



RGLG Pty Ltd

HUMAN RESOURCES POLICY AND PROCEDURE MANUAL

Our Success is Measured by Preventing Harm to People and the Environment



DOCUMENT TITLE	Work Health, Safety & Environment Management System		
DOCUMENT TYPE		DEPT ID	WHSE
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Introduction

The RGLG Pty Ltd Human Resources Policy and Procedure Manual details policies and procedures for managing and developing staff. It also provides guidelines for you to use when administering these policies, including the correct procedures to follow. These policies and procedures apply to all employees and contractors.

From time to time it is necessary to revise, amend or add new policies and procedures to ensure they are current and relevant.

Any suggestions, recommendations or feedback on the policies and procedures specified in this manual are welcome.

Workplace Relations and Legislation Overview

RGLG must ensure that conditions of work for employees are in accordance with the requirements of the Fair Work Act and any other legislation that apply to the national workplace relations system.

1. Awards

All employees of RGLG Pty Ltd are covered under applicable Awards. These Awards have been created by Fair Work Australia and provide minimum conditions for the following:

- Minimum Wage
- Type of work performed
- Arrangements of when work is performed
- Superannuation
- Consultation

2. National Employment Standards

From 1 January 2010, the National Employment Standards (NES) have provided a safety net for all employees covered by the national workplace relations system.

The NES underpins modern awards, enterprise agreements (EAs) and employment contracts.

These may contain extra terms or entitlements, but can't remove or reduce an employees rights under NES.

There are rules about how and when the NES apply. Some NES don't apply to casual employees. For more information about the NES visit fairwork.gov.au/employment.

Clothing and Uniforms

As a minimum standard, dress should be clean, neat and professional.

All PPE provided must be worn at all times while on site.

Personal Communication

It is expected that all private phone calls will be kept to reasonable levels

1. Email Policy

- Email facilities are provided for internal and external business correspondence
- Take care to maintain the confidentiality of sensitive information.
- Limited private use of email is allowed if it doesn't interfere with or distract from an employee's work. However, management has the right to access incoming and outgoing email messages to check if an employee's usage or involvement is excessive or inappropriate.
- Non-essential email, including personal messages, should be deleted regularly from the 'Sent Items', 'Inbox' and 'Deleted Items' folders to avoid congestion.
- All emails sent must include the approved business disclaimer.



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To protect RGLG Pty Ltd from potential effects of the misuse or abuse of e-mail, the following protocols apply to all the users:

1. No material is to be sent as email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of RGLG Pty Ltd in the community or to its relationship with staff, customers, suppliers and any other person or business with whom it has a relationship.
2. Emails must not contain material that amounts to gossip about colleagues or that could be offensive, demeaning, persistently irritating, threatening or discriminatory, and involves the harassment of others or concerns personal relationships.
3. The email records of other persons are not to be accessed except by management (or persons authorised by management) to ensure compliance with this policy, or by authorised staff who have been requested to attend to a fault, upgrade or similar situation. Access in each case will be limited to the minimum needed for the task.
4. When using email a person must not pretend to be another person or use another person's computer without permission.
5. Excessive private use, including mass mailing, 'reply to all' etc. that are not part of the person's duty, is not permitted
6. Failure to comply with these instructions is considered misconduct and will be investigated, in serious cases, the penalty for breach of policy, or repetition of offence, may be considered 'serious misconduct and could result in dismissal or the termination or non-renewal of contractual agreements.

2. Professional use of social media

No employees, contractor or sub-contractor of RGLG Pty Ltd is to engage in social media as a representative or on behalf of RGLG Pty Ltd unless they first obtain RGLG Pty Ltd's written approval. If any employee, contractor or sub-contractor of RGLG Pty Ltd is directed to contribute to or participate in any form of social media-related work, they are to act in a professional manner at all times and in the best interest of RGLG Pty Ltd.

All employees, contractors and sub-contractors of RGLG Pty Ltd must ensure they do not communicate any:

- Confidential information relating to RGLG Pty Ltd or its clients, business partners or suppliers
- Material that violates privacy or publicity rights of another party
- Information, (regardless of whether it is confidential or public knowledge), about clients, business partners or suppliers of RGLG Pty Ltd without their prior authorisation or approval to do so, on any social or business networking sites, web-based forums or message boards, or other internet sites. Confidential information includes any information in any form of information relating to RGLG Pty Ltd and related bodies, clients or businesses, which is not in the public domain.

3. Private/personal use of social media

RGLG Pty Ltd acknowledges its employees, contractors and sub-contractors have the right to contribute content to public communications or websites, blogs and business or social networking sites not operated by RGLG Pty Ltd. However, inappropriate behaviour on such sites has the potential to cause damage to RGLG Pty Ltd as well as its employees, clients, business partners and/or suppliers.

For this reason, all employees, contractors and sub-contracts of RGLG Pty Ltd must agree to not publish any material, in any form, which identifies them as being associated with RGLG Pty Ltd or its clients, business partners or suppliers.

All employees, contractors and sub-contractors of RGLG Pty Ltd must also refrain from posting, sending, forwarding or using, in any way, any inappropriate material including but not limited to material which;

- Is intended to (or could possibly) cause insult, offence, intimidation or humiliation to RGLG Pty Ltd



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- Is defamatory or could adversely affect the image, reputations, viability or profitability of RGLG Pty Ltd or its clients, business partners or suppliers.

All employees, contractors or sub-contractors of RGLG Pty Ltd must comply with this policy. Any breach of this policy will be treated as a serious matter and may result in disciplinary action including termination of employment or the termination or non –renewal of contractual agreements.

Alcohol and Drugs

RGLG Pty Ltd is concerned by factor affecting and employees ability to safely and effectively do their work to a satisfactory standard. The business recognises alcohol and other drug abuse can impair short-term or long-term work performance and is a workplace health and safety risk.

RGLG Pty Ltd will do its utmost to create and maintain safe, healthy and productive workplace for all employees. RGLG Pty Ltd has a zero tolerance policy in regard to the use of illicit drugs on their premises or the attending of other business-related premises (eg clients) while under the influence of illicit drugs. Contravening either of these points may lead to instant dismissal.

RGLG Pty Ltd does not tolerate attending work under the influence of alcohol. This may result in performance improvement action or dismissal.

Complaints and Grievance Policy

1. Policy

This Policy applied to any complaint or grievance that a workplace participant has against an employee, contractor or third party

RGLG Pty Ltd recognises the rights of employees and others to make complaints or otherwise raise a grievance in good faith without fear of victimisation in doing so.

This policy has been put in place to provide employees with a process to follow in making a complaint or otherwise raising a grievance.

2. Procedure

2.1 Making a complaint

- If you raise a grievance or otherwise make a complaint, you must do so honestly and genuinely. You must not raise a grievance or complaint frivolously or for an alternative purpose.
- Before making a complaint or grievance, ideally you would seek to resolve the issue yourself directly with the other individual(s) involved.
- Where a complaint or grievance cannot reasonably be resolved directly with the other individual(s) involved, the Business may take the following action, subject to the circumstances:
 - an informal process (e.g. organized discussions between parties)
 - a formal investigation process
 - mediation

2.2 Conduct after a complaint is made or while an investigation is underway

- All employees must conduct themselves appropriately.
- Complainants and witnesses will not be treated adversely or otherwise victimized.
- All employees must maintain confidentiality about a grievance or complaint, except as required.



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Failure to comply with this policy, or a finding of misconduct or other inappropriate behavior, may result in disciplinary action, which may include:

- Training
- Monitoring
- An apology
- Altered work arrangements
- A warning
- A final warning
- Termination of employment

Management of Injured Workers

1. Worker Compensation Policy

Worker compensation provides protection to workers in the event of work-related injury or disease. Through the workers compensation system, injured workers may have an entitlement to benefits and are provided with assistance to recover and return to safe, durable work.

2. Injury Procedure

If there is an injury:

1. The first priority is medical attention. The injured worker or nearest colleague should contact the nearest first aider (details of first aiders should be provided in site induction). For serious injury also call an ambulance.
2. Any employee who is injured on the job, experiences a safety incident or near miss, must report the incident to their manager.
3. The manager must write a report in the Register of Injuries, incidents and Near Misses. The report must include:
 - The employees name and job details
 - Time and date of injury
 - Exact location the injury/incident occurred
 - How the injury/incident happened
 - Details of the injury/illness and the part/s of the body injured
 - Names of witnesses
 - Name of person entering the details in the Register
 - Date the employer was notified

Managers must report serious injuries to WorkCover immediately.

Orientation and Inductions

1. Induction

RGLG Pty Ltd makes sure all new employees feel welcome and are ready to start work safely and competently.

2. Training

RGLG Pty Ltd will give employees training to do their job safely and competently. Our business believes training is a two-way process. We encourage employees to participate and to highlight any gaps in their own skills or knowledge they believe they have.

Training includes internal on-the-job training, written instructions such as standard operating procedures, coaching, external training and courses. Safety training takes precedence.

Conflict of Interest

1. Policy

Conflict of interest arises whenever the personal, professional or business interests of an employee or contractor are at odds with the best interest of RGLG Pty Ltd. All employees and contractors are required to act in good faith towards RGLG Pty Ltd. Employees and contractors



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need to be aware of the potential for conflict of interest to arise and should act in the best interests of RGLG Pty Ltd.

As individuals, the employees and contractors may have private interests that from time to time conflict or appear to conflict, with their employment with RGLG Pty Ltd. Employees should aim to avoid being put in a situation where there may be a conflict between the interests of RGLG Pty Ltd and their own personal or professional interests, or those of relatives or friends. Where such a conflict occurs (or is perceived to occur) the interest of RGLG Pty Ltd will be balanced against the interests of the staff member and, unless exceptional circumstances exist, resolved in favour of RGLG Pty Ltd.

It is impossible to define all potential areas of conflict of interest. If an employee is in doubt if a conflict exists, they should raise the matter with their manager.

2. Procedure

Employees must:

- Declare a potential, actual or perceived conflicts of interest that exist on becoming employed by RGLG Pty Ltd to management.
- Declare any potential, actual or perceived conflicts of interest that arise or are likely to arise during employment to RGLG Pty Ltd to management.
- Avoid being placed in a situation where there is potential, actual or perceived conflict of interest if at all possible.

If an employee declares such an interest, RGLG Pty Ltd will review the potential areas of conflict with the employee and mutually agree on practical arrangements to resolve the situation.

Employees must not set up or engage in private business or undertake other employment in direct or indirect competition with RGLG Pty Ltd using knowledge and/or materials gained during the course of employment with RGLG Pty Ltd.

Engaging in other business interests during work hours will result in immediate performance improvement action.

Environmental Best Practice and Communities Policy

RGLG Pty Ltd will comply with all local, state and federal laws and regulations on:

- Disposing of hazardous waste (including EPA's list of prescribed industrial waste), trade waste (ie waste added to the sewer) and waste water
- Safe handling, storage and transport of hazardous waste and dangerous goods
- Noise
- Land use
- Air pollution and carbon emissions

RGLG Pty Ltd, it's employees and contractors will positively contribute to local communities in the areas of health, safety and environment to provide lasting benefits.



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Anti-bribery and Corruption

1. Policy

Bribery is the offering, promising, giving, accepting or soliciting of an advantage as an inducement for action which is illegal or a breach of trust. A bribe is an inducement or reward offered, promised or provided in order to gain any commercial, contractual, regulatory or personal advantage.

It is our policy to conduct all of our business in an honest and ethical manner. We take a zero tolerance approach to bribery and corruption. We are committed to acting professionally, fairly and with integrity in all our business dealings and relationships by implementing and enforcing effective systems to counter bribery.

We will uphold all laws relevant to countering bribery and corruption in Australia.

2. Procedure

You are encouraged to raise concerns about any issue or suspicion of malpractice at the earliest possible stage. If you are unsure whether a particular act constitutes bribery or corruption, or if you have any other queries or concerns, these should be raised with both your manager on site and with RGLG Pty Ltd directly

It is important that you tell your manager on site and RGLG Pty Ltd as soon as possible if you are offered a bribe by a third party, are asked to make one, suspect that this may happen in the future, or believe that you are a victim of another form of unlawful activity.