



Temporary Employee Induction Handbook

Your Pivotal Consultant is: _____

Phone: (02) 9687 9299

Fax: (02) 9687 9499

After Hours: 0401 170 367 - (EMERGENCIES ONLY)
for general queries please call the office between 8.00am – 5.30pm)



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Welcome to your new job working for Pivotal!

Congratulations on being selected to work for Pivotal. The following information will provide you with an understanding of Pivotal Personnel and its partnership with our clients and their expectations of Pivotal's casual employees.

This document will also provide information of the rules, procedures and policies of Pivotal and your entitlements as a temporary employee.

About Pivotal

Pivotal is a wholly owned provider of Labour Hire and Recruitment Solutions based in Parramatta. We provide temporary and permanent staff to a range of clients around Sydney metropolitan, including SME's and major corporations within the Transport & Logistics industry, Warehousing, Manufacturing and Food processing. Established in 1990, we are a leader in providing real human resources solutions to our clients.

We take great pride in taking a genuine caring approach towards our temporary staff, and we try and provide training and career advancements opportunities to temporary staff where possible.

Pivotal is located at:

**Level 8, 80 George Street
PARRAMATTA NSW 2150
PH: (02) 9687 9299
Fax: (02) 9687 9499
www.pivotal.com.au**



When to call Pivotal

Urgent Calls

- If your availability changes
- If you are sick or any other reason you are unable to attend work, you **MUST** call us at least two hours before your shift is due to start
- If you are running late you **MUST** call us immediately
- If you have been injured on site you **MUST** call us immediately

These calls are considered emergencies and are the only times you should need to call your consultant outside business hours. For these calls, please use your consultant's mobile number.

Please note: SMS text messages are not acceptable when you are unable to attend work or are running late.

Please **CALL** the 24 hour mobile number 0401 170 367 – and speak to a consultant. If unanswered, leave a message on the message bank.

You are to let your consultant know:

- What assignment you are expected on that day
- The time you were meant to start work
- If you are running late, the approximate time in which you will be reaching the client
- If you are ill, when you will be returning to work

Non-urgent Calls

- If you have a question about your pay or payslip
- If you want to discuss your assignment
- If you'd like to refer someone for work
- If you have any general questions
- Or if you just want to have a chat with your consultant about your career or anything else work related.

Non-urgent calls are not emergencies and should be made during office hours on 9687 9299.

Your Responsibilities

- Observe and practice safe work methods and rules
- Correctly follow all safety equipment and protective clothing policies and procedures prescribed at all appropriate times
- Immediately report unsafe work conditions, equipment or practices to your supervisor
- Warn your fellow workers of any imminent dangers and advise your supervisor
- Report all injuries and incidents to your Supervisor, First Aid Officer and Pivotal Personnel
- Attend all training provided and apply the learning at work.
- Pay attention to and always obey, the safety signs and notices displayed throughout the premises. **THEY ARE FOR YOUR PROTECTION!**

Reliability

If we book you into an assignment, we expect you to turn up on time and work for the length of the assignment.

Flexibility

Our best workers understand that they must be flexible in accepting assignments that sometimes require them to travel to different suburbs and do different types of work.

Performance

We expect all of our workers to work to the best of their ability on site. It means that we know we can trust you to do a good job and it also leads to employers asking for you back when they have more work, or offering you a permanent position when one becomes available.

Talk to us

If you are unhappy in your assignment, or have been offered other work, you need to let us know straight away. We would appreciate at least two days notice if you take another position.

Dress

- You must dress appropriately for all assignments
- You must wear safety boots/shoes (steel caps) to every assignment
- Workers are expected to be neatly dressed when they arrive at work, with clean clothing that is not torn or otherwise in disrepair
- Loose fitting clothing or jewellery may become caught in machinery and should not be worn. Long hair should be tied back securely or worn in a safety net. Jewellery should be removed.
- Shirts or t-shirts with offensive logos are not to be worn.

On Food & Pharmaceutical sites

- You are not permitted to wear any jewellery on site
- You are not permitted to wear clothing with buttons
- You must wear all appropriate protective clothing

Mobile Phones

Mobile phones and other Electronics must be switched off and left in your bag while you are working. You may use your phone only on authorized breaks, only in areas permitted by the client.

Remember you are Employed by Pivotal

Even though you may work for many different employers, when we send you to an assignment you are at all times a casual employee of Pivotal, not an employee of the client for whom you are working.

Any queries concerning your assignment, including payroll questions, should be directed to Pivotal.

Assignments

Your consultant will offer you work assignments that suit your skills, experience and personal circumstances. You must let your consultant know if there are any limitations on the type of work or shifts that you are willing to work. The more flexible you are, the more likely it is that Pivotal will be able to find work for you.

While we do our best to get correct information regarding the length of assignment, location, type of work etc of an assignment, from time to time details may change. Sometimes our assignment may finish sooner or go longer than expected. If any details of your assignment change you must let your consultant know immediately.

You must also let us know when you finish an assignment so that we know when you are available for new work.

Confidentiality

Whilst working on any of our client sites you may be exposed to information of a proprietary, personal or sensitive nature, regarding the nature of our clients business or their customers.

You **MUST** respect the privacy of our clients as under law you are not permitted to release this information to any other parties unless express prior consent is given by the client and Pivotal.

You must not remove items, documents or files from the client site, either physically or by electronic means or misuse information about the company to which you have access.

Casual Status

Your employment with Pivotal and any of its related businesses is on a casual, hourly basis, and all of our temporary staff are paid as such.

A Casual employee is one who is engaged and paid as such. A Casual employee shall not have any expectation of continuing employment or offers of permanent full time or permanent part time employment.

Staying Safe on Site

Pivotal takes your safety seriously!

We complete a thorough site assessment at every site where we have workers, to make sure that the site is safe. If you believe there is an issue that compromises safety on your worksite, please contact your consultant immediately.

Our Objectives are:

- To ensure the health, safety and welfare of all employees
- To improve information, training and supervision so that employees have enough knowledge to work safely
- To seek active involvement with our customers on WH&S matters

Our Legal Obligations:

- Identify all relevant safety factors at each work location
- Prepare and deliver safety briefs to each employee
- Ensure that all employees undergo an onsite safety induction
- Respond to all emergencies immediately and effectively
- Closely monitor employee performance and continuously revise safety issues

Your Obligations:

Safety on site is everyone's responsibility. You are responsible for your own safety as well as the safety of your workmates.

In order to work safely, you must:

- Pay careful attention to site inductions, particularly safety instructions, emergency and fire procedures, and make sure you are aware of evacuation meeting points
- Carefully follow the work instructions and safety guidelines for your position
- Make sure you use all the personal protective equipment supplied. This includes ear plugs, safety glasses, dust or static coats, hard-hats and safety vests. These are designed to protect **you** in your works and should be in good condition and fit you correctly
- Pay attention to the guarding or lock out procedures of machines you are using. Do not try and work around these as they are designed to protect **you**. Machinery must be shut down before blockages can be cleared or faults rectified
- DO NOT operate machinery or equipment unless you are properly licensed and trained, and have been instructed to do so
- Always keep your work area clean and tidy
- Wipe up any spills immediately, and place rubbish in an appropriate bin

- Understand and follow company policies for the movement, storage and use of dangerous goods
- Do not remove, deface or obscure safety signs
- Do not engage in practical jokes or horseplay in the work environment
- Do not smoke on site unless it is in a designated smoking area, during a designated break time
- Report any hazards or near miss accidents to your supervisor immediately
- Report any injuries, no matter how minor, to your supervisor AND Pivotal consultant immediately

If you believe that the work you are doing is in some way unsafe, for example if you have been asked to use equipment that you are not trained to use, or if you are not provided with the necessary personal protective equipment, please contact your Pivotal consultant immediately.

What to do if you are injured at work

- Notify your supervisor on site immediately and seek appropriate first aid or medical assistance
- Notify your Pivotal consultant as soon as possible
- If the injury requires medical attention or treatment that is more than basic first aid, you must obtain a WorkCover Medical Certificate from your treating doctor
- You must forward your WorkCover Medical Certificate to your Pivotal consultant
- If your injury requires ongoing treatment or time off work, your consultant will then guide you through the paperwork you need to fill out and what you need to do as part of your Return to Work Plan

Near-misses must also be reported to your supervisor so that any unsafe conditions can be rectified immediately and the chance of injury reduced.



Conduct Guide

All Pivotal casual employees are expected to conduct themselves in an ethical, respectful and co-operative manner at all times. This includes treating others with respect.



Equal Employment Opportunity & Anti-Discrimination

Every employee is entitled to be treated fairly and equally. Employees shall not be discriminated against due to age, sex, nationality or ethnic origin, marital status, medical condition or disability, pregnancy or family responsibilities.



Bullying & Harassment

Any form of harassment in the workplace is unlawful and will not be tolerated. Evidence of a Pivotal casual employee engaging in harassing or bullying behavior toward another employee may lead to instant dismissal.



Drugs & Alcohol

You are forbidden to bring alcohol into the workplace in any form, or to attempt to work if under the influence of alcohol/drugs. Under no circumstances is any temporary/contractor to work under the influence of alcohol or drugs.

In the instance of random testing and screening, Pivotal will develop an appropriate random selection process that is fair and equitable to all employees. All contractors are liable to be included in the selection process.

In the instance of Random Testing or Screening, no prior notice will be given.

In the instance of a contractor/employee attempting to avoid, alter, change or falsify any alcohol and or other drug test or screening that contractor/employee will be banned from all Company workplaces.

Breach of this policy will result in termination of your assignment. If you are on prescribed medication, please speak to your consultant or WH&S representative.



Injuries, Incidents or Near- misses

If you are hurt at work or see something that you think is dangerous:

- Tell your supervisor immediately and inform Pivotal as soon as possible
- An injury/incident report **MUST** be completed
- Ensure you obtain a copy of the report for your records



Correct Manual Handling Procedures

Incorrectly handling a load being lifted may result in serious injury. To avoid being injured, always follow these guidelines when lifting:

- 1 Assess load for size and weight, sharp corners or protruding staples, etc
- 2 Ensure you have a clear passage along the path you will be taking the load, and that there is no oil, water or greasy material on the walkway
- 3 Put your feet close to the load
- 4 Place your feet apart for balance
- 5 Lower your body by bending your knees, keeping your back as straight as possible
- 6 Ensure you have a firm grip on the load
- 7 Lift by straightening your legs
- 8 Turn by moving your feet rather than twisting
- 9 Maintain the load close to your body

If the load is very heavy or awkwardly shaped or weighted, make sure you use a mechanical aid such as a pallet jack or trolley to move it

Pay Information

Your pay is deposited into your nominated bank account via Electronic Funds Transfer (EFT) on Tuesday night and should be available to you on Wednesday morning.

Timesheets

It is your responsibility to make sure that your timesheet is filled out correctly, including your full name (first name and surname), start and finish times, the length of your lunch break, and your supervisor's signature.

It is also your responsibility to make sure your timesheet is faxed to us on Friday afternoon or first thing Monday morning by 10am

If we do not receive your timesheet you will not be paid as you would have missed the pay run.

If you are overpaid, whatever the reason a correction will be made in the next pay cycle.

A copy of our timesheet can be found and downloaded from our Website: www.pivotal.com.au

Payslips

Your pay slip is mailed to the address we have for you. If you change address please let us know immediately. Alternatively, your payslip can also be emailed to you if requested by you.

Public Holidays

If a public holiday falls on a Monday your pay will be delayed by a day and will be available on the Thursday of that week.

Pay Enquiries

If you have a pay enquiry please contact our payroll department on 9687 9299 during business hours.



Termination of Employment Policy

Instant Dismissal for Serious Misconduct

An employee may be instantly dismissed for serious misconduct including:

- Bullying & Harassment
- Breaches of the drug and alcohol policy
- Deliberately damaging property or spoiling product
- Refusing to carry out reasonable instructions from a supervisor
- Behaviour which endangers others
- Unauthorised use of company or client property or equipment including phone and internet.

Grounds for Termination

- Unsatisfactory performance
- Serious misconduct
- Actions which cause harm to others
- Actions which are punishable by law
- Abuse or harassment of co-workers
- Abandonment of employment (failure to arrive at work without properly notifying Pivotal)

Depending on the severity of the above actions, verbal or written warnings and counseling may precede termination at the sole discretion of Pivotal.

Privacy Policy

This privacy policy relates to the collection, use and storage of personal and sensitive information of candidates, and complies with the requirements of the Privacy Amendment (Private Sector) Act 2000 and the National Privacy Principles.

Personal Information

Personal information is any information about you. It may range from the everyday, eg: address, age, phone number, to the very sensitive eg: medical history or condition.

Personal information can include:

- Opinions of others about your work performance (whether true or not)
- Your work experience and qualifications
- Aptitude and ability test results; and
- Other information we obtain relating to your possible work placements

Sensitive Information

Sensitive information is a special category of personal information and relates to your:

- Racial or ethnic origin
- Membership of a political association or religion beliefs, affiliations or philosophical beliefs
- Membership of a professional or trade association, or membership of a trade union
- Criminal record
- Health and disability (at any time)

Sensitive information can be disclosed only with your consent.

Collecting your personal and sensitive information

Your personal and sensitive information will be collected by specially assigned staff of Pivotal and any related businesses from you directly when you complete the required registration forms.

Personal and sensitive information will also be collected when we receive:

- Any reference about you
- Results of enquiries that we might make on your former employers, work colleagues, professional associations or registration body
- The results of any competency or medical test
- Performance feedback (whether positive or negative)
- Any complaint from or about you in the workplace
- Any information about a workplace accident in which you are involved
- Any information about insurance investigation, litigation, registration, or professional disciplinary matter, criminal matter, inquest or inquiry in which you are involved
- Any additional information you provide us about yourself

How your information may be used

Your personal and sensitive information may be used in relation to:

- Your work placement
- Your performance appraisals
- Our assessment of your ongoing performance and prospects
- Any test or assessment (including medical tests and assessments) that you might be required to undergo
- Our identification of your training needs
- Any workplace rehabilitation
- Our management of any complaint, investigation or inquiry in which you are involved
- Any insurance claim or proposal that requires disclosure of your personal or sensitive information

Who has access to your information?

Your information may be accessed, with your consent, by:

- Potential or actual employers and clients of Pivotal
- Referees

Your information may be accessed without your consent by:

- Our insurers
- A workers compensation body
- Our contractors and suppliers – ie: our IT contractors and database designers
- A professional association or registration body that has proper interest in the disclosure of your personal and sensitive information
- Any person with a lawful entitlement to access the information

We need the information we seek from you

If you do not give us the information we seek from you, we may be limited in our ability to find work for you, or place you in a suitable position.

Your right to access your information, and correct it if necessary:

Apart from some exceptions set out in the National Privacy Principles (Principle 6 – Access and correction), you have a right to see and have a copy of personal and sensitive information held about you.

If you can establish that personal or sensitive information that we hold about you is not accurate, complete or up to date, we shall take reasonable steps to correct it so that it is accurate, complete and up to date.

If we are unable to agree that personal or sensitive information with we hold about you is accurate, complete and up to date, you may ask us to place a statement from you with the information held which states your opinions.

If you wish to exercise your rights of access and correction, you should contact our Privacy Co-ordinator in our Parramatta office during office hours on 9687 9299.

In some cases we may impose a moderate fee for costs incurred in retrieving and providing access to your information, however we will not impose a fee for the sole reason of the request being made.

Your privacy
is important to us...



Referring Someone to Work for Us

Pivotal encourages good workers to refer their friends and family to work for us as well. We may not be able to help everyone, but we do find most of our best workers come through referrals.

To refer someone, all you need to do is get them to call your consultant, and let them know that they have been referred by you.



PIVOTAL HEALTH & SAFETY POLICY

HEALTH & SAFETY POLICY OBJECTIVES

Pivotal encourages a positive organisational culture for our people. Our beliefs and behaviours help to create that and so does a safe and healthy working environment.

Our ultimate objective is to prevent injury and harm to those who work, do business in, or visit our workplace. We have legal and ethical obligations in this regard.

HEALTH & SAFETY STRATEGIES

To implement our policy we will strive to:

- adopt sound workplace risk management principles and practices when conducting our business,
- apply an integrated systematic approach to health and safety management designed to applicable Australian Standards,
- continuously improve health and safety performance through regular system auditing, evaluation and improvement planning,
- establish standards of performance, measurable objectives and targets to track our success,
- provide opportunities for meaningful consultation with workers and other stakeholders to allow them input into health and safety decision-making,
- ensure workers have adequate health and safety training to increase their knowledge, skills and competencies in the context of their,
- disseminate health and safety information and report on health and safety performance,
- promote the importance of workers being aware of their own health and safety obligations,
- report and investigate incidents and take corrective actions to prevent recurrence,
- provide opportunities to enhance the physical and mental health of our people and ensure adequate resources are made available to implement this policy.

PIVOTAL EQUITY & DISCRIMINATION POLICY

1. General

1.1 Pivotal is committed to the principle of equity in employment and welfare for current and prospective staff and will continue to develop equal opportunity and equity practices and programs compatible with its overall goals and responsibilities. Pivotal is equally committed to providing a safe environment that is free from risks to health and safety.

1.2 These commitments are consistent with the principles of justice and the pursuit of excellence, and conform to the spirit and intent of equal opportunity, anti-discrimination and occupational health and safety legislation.

1.3 This policy accords with Pivotal's values, which include:

- advocating and upholding the principle of equal opportunity
- promoting the particular needs and aspirations of Indigenous Australians
- creating a diverse, harmonious workforce committed to equity and merit as fundamental principles encouraging and assisting all staff to realise their full potential
- maintaining a safe and rewarding, working environment for the Pivotal community

1.4 Pivotal aims to provide staff with an employment environment that provides equal opportunity and is free from unlawful discrimination, discriminatory harassment, sexual harassment, bullying and victimisation. Pivotal will take reasonable and proportionate measures to eliminate discrimination, sexual harassment, bullying or victimisation as far as possible.

1.5 Staff and others bound by this policy must comply with all relevant legislation. Failure to do so may lead to the individual being held legally responsible, and in some circumstances Pivotal may also be held responsible. In particular, staff should note that it is unlawful to engage in sexual or discriminatory harassment, bullying or victimisation under legislation relating specifically to the workplace. Serious penalties apply to breaches of such legislation.

1.6 In some circumstances Pivotal may take special measures that lawfully discriminate between groups of individuals in order to provide substantive equality of opportunity for members of a group with a particular attribute.

1.7 Pivotal aims to:

- Ensure that its structures and practices are free from unlawful discrimination, both direct and indirect
- Provide staff with information about unlawful discrimination, discriminatory harassment, sexual harassment, victimisation and bullying.
- Ensure that its policies, procedures, official documentation and publications accord with equal opportunity and workplace health and safety principles.
- Support and assist managers, supervisors and team leaders to exercise their leadership and authority to ensure a supportive, flexible, safe and diverse work and study

environment.

2. Bullying

2.1 Bullying is repeated, unreasonable behaviour directed toward a staff member, or a group of staff or students by staff member/s or student/s that creates a risk to health and safety. Staff must not engage in behaviour that constitutes bullying towards others, including physical, visual, verbal and non-verbal behaviour.

2.2 In determining whether the behaviour of a staff member constitutes bullying it is irrelevant whether or not the staff member is aware of the bullying, and whether or not it is intentional.

2.3 Bullying behaviour may be obvious and direct or extremely subtle and indirect. Examples of behaviour that could constitute bullying include:

- Physical or verbal abuse
- Yelling, screaming or offensive language;
- Excluding or isolating a staff member or student;
- Deliberately withholding information that is vital for effective performance;
- Spreading rumours or innuendo about someone;
- Posting offensive material on social media sites;
- Psychological harassment;
- Unjustified criticism or complaints;
- Intimidation;
- Assigning staff members meaningless tasks unrelated to their job;
- Giving staff members impossible jobs;
- Interfering with someone's personal property or equipment;
- Deliberately changing work arrangements, such as rosters and leave, to inconvenience particular staff members.

2.4 Behaviour is considered 'repeated' if an established pattern can be identified. The requirement for the behaviour to be 'repeated' refers to the persistent nature of the behaviour and may involve a series of diverse incidents.

2.5 Unreasonable behaviour means behaviour that a reasonable person, having regard to all the circumstances, would expect to victimise, humiliate, undermine, threaten, or intimidate another person.

4.6 Bullying can include actions of individuals or a group, and may involve using a system of work or assessment as a means of victimising, humiliating, undermining or threatening an individual or group.

2.7 The risk to health or safety created by bullying includes any risks to the psychological or physical health of the staff member/victim.

2.8 Bullying is not:

- Reasonable comment, advice or administrative action (including negative feedback) from supervisors or managers on work performance or behaviour;
- Disciplinary action;
- The implementation of organisational change;
- The allocation of work in compliance with systems or work that is incidental to the usual work performed by the staff member;
- Conflict or differences of opinion between individuals;
- A single incident of bullying-style behaviour.

3. Victimisation

3.1 Staff must not victimise others, including by physical, visual, verbal and non-verbal behaviour.

4. Complaints

4.1 A staff member who believes that he or she has experienced unlawful discrimination, discriminatory harassment, sexual harassment, bullying or victimisation may make a complaint in accordance with Pivotal's grievance procedures.

4.2 Discrimination, discriminatory harassment, sexual harassment, bullying or victimisation may be regarded as serious misconduct or misconduct (staff) and may result in disciplinary action being taken against the staff member responsible.

4.3 An individual who is not a staff member may make a complaint by writing to one of the following contacts:

Roula Dagher

Executive Assistant

Roula.dagher@pivotal.com.au

Thank you for working with us!