a personal illness, or personal injury, affecting the member".

Employees must make every effort to attend work. Employees are expected to manage their lifestyles, as the taking of sick leave for reasons such as "tiredness" or "a hangover" is considered unacceptable. It is equally unacceptable to attend work suffering from "tiredness" or "a hangover"; thus it is expected that you manage your lifestyle.

Taking sick leave when not genuinely sick is considered to be "serious misconduct" and fraud against the company and therefore constitutes grounds for disciplinary action, possibly including dismissal.

4.0 Personal Leave Mitigation

Think Recruitment seeks to minimise the consumption of Personal Leave, for the following reasons:

1. To maximize the reliability of the Host Employer workforce.
2. To minimize the short term cost to the Think Recruitment business.
3. To ensure that employees accumulate sufficient leave for future serious illness or injury.

This may involve any of the following measures to enable the return to work process:

- Sending suitable work to the employee's home.
- Providing work for the employee at another Think Recruitment work site, up to one hour's drive from the employee's home or from Host Employer.
- Modification of the employee's work environment to enable the employee to attend work. Other employees shall co-operate in worksite changes designed to assist the return to work process.
- Making transportation arrangements to enable the employee to get to work.
- Consideration of part time working hours to initiate the return to work. Development of a Return to Work program.
- Development of an Injury Management plan.

Employees shall grant consent for their treating doctor(s) to release information for the purposes of an injury management plan and return-to-work plan.

The following persons may be consulted before implementing any of the above measures:

- The Think Recruitment Return to Work Co-ordinator.
- The employee.
- The employee's Host Employer supervisor.
- The employee's treating doctor(s).
- Relevant Host Employer representatives.

Employees are expected to participate in and fully cooperate with the above measures. Failure to cooperate will lead to the suspension of benefits.

Benefits:

This applies to permanent employees only. Personal Leave is accrued on a weekly basis. The total annual entitlement is 10 days p.a.

Unused Personal Leave will accrue from year to year.

All Personal Leave payments will be made at standard pay rates only.

No payment will be made for untaken Personal Leave on termination of employment.

In situations of genuine need management may decide, at their discretion, to pay Personal Leave beyond the entitlement accrued by the employee at that time. In this case the employee's Personal Leave entitlement will go into negative numbers until such time as further leave is accrued.

Small Amounts of Time Off:

Small amounts of time off, for example, to attend Doctor's or Dentist's appointments, shall not be taken as Personal leave. In any case all efforts should be made to schedule appointments outside normal work hours.

Personal Property

Photography

Introduction

Think Recruitment Pty Ltd is committed to ensuring that its intellectual property is protected, the privacy of all employees is safeguarded whilst they are in the workplace and that the confidentiality and safety of the organisation is not compromised through the misuse of cameras and iPods in the workplace.

The definition of "camera" includes, but is not limited to:

- devices designed to record and/or store a still image, a moving image or images, with or without sound, either photographically, digitally or by any other means;
- mobile phones containing cameras;
- pens, or similar devices containing cameras; and
- any other device that can be used as a camera.

Small and easily concealed cameras, in particular, mobile phone and pen cameras, have the capacity to invade the privacy of an individual or the organisation, especially if they are used covertly or in circumstances where a person might reasonably expect to have some degree of privacy.

The use of cameras by an employee of Think Recruitment Pty Ltd to photograph an employee, client or customer without that individual's knowledge and specific consent, is strictly prohibited.

The use of cameras by an employee of Think Recruitment Pty Ltd, without the necessary authorisation, permission or consent to photograph organisational property, documentation and/or confidential images or information is strictly prohibited.

Any employee who is found to have compromised the privacy of any individual through the inappropriate use of a camera, or who is found to have compromised the confidentiality or safety of Think Recruitment Pty Ltd through the inappropriate use of a camera, will have the images confiscated and they will be disciplined. In serious cases, an employee's employment contract will be terminated and where appropriate, the matter will be reported to the Police.

All visitors to the premises, in particular, members of the media, must not use, or bring onto the premises, a camera (as defined), or any other recording device without the express permission of Think Recruitment Pty Ltd.

This Policy applies to all employees, contractors and visitors to the premises.

All applications to use a camera (as defined) to record images or photograph employees or company property must be made to the manager prior to using a camera in the workplace.

Any employee who observes the inappropriate use of a camera in the workplace, or becomes aware of another employee who has been the perpetrator or victim of inappropriate camera use, must report such use to their manager/supervisor. Where an employee does not wish to be identified as the provider of such information, they should select an appropriate co-worker to pass the information on to the relevant person, whilst preserving their anonymity.

Where Think Recruitment Pty Ltd has a particular building, department, section or other defined area that contains confidential or sensitive information, clear and prominent signage must be displayed that prohibits the entry, use or carrying of cameras in that area.

When signing in to visit the premises, all visitors must be advised of the requirements in relation to the carrying and/or use of cameras on the premises, especially those now commonly contained in mobile phones.

IPods, radios and other electrical equipment that could cause disruption to any employee or compromise health and safety must not be used in the workplace.

Privacy Policy

Overview

This policy applies to all personal information collected and/or used by the Think Recruitment. We are committed to protecting the privacy of personal information we collect.

Each person who accesses personal information has a duty to maintain the privacy of that information.

Application

We at Think Recruitment collect personal information about our employees, contractors, consultants and job applicants. The Think Recruitment is subject to the federal Privacy Act, including the National Privacy Principles. This policy applies to Think Recruitment and all persons who collect and/or use personal information on behalf of Think Recruitment and/or in the course of their work for

Think Recruitment.

Purpose

Think Recruitment and all persons must take every reasonably practicable step to ensure the personal information collected, held and used by Think Recruitment regarding its employees, contractors, consultants and job applicants is handled lawfully and appropriately.

Key elements

Collection of personal information

Personal information must only be collected as necessary for Think Recruitment' business functions and activities or to comply with legal or regulatory obligations. Personal information must always be collected by lawful and fair means and not in an unreasonably intrusive way.

Collection of sensitive information

Sensitive information about a person must only be collected with their consent. Sensitive information includes information or an opinion about a person's racial or ethnic origin, political opinions, philosophical or religious beliefs or affiliations, membership of a political, trade or professional association or union, sexual preferences or practices, criminal record or health information.

Background checks on persons

Before you become a person, we may conduct relevant background checks or arrange for someone else to conduct background checks on our behalf. These may include education, employment, criminal records, references, credit checks and relevant publicly available records including financial regulatory checks.

Before and while you are a person, we may also be required to conduct background checks in accordance with our obligations under anti-money laundering and counter terrorist financing laws.

Use and disclosure of personal information of persons

We may use your personal information for the purposes of our business needs or to comply with any applicable laws. We will take reasonable steps to store, protect and keep secure

all personal information we collect, hold and use from misuse, loss, unauthorised access, modification or disclosure. We will only keep your personal information on file for as long as

necessary to fulfil our business needs or legal requirements. When we no longer require your personal information, we will destroy it or dispose of it in a secure manner.

The personal information we collect may be disclosed outside Think Recruitment for legitimate employment, operational and business-related purposes including to:

- Think Recruitment' affiliates in The Think Recruitment Group, including for global security system purposes and to provide persons access to technology and other business systems;
- contractors and third parties for legitimate business,
- operational or security purposes;
- the Australian Taxation Office; and
- any other person as required by law.

Other than in an emergency, your sensitive information will only be used and accessed by Think Recruitment staff necessary.

Outside Australia

The use, collection and disclosure of your information described above may involve us transferring your personal information outside Australia. If we transfer personal information outside Australia, we will comply with transborder data flow privacy standards under the Privacy Act, for example, by taking reasonable steps to protect the information being held, used or disclosed by the recipient inconsistently with the National Privacy Principles.

Job applicants, contractors and consultants

You are able to access the information Think Recruitment holds about you by contacting Think Recruitment' Privacy Officer at the address below.

If you do not provide (or give your consent for us to collect) the information described above, we may be unable to offer you employment or continue to deal with you as a contractor or consultant.

Person responsibility

All persons must be familiar with and comply with this policy.

Breach

We will continually monitor compliance with this policy and will investigate any suspected breaches. If a breach is found to have occurred, you will be provided with an opportunity to explain your conduct. If your explanation is unsatisfactory, you will likely be the subject of disciplinary action. For example, this may include a warning, suspension, transfer, demotion or termination of employment. Even non-intentional or 'one-off' breaches may

result in the full range of disciplinary action.

This policy is not a contract and does not give you contractual rights.

Relevant policies

We have other policies that are relevant to privacy. In particular, please ensure you have read, understood and always comply with the following:

- Security Policy
- Equal Opportunity Policy
- Collection Statement
- Harassment and Bullying Policy

Complaints

Any complaints about the improper use of personal information are to be made in writing to the Chief Executive Officer. The Chief Executive Officer will arrange for the matter to be fully investigated and will respond within 30 working days of the complaint being lodged.

Security

Products and equipment

The policy of Think Recruitment is that no company property may be removed from company premises or designated storage places without the permission of a nominated supervisor or manager.

Where the company has a substantial reason for believing that an employee has removed company property or is in possession of company property, an investigation into the matter will be conducted by a company officer.

Intellectual property and intelligence

The theft of intellectual property (designs and copyrighted material etc) is a serious breach of company policy and the law. It will be treated as serious and depending on the particular circumstances may justify dismissal.

Customer and client lists are clearly the property of Think Recruitment and any misuse or theft will be regarded as a serious breach justifying dismissal.

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Procedure – investigation etc

The procedure for investigating the removal or possession of company property is as follows:

the employee involved will first be asked whether they agree to an interview;

- the employee may ask for the attendance of a union delegate, or other nominated person, to be present at the interview;
- if the employee agrees, they will be asked whether they have any knowledge about the missing item/s;
- the employee will be asked to give consent to the search of their possessions;
- under no circumstances shall an employee be subject to physical or body contact or body search by management or security personnel;
- if an employee does not co-operate in the security process and/or if management on reasonable grounds believes that the employee has committed an offence, the police may be called and the employee supervised until the police arrive;
- if an employee is charged with an offence by police or there is good evidence involving the employee in a possible offence (even if no charges follow) then that employee may also be subject to disciplinary action, including dismissal.

If, after an investigation, it is found that an employee has removed (or misused) company property without permission or has been found in the possession of company property without permission, then disciplinary action will follow.

Security measures - protection of company property

General statement of intent

Unfortunately, theft of company or client property is a matter which does happen from time to time. It is a problem for the company, not only in terms of lost money, but is a matter which can lower morale and create tension between management and employees.

Stealing is also a criminal offence. It is in everyone's best interest to ensure that security measures are in place which ensure that theft can be detected and dealt with if it should occur.

Damaged stock

In addition to security measures the company is to implement a system to evaluate the level of damaged goods being inadvertently recorded in inventories related to missing or stolen goods.

All employees have a responsibility to protect the company's property and take steps to prevent stock from being damaged.

Aim of security measures

The security measures detailed below are designed to provide a mechanism which will:

- Provide a system which is fair for all employees and which acknowledges that the majority of employees are honest and loyal.
- Enable the company to deal with instances of theft and suspected theft of company property.
- Provide a routine of inspection which removes or reduces the likelihood of theft.
- Ensure that the legal and civil rights of all employees are respected.
- Create a work environment which is friendly, cooperative and where staff morale is high.
- Ensures there is continued consultation between the employers, the unions and the employees to ensure that the measures implemented are fair and reasonable in all circumstances.

Information sessions about security measures

All employees will be provided with information about the security measures before they are implemented.

The steps to be adopted in the education process will involve the following:

- All staff, including management, will participate in the program.
- The information sessions will be conducted by the employer.
- The information sessions will include:
 - an explanation of the content of the policy;
 - demonstration of how it will be implemented, for example coat searches;
 - discussion regarding employees' rights and obligations under the policy; and
 - question and answer sessions.
- The information sessions will be conducted in company time.
- All new employees will be oriented to the company's policy and procedures on induction into the organisation.

All persons affected

The security measures to be adopted are to be applied to:

- All Think Recruitment employees working in the warehouses.
- Any other Think Recruitment employees who may be required from time to time to enter a warehouse.
- Representatives of suppliers, or other persons who may of necessity have to enter a warehouse.

Non-warehouse employees

All non-warehouse employees who enter the warehouse to seek information, convey information, or as an access to the canteen, or for any other reason, shall not carry any bag larger than 15cm by 15cm, including handbags, or any container which may be capable of storing or holding goods which are regularly held in warehouse fixtures.

Non-warehouse employees who disregard the security requirements in the warehouse may be subject to counselling and disciplinary procedures.

Non-employees

Representatives of suppliers, or other non-employees, must be accompanied by an authorised company employee, or be under the supervision thereof at all times whilst in the warehouse.

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Warehouse employees

Warehouse employees are required to cooperate in all company security measures, detailed below, which are designed to deter the unauthorised removal of company stock from the warehouse and other parts of the company's premises.

Management/security staff obligations

Any member of management or the security staff who acts without reasonable cause, or who behaves over zealously in the implementation of the security procedures contained in this document shall be subject to disciplinary action.

At all times during the implementation of the security process, management and security staff shall conduct themselves in a courteous manner toward the employee/s and shall respect the rights and wishes of the employees with respect to interviews, searches and rights to representation.

Employees' legal rights and obligations

All employees are expected to cooperate with management and the security staff in the general implementation of the policy. However, notwithstanding this policy each employee has certain legal rights which are to be recognised and respected in the implementation of this policy and which are detailed in (iii), (iv), (v), and (vi) below.

- A search can only be undertaken with the consent of the employee unless the employee has been lawfully arrested. However, cooperation is sought to enable the policy to be fully implemented.
- Property belonging to the employee may not be touched by any person without the employee's consent, except as provided in Clause 3 below.
- An employee cannot be forced to make a statement or to answer questions until the employee has sought advice from his/her union or legal representative.
- Should an employee not consent to a search, or decline to answer questions, the employer has the right to call the police if the employer reasonably suspects that the employee has committed an offence.
- In the event the police are called to interview an employee, as provided in Clause 10 below, the employer has the right to supervise the employee whilst awaiting the arrival of the police.

Entry and exit to the car park

From the commencement of this policy, a warehouse employee, having parked his/her car prior to the commencement of a shift, shall not enter the car park without express authority from a supervisor at any time during a work shift.

Inspection of vehicles

Vehicles may be visually inspected prior to leaving the car park.

Management may block off an area of the car park and every employee's vehicle in the blocked area may be visually inspected by an authorised company person by looking inside the vehicle and in the boot.

- The driver of the vehicle must be in attendance at the time of the inspection.
- Where staff are required to remain after the expiration of their shift, appropriate overtime shall be paid, where the delay occasioned is 15 minutes or greater from the completion of a shift.

Entry to warehouses

During a work shift, a warehouse employee must enter and exit the warehouse through approved entry and exit areas.

Personal bags and other items

Personal bags of any description larger than 15cm by 15cm, including handbags, or any other container which may be capable of storing or holding goods which are regularly held in warehouse fixtures, are not permitted in warehouses, except as specified below for warehouse employees.

No newspapers, magazines, books will be allowed in the warehouses, except in areas noted above.

Bag and coat searches

- Staff are expected to cooperate in bag inspections and coat searches which may be carried out on exiting the warehouse at any time during a work-shift and at the end of a work shift.
- At other times, if management reasonably suspects that an individual is concealing company property, that individual will be asked to submit to a search.
- Supervisory staff will be required to submit to inspection any bags which they bring into, or take out of, the warehouse as a result of moving to or from their work area.
- Bag inspections shall be by visual inspection only.
- Coat searches, when required, will necessitate the employee removing the coat so that it may be physically inspected.
- Under no circumstances shall an employee be subject to physical or body contact or body search by management or security personnel.
- Management will provide stand-by lockers to be used in the event a staff member is unable to remain for a search or await the arrival of police where applicable.
- A staff member unable to wait on the grounds of pressing personal circumstances or prior engagement, shall be entitled to deposit the coat into the stand-by locker. Personal items, such as bags, cannot be required to be placed in the locker. However, the employee may consent to leave such items, provided that, if bags are not left, subclause (iv) shall apply.
- A search in accordance with above shall be conducted in the presence of the staff member concerned.

Locker searches

- Locker searches may be carried out at any time.
- In all circumstances the employee will be present at the time of the search unless the employee consents to the search being conducted in his/her absence.
- In all circumstances, a union representative will be present at the time of the search.
- Lockers may be visually inspected. Employees may be requested to remove items which impede such visual inspection, provided that, where an employee has consented to the locker being inspected in his/her absence, items in the locker shall not be handled without the consent of the employee.
- Employees are requested to ensure that personal items only are kept in the locker.
- Notwithstanding the above, if management, on reasonable grounds, believes a locker is no longer in use, the locker may be opened by
- management in the presence of a union representative to ascertain the usage of the locker. If the locker is not being used by a current employee, management may remove any items contained therein.

Interview by management and security staff

Where management or security staff wish to interview an employee concerning a security matter which may give rise to criminal charges, or disciplinary action being taken against the employee, the following shall apply.

- (i) An employee shall be asked if he/she agrees to be interviewed.
- (ii) Where the employee consents to the interview, management or the security staff shall bring to the employee's attention all relevant rights which the employee has in respect to these guidelines or otherwise.
- (iii) The employee may be accompanied during the interview by a union representative or other nominated person who acts as a witness for the employee during the course of the interview.
- (iv) The management or security officer may object to the presence of the nominated representative only on the basis that it is believed, on reasonable grounds, that the person may be materially involved in the subject matter of the interview.
- (v) The nominated representative shall not hinder or frustrate the course of the interview.
- (vi) The interview will be conducted in a courteous manner and shall be terminated at the request of the employee, unless, at that time the company intends to hand the matter over to the police for further investigation.
- (vii) Where a security investigation involves the employee remaining on the employer's premises, or elsewhere at the direction of the employer, outside the employee's ordinary hours of work, the employee shall be paid at the appropriate overtime payment.

Referral to police

- (i) If a staff member does not cooperate in the security process and/or management, on reasonable grounds believes the employee has committed an offence, the police may be called.
- (ii) If, after the police have attended and completed their investigation, they have found no evidence of illegality, the employee will be paid overtime for any time involved outside of the employee's normal working hours.
- (iii) A staff member who has been asked to await the arrival of the police, and who has consented to this request, will wait in an area designated by management. The employee may contact his/her union or legal representative and may be accompanied by that representative whilst waiting to be interviewed; and during any interview period, subject to police procedures.

Disciplinary and other action

- (i) Where an employee is subject to a security investigation, he/she shall not be subject to a transfer out of his/her usual workplace, sustain a change in his/her normal duties or sustain any disciplinary action until the security investigation has been completed; unless such change of duties or work is unconnected with the security investigation.
- (ii) Unreasonable refusal by any staff to cooperate in the implementation of any of the security measures contained in this policy may result in disciplinary action.
- (iii) Should an employee be charged with an offence by the police, that employee may also be subject to disciplinary action, including the possibility of dismissal.

Skin Protection

The health of employees is a primary concern for Think Recruitment. It is acknowledged that skin cancer is a major public health problem with about two out of every three people who have spent their childhood in Australia requiring treatment for skin cancer in their lifetime.

Exposure to ultraviolet radiation (UVR) from the sun has been identified as the major cause of skin cancer.

The aim of this policy is to reduce outdoor worker exposure to UVR. UVR is recognised as a risk to health. As a result, risk assessment procedures apply. The measures outlined below reflect a risk management approach. [Each employer in industries 'at risk' in this respect should undertake appropriate risk assessments.]

Skin protection for outdoor workers

Worker exposure to UVR will be minimised all year round by implementing a control strategy that includes the following protective measures.

Provision and use of personal protective clothing and equipment (PPE or PPCE)

Employees who work outdoors will be provided with the following PPCE. Workers must wear protective clothing, hats, sunglasses and sunscreen when working outdoors.

Sun protective work clothing

Shirts will have long or three-quarter length sleeves and a collar and be made from a close weave, breathable fabric. Clothing that offers excellent protection with an ultraviolet protection factor (UPF) rating of 40, 45, 50 or 50+ (as classified by AS/NZS 4399) is recommended. Choose clothing with UPF50+ for best protection.

Loose fitting long trousers offer the best protection. If shorts are to be worn they should be to the knee.

Broad brimmed hats or hard hat brim attachments

A broad brimmed hat will be worn at all times. If hard hats are to be worn, then brim attachments with neck flaps are to be attached. Hats or brim attachments are required to have a broad brim, measuring no less than 8cm in width.

Hats should be comfortable and be made of a close weave material. Hats that have a gauze or mesh section are not suitable as UV rays will penetrate.

Sunglasses

Sunglasses must comply with Australian Standard AS 1067 and screen out at least 99% of ultra violet light. If safety glasses are required then sunglasses need to comply to AS 1337 and 1338. Sunglasses should be glare resistant, light weight, comfortable and fit closely to the face. Wrap around sunglasses offer the best protection. Clip ons are available for persons with prescription glasses.

Sunscreen

A broad spectrum, water-resistant sunscreen with an SPF 30+ is recommended for workers who are required to work outdoors. Sunscreen will be placed in areas accessible for all employees and stored in a cool place out of the sun.

As sunscreen does not offer 100% protection it is to be used in conjunction with additional protective measures such as clothing, hats and sunglasses. Sunscreen should be applied generously to all areas of

exposed skin at least 20 minutes before going outside. Sunscreen should be reapplied every two hours as it easily wipes, sweats or washes off.

Changing work hours

Consideration will be given to rescheduling work hours to minimise UVR exposure during the peak periods of UV ie 10.00 - 2.00pm (EST).

Using shade

Where the job or work times cannot be changed workers will be encouraged to make maximum use of shade. The following options will be considered.

Use of natural or existing shade from buildings, trees and other structures at the worksite.

Use of portable canopies or erected shade structures made from fabrics such as canvas, awning, umbrella fabric or shade cloth. Shade cloth should provide at least 94% protection from UVR.

Education and training

All employees, supervisors and managers will be educated about the effects of exposure to UVR. Training will include an explanation of the policy as well as information on the prevention and early detection of skin cancer. All new employees are to be made aware of the skin protection policy as part of their orientation or induction.

All employees are expected to cooperate with education, training and implementation in relation to this policy. The implementation of this policy requires employees to take appropriate measures with the assistance of the employer. Failure by any employee to comply with this policy will be considered a disciplinary issue by Think Recruitment.

Casual employees and contractors

This policy will cover all employees including casual, temporary and permanent workers. Contractors are required to meet the minimum PPCE requirements at their own cost. There will be no exemptions to these requirements.

Think Recruitment will provide resources to ensure this policy is fully developed and implemented in a consultative, coordinated and consistent way across the full range of worksite functions.

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Smoke Free Work Environment

Employers have a legal obligation to ensure that the workplace is safe, healthy and free of contaminants which are proven to affect the health of its staff.

Think Recruitment Pty Ltd prohibits smoking anywhere on company premises, including outdoor areas. Where staff are not complying with this Policy Think Recruitment Pty Ltd's obligations under the Occupational Health & Safety legislation are jeopardised.

- To give effect to its obligations, smoking within Think Recruitment Pty Ltd premises is prohibited. Smokers must not smoke anywhere on site including company vehicles. The policy applies to all staff, sub contractors, visitors and customers who visit Think Recruitment Pty Ltd
- Smokers must seek permission to leave their work station to smoke, other than when it is a designated break time, such as morning/afternoon tea or lunch. Failure to seek permission could result in disciplinary action.
- Smoking must take place off the premises. Staff must not smoke within 5m of entryways or doorways.
- The entry to Think Recruitment Pty Ltd will have signs signifying that Think Recruitment Pty Ltd is smoke-free so as to enable visitors/customers to extinguish their cigarettes outside before entering the premises.

Social Functions

At Christmas and at certain other times in the year (eg Melbourne Cup Day) there are work social functions organised for the enjoyment of staff. These functions may be held either on the premises or at another venue. Clients and business colleagues may sometimes attend these functions.

Staff are reminded that these functions require a degree of responsibility from them that is consistent with the high standards of behaviour that companies pride themselves on.

As these functions are a part of business in a real sense - in promoting good staff and client relations - the following points relating to behaviour are expected to be met by all staff:

- excessive consumption of alcohol is to be avoided - this is both a safety and a social responsibility;
- any use of illegal drugs in the course of these functions or the attendance of any staff member under the influence of illegal drugs is totally prohibited;
- company policy regarding smoking in the workplace applies to these functions;
- equal opportunity and anti-discrimination is a high priority with our business and the rules and appropriate behaviour consistent with these principles must be adhered to;

- client and business relationships can be adversely affected if staff forget that there is still a business aspect to these functions and so staff are expected to be alert to this;
- abusive language and swearing is not permitted in our work situations and it is not permitted on these occasions;
- respect for managers giving reasonable directions is expected;
- reasonable care of the facilities and equipment provided (eg sound system etc) is expected;
- blatant disregard of these guidelines is a matter for discipline and, in serious cases, dismissal could follow such a breach.

Teleworking

Teleworking at Think Recruitment involves working for part of the time away from the normal work base. The teleworking location may be at an office near the teleworker's home, in a vehicle, at the teleworker's home or a combination of these alternatives.

Contact is maintained between the teleworking employee and his/her employer via electronic means, such as email, fax, internet, and telephone.

Each teleworking arrangement is a voluntary and cooperative agreement between Think Recruitment and the employee. Think Recruitment has the discretion to offer teleworking to a proposed teleworker in appropriate circumstances.

The proposed teleworker is not obliged to accept the offer.

Employees can also apply to telework but Think Recruitment reserves the right to refuse an application where it is considered inappropriate in the circumstances.

Eligibility criteria

Not all employees and not all positions are suited to teleworking. For this reason employees will be offered teleworking on the basis of their suitability.

Employees who apply to telework should be prepared to show their suitability.

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The essential criteria for a teleworker are that he or she be computer literate [this is usually the case but the criteria can vary] and employed on projects or on-going work that can be done off-site, for example:

- data entry
- call centre activities
- engineering and design
- research and development
- writing
- computer design and programming

You will need to have the skills and knowledge to work autonomously and it is essential that you have an appropriate workspace at home or at a nearby office.

Teleworking is not suitable for the following types of:

- work that requires a high degree of supervision or monitoring;
- projects that involve a large amount of teamwork and daily face-to-face contact with the other employees;
- a position that carries responsibilities for training or supervising others;
- positions that involve client contact which cannot be conducted by telephone or email; or
- positions where the employee has little control over the flow of work.

Other factors relevant to your eligibility:

- your manager must be supportive of you teleworking;
- you must be able to demonstrate that efficiency will be maintained or increased;
- the productivity of your team or work group must not be adversely affected;
- the level of customer service must be maintained or increased.

Teleworking part-time

Teleworking will in most cases be on a part-time basis. The employee and the manager will agree on the number of hours or days that the employee will spend away from the office.

It will be arranged so the employee can spend some time at the office on a regular basis in order to keep in contact with their supervisor and other staff, to report back on their work and to attend meetings etc.

Teleworking is not an entitlement

Teleworking is not a formal employee benefit or entitlement. Think Recruitment maintains the right to terminate a teleworking agreement at any time.

Conditions of teleworking

The following conditions apply.

- The teleworker will need to provide work reports and attendance records as proof of work completed.
- The teleworker is to be contactable and/or accessible within reason during his/her agreed hours of duty.
- Think Recruitment retains the right of access to the teleworker, both at his/her normal work location and the teleworking location.
- Subject to prior agreement, on-site visits or inspections by officers of Think Recruitment may be made for work-related matters, such as supervision, collection and delivery of work, equipment maintenance, security or occupational health and safety assessment, and retrieval of equipment and other Think Recruitment.

The following conditions continue to apply to all teleworking employees.

- The status, work, promotional, training and development opportunities will remain the same for the teleworker as for other employees.
- The existing awards, agreements, terms and conditions of employment will continue to apply to the teleworker while teleworking.
- Policies set out in the Human Resource Manual will continue to apply in principle to teleworkers.
- The Code of Ethics will apply to the teleworker in all circumstances.

The telework location

Think Recruitment will provide all equipment required by the teleworker, including computer, fax, and modem.

The teleworker will be responsible for any costs relating to establishment of the designated workspace such as building, painting and carpeting.

Occupational health and safety

The employee's work environment must comply with occupational health and safety requirements. This is determined by means of a checklist completed by the teleworker about the area which they will be working in and if necessary, a safety audit of the selected premises.

The teleworker must maintain the workspace to a safe standard which complies with the relevant Occupational Health and Safety legislation Act

Since the teleworker's home space will be considered an extension of the Think Recruitment workspace, Think Recruitment's] liability for job-related accidents will continue to exist during the understood and approved job hours.

Workers compensation liability will be limited to injury sustained while the teleworker is carrying out Think Recruitment duties only.

Think Recruitment retains the right to make on-site inspections of this work area to ensure that safe work conditions exist.

Confidentiality and security

Teleworkers who work at home are required to take all reasonable precautions necessary to secure Think Recruitment information and equipment

in their home and prevent unauthorised access and use of equipment or access to any Think Recruitment work system in their home.

Damage to property

In the event of theft of or damage to Think Recruitment property located in the teleworker's home (where reasonable security arrangements exist), Think Recruitment will take the responsibility for the repair or replacement of the stolen or damaged items.

This responsibility is subject to the teleworker reimbursing Think Recruitment for the loss or damage of equipment in circumstances which arise from and are peculiar to the teleworking location only. Such circumstances include, but are not limited to, damage by children or pets.

Thermal Working Conditions Guidance

HSE previously defined thermal comfort in the workplace, as: *'An acceptable zone of thermal comfort for most people in the UK lies roughly between 13°C (56°F) and 30°C (86°F), with acceptable temperatures for more strenuous work activities concentrated towards the bottom end of the range, and more sedentary activities towards the higher end.'*

Air conditioned offices	Are more than 10% of employees complaining of being too hot or too cold?
Naturally ventilated offices	Are more than 15% of employees complaining of being too hot or too cold?
Retail businesses, warehouses, factories and all other indoor environments that may not have air conditioning	Are more than 20% of employees complaining of being too hot or too cold?

Employers and employees should note that where HSE does not have specific guidance ie working in temperatures below 12°C,

Working in hot temperatures

Why is working in the heat bad for your health?

Human beings need to maintain a constant body temperature if they are to stay healthy. Working in high temperatures will induce heat stress when more heat is absorbed into the body than can be dissipated out. Heat illness such as prickly heat, fainting from heat exhaustion or heat cramps are visible signs that people are working in unbearable heat. In the most severe cases, the body's temperature control system breaks down altogether and body temperature rises rapidly. This is heat stroke, which can be fatal.

Warning signs of heat exhaustion are :

- clammy skin
- confusion
- light-headedness
- fainting
- slurred speech
- nausea rapid pulse
- vomiting
- weakness
- short temper
- fatigue

- loss of concentration

Symptoms that indicate heat stroke include :

- staggering walk
- mental confusion
- hot skin
- temperature rise (yet person may feel chilled)
- convulsions
- unconsciousness
- incoherence
- deliriousness

Is there an upper temperature limit at which workers should stop work?

Section 8(i) of the NSW Occupational Health and Safety Act 2000 states that an employer has a legal duty to ensure the health, safety and welfare at work of all employees. If workers are suffering from any of the above symptoms, then it is clear that your employer is not complying with the law. But the law does not state any precise temperature at which workers should stop work, or any specific actions which must be taken by the employer at certain temperatures.

What helps to prevent heat stress?

It is obviously more difficult for the employer to control the environment for outdoor work, than for indoor work. However, if work has to be done outdoors then employers must be responsible in taking steps that are available to protect workers. These include:

- Providing canopies or awnings over sections of the site where work is currently being carried out, to shield workers from the ultra-violet rays of the sun, as well as from the direct heat of the sun.
- Providing regular rest breaks. A ten minute break every hour, in a cooler area, helps the body to cool off, especially where the work is hard, physical work. The length of the break should be increased if the temperature is very high. As a practical guideline, the following measures can be followed in most workplaces:

Temperature Rest Period

30 to 32° 10 minutes

32 to 35° 15 minutes

more than 35° at least 30 minutes

Providing air-conditioned sheds or vehicles for rest breaks. These must obviously be near each area where work is being done, or break time will be spent walking to and from the shed or vehicle. Also, the nearer the shed or vehicle, the more likely it is to be used.

Provision of cold (non-alcoholic) drinks. Frequent small drinks of cooled water will help replace the water lost to your body through sweat, before dehydration begins. This is better than infrequent large drinks. Again, the cold water supplies should be near each working position, to encourage frequent drinks.

Alcoholic drinks should not be taken as replacement fluids. Alcohol stimulates the body to eliminate fluids, and will increase your risk of dehydration. For example, if you drink one can of beer, you will lose more than that volume of urine.

Salt tablets should not be taken - more water will be required by the body to help it get rid of the salt - this will increase the amount of work the kidneys must do and increase the risk of dehydration. Salt tablets also increase the risk of high blood pressure. Drinking water will not give you stomach cramps, as some people believe.

What action should be taken if someone has symptoms of heat illness?

- First take the sufferer to a cooler area (for example, an air-conditioned shed or vehicle).
- Then remove excess clothing (hard hat, boots, shirt).
- Give water to drink, if conscious.
- Allow the person to rest if they are suffering from heat exhaustion

If the person is suffering from heat stroke they should be cooled with water, cold compresses, and/or rapid fanning. A person suffering from heat stroke should be taken to a medical facility for further cooling and monitoring of body functions.

REMEMBER: HEAT STRESS IS A MEDICAL EMERGENCY. DON'T TAKE CHANCES !

Workplace action to prevent heat stress

Ask workers exposed to high temperatures if they find conditions too hot or have any heat stress symptoms. Write a simple questionnaire based on your own knowledge and the symptoms listed on this factsheet.

Ask management to measure and record the temperature regularly throughout the year, preferably with an automatic Wet-Bulb Globe Temperature Instrument, or at least with instruments that measure dry temperature and humidity. Safety Reps have a legal right to these results. Put all of your requests to management in writing.

Persuade workers to put all incidents of high temperatures and symptoms suffered into the Accident / Incident Register.

Compare these results with the results of the membership survey, your own monitoring results and the accident and sick/absence record. Do accidents happen more frequently during high temperature conditions? Is there more sick absence during these conditions?

Request that management bring in ventilation and heat control consultants to (re)design and install air conditioning or cool air providers, or insulation of radiant heat sources. Your union or the Workers Health Centre will be able to help you with these arrangements.

Negotiate exposure reduction by frequent rests away from the source of heat and job rotation.

Ensure that the employer provide suitable clothing and footwear - clothing which increases body heat or prevents sweat evaporating is not suitable (for example, nylon).

Arrange for regular medical checks of employees particularly of blood pressure.

Request information and training for all employees on the need for adequate water, recognition of heat symptoms, acclimatisation to heat, exposure build-up for new workers after holidays and types of work which increase heat hazard. This is a legal entitlement under the NSW Occupational Health and Safety Act 2000.

Ensure that first aiders are trained in the recognition of heat symptoms and first aid treatment of heat stress.

If you are getting no response from management, consider calling in the WorkCover Inspector who may encourage your employer to take action. Retain copies of your records and written requests to management to show the inspector.

For further information and advice contact the Workers Health Centre 02 9749 7666

admin@workershealth.com.au

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Video Surveillance

Think Recruitment values the integrity of our employees, and acknowledges that most employees perform their duties in a trustworthy manner. However, the nature of our business means that from time to time employees have engaged in theft or other unlawful activities including drugs.

For this reason, management at Think Recruitment has decided that it may be necessary to install video surveillance. The use of video surveillance in the workplace is regulated by law, and Think Recruitment undertakes to ensure that it will comply in all respects with the requirements of the legislation in this area.

Overt video surveillance

For the most part, video surveillance in place at Think Recruitment will be **overt**. This means that employees will be fully informed that the video surveillance is taking place. Employees will be notified in writing that the workplace will be videotaped at least 14 days in advance. A shorter period of notice may be given, but only where management has asked for and obtained employees' consent to that shorter period.

All cameras used will be clearly visible in the part of the workplace where video surveillance is to take place. No cameras will be hidden, and signs notifying employees and other people coming on to the premises that they may be under video surveillance will be clearly visible at the entrance to that part of the workplace where video surveillance is to take place.

Overt video surveillance will be conducted [specify time frame, eg, on an ongoing basis; for periods of two weeks at a time etc]. Overt video surveillance is considered necessary because [state reason, eg as a deterrent to employees committing theft]. Videotape of employees made through the use of overt video surveillance which shows an employee or employees engaging in unlawful activity or other activity that is contrary to their contract of employment may be used as the basis of [disciplinary action](#) against the employee or employees.

Covert video surveillance

From time to time it may be necessary for the company to put in place **covert** video surveillance.

This means that employees will not be able to see the video cameras and will not know when they are being recorded on video.

Covert video surveillance will only be implemented where it is suspected that unlawful activity by an employee or employees is occurring in the workplace. Unlawful activity can include theft of stock or use of drugs on the premises. Covert video surveillance cannot be used for any other purpose.

As the legal requirements for putting in place covert video surveillance are very strict, and the company is aware of the need to protect the privacy of employees, it is the company's view that covert video surveillance will only be used as a last resort where there are strong indications that unlawful activity is being engaged in by employees.

Covert video surveillance will only be carried out for a period of one month at a time or less.

Covert video surveillance will not be used to monitor an employee's work performance or to carry out any surveillance of an employee in any toilet facility, shower or other bathing facility.

Video recordings obtained by use of covert video surveillance can only be used for:

establishing whether or not an employee is involved in unlawful activity in the workplace;

- taking disciplinary action or legal proceedings against an employee as a consequence of any alleged unlawful activity in the workplace; and
- establishing security arrangements or taking other measures to prevent a repetition of the type of unlawful activity revealed by the recording.

Where, as a result of the video recording, the company proposes to take any detrimental action against the relevant employee, the employee or his or her legal representative will be given access to the recording if the employee so requests.

If you have any questions about the operation of this policy, please do not hesitate to contact your manager or the Human Resources Manager.

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WHS – Our Policy Statement

Think Recruitment is fully committed to Health and Safety management and we are developing and improving our WHSMS in compliance with AS/NZS4801:2001. We believe that our greatest asset are our people and our relationships, a comprehensive WHS system underpins that belief. We regard this as essential to the ongoing success of the company. We have resources in place to manage Health, Safety and Environmental risks.

As a small service company, implementing and managing industry standard systems is crucial to the safety of our personnel as well as meeting the requirements of our customers. Full implementation and on-going compliance with a vision to seek continual improvement will underpin sustainable and responsible operations into the future. Think Recruitment are currently developing formal controls and processes in accordance with the requirements of Quality Management System ISO AS/NZS 9001:2008, Environmental Management System ISO AS/NZS 14001:2004 and Occupational Health and Safety Management System AS/NZS 4801:2001 with a view to being certified / registered to these standards

Commitment

The Management Employees and Contractors of Think Recruitment Pty Ltd recognises its obligation to take all reasonable precautions to provide and maintain an environment that is safe and without risks or injury.

Management Responsibility

- Establish and maintain a WHS management system that facilitates a structured approach to the management of WHS risk.
- Provide adequate human, financial and time resources to ensure the effectiveness and sustainability of the system.
- Keep up-to-date with relevant health and safety legislative obligations. Achieve and maintain compliance with these obligations.
- Promote a safety culture that encourages people to proactively manage health and safety risk through education, instruction, information and supervision.
- Clearly define and communicate to staff, contractors and sub contractor their responsibilities in relation to health and safety.
- Proactively identify and manage health and safety risk via a documented hazard identification, risk assessment, risk control and monitoring process.
- Improve processes that ensure that incidents and hazards are promptly reported, investigated where appropriate and control measures are put in place to eliminate or minimise the chance of a repeat event.
- Maintain building infrastructure, plant and equipment in a safe condition with documented safe systems of work.

- Routinely monitor and review WHS performance to achieve continual improvement.

Employees Responsibility

All employees are to comply with the WHS Manual generally and:

- adhere to safe work practices, instructions and rules;
- immediately report any unsafe work condition or equipment to management;
- not misuse, damage, refuse to use, or interfere with anything provided in the interest of occupational health and safety;
- perform all work duties in a manner which ensures individual health and safety and that of all other employees;
- encourage fellow employees to create and maintain a safe and healthy work environment;
- co-operate with all other employees to enable the health and safety responsibilities of all employees be achieved.

Contractors

All contractors are to comply with WHS Manual generally, and, in addition contractors:

- Are responsible for adopting safe work and study practises;
- Must not wilfully place at risk the health or safety of any person at Think Recruitment Pty Ltd;
- Must not wilfully or recklessly interfere with or misuse anything provided in the interests of health and safety or welfare and must co-operate with Think Recruitment Pty Ltd in relation to actions taken to comply with workplace health and safety legislation.

Consultation

Think Recruitment Pty Ltd is committed to encouraging consultation and co-operation between management and employees. For this purpose, it will establish a Workplace Health and Safety Committee ('the WHS Committee) which in turn will encourage the election of employee health and safety representative who are consulted and involved in any workplace changes which could affect health and safety.

Review

This policy will be reviewed every three years by management as part of the WHS Manual Review.

WHS – Rehabilitation Policy

Think Recruitment Pty Ltd is committed to the rehabilitation of injured workers. The company aims to manage the process of rehabilitation in the workplace to ensure that all injured workers have the opportunity to recover and return to work by:

- ensuring that a return to work as soon as possible is a normal practice and expectation;
- ensuring early access to rehabilitation services, eg accredited rehabilitation providers for all who need them;
- providing suitable duties for an injured worker as an integral part of the rehabilitation process;
- consulting with workers and where applicable any industrial union representing them to ensure that the rehabilitation program operates smoothly and effectively;
- informing workers of their rights in relation to a Workers Compensation claim including the choice of doctor and accredited rehabilitation provider;
- providing access to interpreter services;
- ensuring that participation in a rehabilitation program will not of itself prejudice an injured worker;
- ensuring no dismissal within six months of injury, solely or principally because of that injury;
- advising employees that participation in rehabilitation is voluntary but non-participation may result in reduced weekly benefits.

Confidentiality

The confidentiality of rehabilitation records shall be maintained. Reports and records will only be available on a “need to know” basis.

Procedure

Procedure for the rehabilitation of injured workers:

- If any work related injury or illness occurs it must be reported to *Rehabilitation Coordinator*, an accident form completed and treatment arranged
- Think Recruitment Pty Ltd will arrange for a suitable person in the organisation or, where this is not practicable, their workers compensation insurer, to provide advice to the injured worker to:
 - assist in filling out Workers Compensation forms;
 - explain rights, obligations, benefits and rehabilitation procedures to the injured worker;
 - ensure that the worker is offered the help of an accredited Rehabilitation Provider who shall be given reasonable access to the workplace (the injured worker, in consultation with the employer, may select the Rehabilitation Provider to be used);
 - where appropriate, arrange a return to work plan on the advice of the treating doctor or the accredited Rehabilitation Provider in consultation with the treating doctor.

Providing suitable duties/employment

When the injured worker is, according to medical judgment, well enough to return to work on suitable duties Think Recruitment Pty Ltd shall, as far as practicable, provide suitable duties/employment. Suitable

duties/employment shall be approved by the treating doctor or by the accredited Rehabilitation Provider in consultation with the treating doctor.

Consultation

Think Recruitment Pty Ltd will consult with the injured worker and other workers on the rehabilitation process.

Resolving disputes

Rehabilitation disputes which cannot be resolved by mediation in the workplace may be referred to a rehabilitation officer at the WorkCover Authority.

Work Place Jewellery

PURPOSE:

This document describes the work site jewellery policy for Think Recruitment.

To ensure that all employees, contractors and visitors are protected from injuries which may arise from wearing jewellery at the work site.

Scope

This policy applies to Think Recruitment, contractors and visitors involved in all Think Recruitment operations.

The restrictions on wearing of jewellery mandated by this policy apply any time personnel are required to wear any form of PPE.

This policy does not apply to sites at which activities are entirely office-based and PPE is not required to be worn.

Acceptable Jewellery

The following jewellery is permitted to be worn at Think Recruitment operations:

- Small ear studs
- Wrist watches with breakable bands, when covered by PPE
- Medic-Alert necklaces that do not fall over the chin when bending
- Medic-Alert wrist bracelets (must be taped or removed if working with machinery)

Not Acceptable Jewellery

The following jewellery is not permitted to be worn at Think Recruitment operations:

- All open earrings including ornamental earrings
- Metal band watches
- Any body-piercing jewellery that is exposed and not protected by clothing
- Bracelets
- Rings

- Long chains and necklaces
- Medic-Alert necklaces that fall over the chin when bending
- Any, all other jewellery that could become entangled in machinery, catch on moving objects or sharp protrusions or come in contact with electrical circuits

Where ring(s) cannot physically be removed, individuals shall tape the ring(s) for the duration of their time on site.