



GLOBAL LABOUR
SOLUTIONS

Global Labour Solutions Policies

Company Overview

Title

Company Overview

Policy

Global Labour Solutions Pty Ltd. has guidelines for all employees regarding Company Overview

Purpose

The purpose of this policy is to explain the general procedures relating to Company Overview

Scope

The following guidelines are to be adhered to by all managers, supervisors and employees.

Overview

We are Australian leading recruitment agency with over a decade of experience in this industry, our clients trust us in getting the job done, the right way. We are a trusted partner for local and global companies.

We recruit the future leaders that delivers business success – working closely with our customers we've created a solution which is personal, flexible and confidential giving you assurance that the talent we identify suit your requirements and delivers on your expectation.

[Global Labour Solutions provides recruitment strategies for all sectors of industry and business including casual contract and permanent staffing.](#)

Mission & Vision

- **Purpose** – To be a leader in the recruitment industry by providing enhanced services, relationship and profitability.
- **Vision** – To provide a quality service that exceeds the expectations of our customers.
- **Mission Statement** – To build long term relationships with our customers and clients and provide exceptional customer services by pursuing business through service and innovation

- **Core Values** – We believe in treating our customers with respect and faith We grow through creativity and innovation. We integrate honesty, integrity and business ethics into all aspects of our business
- **Goals** – Regional expansion in the field of recruitment and develop a strong base of key customers. To Increase the assets and investments of the company to support the development of our services. To build a good reputation in the field of recruitment services and become a key player in the industry

Office Locations

Our head office is located at 1/4 Shepherd Street Darwin 0800 Northern Territory

Organisational Chart

Global Labour Solutions Pty Ltd



Linda Reeves, Director



Terry Creevey,
Operations Manager



Jennifer Reeves, HR
Manager

Title

Welcome

Policy

Global Labour Solutions Pty Ltd. has guidelines for all employees regarding Welcome

Purpose

The purpose of this policy is to explain the general procedures relating to Welcome

Scope

The following guidelines are to be adhered to by all managers, supervisors and employees.

Procedure

It gives us a great deal of pleasure to welcome you to Global Labour Solutions Pty Ltd.

At Global Labour Solutions Pty Ltd., we recognise the need to create and maintain a work environment in which employees feel individually recognised and respected. We are particularly keen to see our employees develop their talents and seek the opportunity to use them. To help us achieve this goal we need comprehensive and flexible Human Resources (HR) and administration policies and practices that reflect the needs and priorities of our people.

This HR Policies Manual has been compiled to assist staff, management and the partners by providing detailed information in relation to conditions of employment and will assist you in familiarising yourself with Global Labour Solutions Pty Ltd., our philosophy, policies and procedures.

This Manual can be accessed by all staff. It is designed to provide details of working conditions, benefits and relevant company policies. The information contained within should give you the basic guidance and foundation to understand the firm's aims and goals.

Global Labour Solutions Pty Ltd. will at times modify, revise or supplement policies and portions of this document as appropriate. **Employees will be notified of changes as they occur via email and company announcements. The revised manual will be available on the shared drive.**

Every effort has been made to ensure that the information contained in this Manual is as complete and up-to-date as possible, however, questions and situations that are not covered may arise and you should speak to your manager for assistance or referral in these cases.

All employees need to take responsibility for being familiar with the provisions of this Manual and to work to its spirit and intent. Suggestions regarding topics for inclusion are welcome and employees are encouraged to refer any recommendations to their managers in the first instance.

It is our sincere wish that you gain pleasure and reward from your employment at Global Labour Solutions Pty Ltd. and that our association will be a long and happy one.

Linda Reeves,
Director



GLOBAL LABOUR
SOLUTIONS

Health, Safety and Environment

Title

Health, Safety and Environment Policies and Procedures

Policy

Global Labour Solutions Pty Ltd. has guidelines for all employees regarding Health, Safety and Environment Policies and Procedures

Purpose

Global Labour Solutions Pty Ltd. is committed to achieving and maintaining a safe and healthy workplace for everyone who works for or visits us, including our employees, contractors, consultants, clients, suppliers, visitors and the general public.

We also aim to be recognised as a responsible company that is committed to best practice health and safety management in all of our business activities.

Scope

This Policy applies to everyone who works for us, including our permanent and temporary employees, contractors and consultants.

This policy also operates with relevant awards, agreements, legislation and other company policies including but not limited to the Code of Conduct and Grievance Policy.

This policy is supplemented by other more detailed Work Health and Safety (WH&S) policies contained in the WH&S Manual.

Procedure

It is our policy to comply with all WH&S legislation and make every reasonable effort to ensure the health, safety and welfare of our employees, contractors, consultants and visitors.

This policy should be read in conjunction with the WH&S Manual.

Title

Underlying Principles

Policy

Global Labour Solutions Pty Ltd. has guidelines for all employees regarding Underlying Principles

Purpose

Global Labour Solutions Pty Ltd. is committed to achieving and maintaining a safe and healthy workplace for everyone who works for or visits us, including our employees, contractors, consultants, clients, suppliers, visitors and the general public.

We also aim to be recognised as a responsible company that is committed to best practice health and safety management in all of our business activities.

Scope

This Policy applies to everyone who works for us, including our permanent and temporary employees, contractors and consultants.

This policy also operates with relevant awards, agreements, legislation and other company policies including but not limited to the Code of Conduct and Grievance Policy.

This policy is supplemented by other more detailed Work Health and Safety (WH&S) policies contained in the Work Health and Safety Policy Manual (WH&S Manual).

Procedure

The underlying principles of the policy are:

- Safety is an integral part of everything our company does and an essential requirement to the success and growth of our business.
- Safety is a shared responsibility for everyone who works or visits our workplace.
- We will provide information, instruction, training and supervision to enable employees and customers to complete their work tasks safely.
- Our team has a duty of care to ensure that they work in a manner that is not harmful to their own health and safety and the health and safety of others.

Employer Responsibilities

As a company, we are responsible for:

- providing and maintaining safe systems of work;
- implementing arrangements for the safe use, handling, storage and transport of any chemicals or hazardous materials;
- maintaining the workplace in a safe condition (e.g. ensuring fire exits are not blocked, emergency equipment is serviceable, and the worksite is generally tidy);
- providing adequate facilities (e.g. clean toilets, cool and clean drinking water, and hygienic eating areas);
- providing adequate information, instruction, training and supervision to work in a safe and healthy manner;
- consulting with team members on matters that may directly affect your health, safety or welfare at work; and
- ensuring that other people (such as our customers, visitors and the general public) are not endangered by the conduct of our business.

Manager Responsibilities

A manager in Global Labour Solutions Pty Ltd. is responsible for:

- Making sure everyone in the team has read and understood this WH&S policy and behaves in ways consistent with the expectations set out
- Ensuring the health, safety and welfare of the team at work
- Providing and maintaining a safe system and place of work for their team
- Ensuring their team is provided with adequate information, instruction, training and supervision to safely perform their work
- Ensuring all incidents are reported within 24 hours of the occurrence or of becoming aware of the occurrence
- Consulting with their team on workplace health and safety matters
- Ensuring that contractors and visitors are made aware of our safety procedures
- Taking appropriate action when team members do not meet the expectations set out in this policy

Team Member Responsibilities

As a team member you are responsible for:

- Reading and understanding this policy and adhering to the guidelines set out
- Complying with WH&S legislation and any specific WH&S instructions, procedures or training provided by the company in order to ensure a safe workplace
- Taking reasonable care of your own health and safety and that of other people who may be affected by your actions
- Ensuring that your actions do not put others at risk
- Maintaining a clear and orderly work area
- Identify and report hazards and risks in your workplace before they result in incidents and injuries
- Identifying and reporting to your manager all behaviours and activities that are likely to cause hazards in the workplace
- Report all incidents to your manager within 24 hours, whether or not it results in an injury
- Knowing the Emergency Evacuation Procedure for your workplace

Safety in the Workplace

The company requires our employees, contractors, consultants and visitors to exercise a duty of care to ensure their own safety and to protect the health, safety and welfare of any other person by:

- Using protective equipment and clothing when required
- Promptly reporting all workplace hazards and any accidents that occur
- Complying with any instructions that they are given

Employee Health

If you are feeling unwell, we encourage you to use the sick leave entitlements available to you to recover, and expect you to remain away from the office until you are no longer contagious.



GLOBAL LABOUR
SOLUTIONS

Induction

Title Induction Process

Policy

Global Labour Solutions Pty Ltd. has guidelines for all employees regarding Induction Process

Purpose

Induction prepares employees for their new roles and responsibilities and provides an introduction to Global Labour Solutions Pty Ltd. and its operations, culture and people. Every effort should be made to ensure that it is a positive experience. Effective induction results in more satisfied and confident employees and assists us to assimilate and retain employees. The following is required to be in place:

1. All new staff must be provided with the "New Employee Welcome Pack" upon commencement. This pack contains the Fair Work Statement which must be issued to all new staff. They are required to sign that they have received and read this statement in a register to be kept for that purpose.
2. An introductory meeting between the relevant manager, their team leader and the new employee must be arranged on the first day of employment.
3. All new staff must be provided with a Job Description that clearly outlines their duties and performance standards.
4. All new staff must be taken through the *HR Policies Manual* and the *Work Health and Safety Manual* to ensure an understanding of Global Labour Solutions Pty Ltd. policies and procedures, after which they are required to sign the Acknowledgement Form.
5. All new staff will be issued with an *Employee Handbook*, summarising those aspects with which they must be familiar as an employee of Global Labour Solutions Pty Ltd. and for reference during their employment as required.

The manager or team leader designated to conduct the induction must include the following:

1. An overview of the area e.g. layout of work areas, location of facilities – kitchen, first aid trained personnel and first aid box, fire escapes, toilets.
2. What the work area does and how it fits into the organisation. Discuss how the new employee's position fits into the team and the key tasks, work routine, supervisory responsibilities and expectations.
3. A detailed review of the induction process. Ensure that the new employee understands the following key areas:
 - Terms and conditions of their employment contract
 - Daily time keeping procedure, including hours of work, lunch, morning and afternoon tea breaks
 - Pay procedures including timing, method of payment and general deductions allowed
 - Leave entitlements and method of requesting

- Safety procedures and reporting of accidents
 - Any security aspects they need to be aware of
 - The company's disciplinary procedure
1. An overview of the site and the information contained therein.
 2. Fair Work Information Statement.

Scope

The manager or team leader must arrange and conduct regular review meetings to monitor progress and provide an informal time for questions and further induction planning. Effective induction is a joint responsibility.

Procedure

Pre-arrival

Before commencement, make sure the new person has:

- Accepted a written offer of employment.
- The company telephone number and a contact for any queries.

At a suitable time before the new person starts, announce the appointment to all employees. Ensure that all employees are aware of:

- The new employee's name, position and to whom they will report.
- Commencement date.
- Any other relevant information.
- Nominate a person in the work group to be the new employee's "buddy", for an initial period, to help them settle in. The buddy is there to deal with day-to-day issues.

Make the appropriate administrative arrangements and ensure the work environment is prepared where appropriate, including the following:

- Work-station/telephone/PC and access.
- Stationery if required (e.g. business cards).
- Internal phone listing.
- Other job-related equipment as appropriate.
- Appropriate 'greeting and briefing' meetings.

Day One/First Week

Generally most, if not all, of the following should occur:

- The line manager should greet the employee on arrival and welcome the new employee to the company.
- The team leader should welcome the employee.
- The manager should explain how the induction process works and his role during this time.
- The employee is to be given the "New Employee Welcome Pack" and the following forms are to be discussed, completed and returned to administration:
 - A signed acceptance copy of the Letter of Offer
 - A signed acknowledgement of receipt of the Fair Work Statement
 - New Employee Details Form
 - Tax File Number Declaration Form
 - Bank Account Details Form
 - Superannuation election Form
 - HR Policies Manual Acknowledgement Form
- The appropriate security access should be arranged and explained to the new employee.

- The team leader or manager should meet daily with the new employee, to review and answer any questions.
- Meetings should be held with other appropriate managers/team leaders with whom they will interact regularly, for an overview of projects, activities, key responsibilities, current issues and objectives.
- An informal meeting with other staff on the site should be held as soon as possible.

Introduce the new person to their fellow employees and senior staff. Brief the employee on the structure of the company, explaining the lines of authority within the company and within their work area.

Have your 'greeting and briefing' meeting with the new person and work through the Induction Checklist as outlined above. Give the employee their copy of the relevant manuals and information and ensure that the employee understands the provisions regarding the probationary employment period and the subsequent review that will confirm continuing employment.

If relevant, jointly prepare an Induction Plan to assist the employee to become familiar with the remaining aspects of the job and company over the first month. This is to ensure that the new employee spends some time with the people, internal and external, with whom interaction is necessary for effective job performance.

A record of the initial Induction should be placed in Employee's File including dates. This should include who undertook the induction and any special matters that arose during the induction.

Remainder of the Probation Period

A vital component of the Induction Period is the provision by the supervising manager or team leader of regular feedback on how the new employee is performing in their role. This feedback should be a two-way process, with the new employee being asked to provide their feedback on how they are finding the Induction Process and their introduction to Global Labour Solutions Pty Ltd., our clients and the work to be done.

If the new employee is not meeting the early expectation, which should be realistic, of the supervising manager or team leader, Global Labour Solutions Pty Ltd. will commit whatever resources may be appropriate to assist the new employee to improve their performance. As the time and money spent to find and recruit the new employee can often be significant, it is usually a better option for Global Labour Solutions Pty Ltd. to commit more resources to assist the new employee to achieve the required performance than to terminate them after a number of months and repeat the recruitment process.

The final, more formal, feedback session of the Induction Period should be an official confirmation of the new employee's employment, accompanied by some form of celebratory activity.



GLOBAL LABOUR
SOLUTIONS

Alcohol and Other Drugs

Title

Alcohol and Drug Screening Processes

Policy

Global Labour Solutions Pty Ltd. has guidelines for all employees regarding Alcohol and drug screening processes

Purpose

As part of our duty of care to provide a safe and healthy work environment, Global Labour Solutions Pty Ltd. is committed to maintaining a workplace free from the effects of alcohol and other drug use.

This policy sets out our expectations and the preventative measures we will take to minimise any risk associated with the consumption of alcohol and other drugs.

Scope

This Policy applies to everyone who works for us, including permanent and temporary employees, contractors and consultants.

Procedure

If your behaviour or work performance indicates that you may be under the influence of alcohol or other drugs at work, the company will follow the formal investigation process to determine whether you have breached this policy.

The company may also:

- Ask you to explain your behaviour at the time and if no reasonable or satisfactory response is given, may ask you to undergo a medical examination at a local hospital or medical centre to ascertain whether you are under the influence of alcohol or drugs and not return to work until the following day
- If we do ask you to undergo a medical examination and go home, you will be invited to the formal investigations meeting on your return to work.

If you refuse to undergo testing you may find it difficult to provide evidence to disprove any allegation of a policy breached.

In the absence of medical evidence to disprove an allegation, the company will make any decision it feels is reasonable and justified, given observation, witness statements and any other sources of evidence which are relevant to the investigation.

You will not be treated harshly, unfairly or unjustly by this policy.

Title

Alcohol and Other Drugs Policies and Procedures

Policy

Global Labour Solutions Pty Ltd. has guidelines for all employees regarding Alcohol and Other Drugs Policies and Procedures

Purpose

As part of our duty of care to provide a safe and healthy work environment, Global Labour Solutions Pty Ltd. is committed to maintaining a workplace free from the effects of alcohol and other drug use.

This policy sets out our expectations and the preventative measures we will take to minimise any risk associated with the consumption of alcohol and other drugs.

Scope

This Policy applies to everyone who works for us, including permanent and temporary employees, contractors and consultants.

Procedure

Policy

You are expected to present to work in a fit state to carry out your duties and have a legal responsibility for your own safety and that of your colleagues.

This means you must not commence work, or return to work, while under the influence of alcohol or other drugs.

If you breach this policy and the guidelines set out, you will be managed in accordance with the Counselling and Disciplinary Policy.

This policy should be read in conjunction with the WH&S procedures. You may face disciplinary action or termination.

Underlying principles

We recognise that the use of alcohol and other drugs may:

- impair your capacity to perform your job safely, efficiently and with respect for your colleagues and customers
- pose a risk of injury or threat to the wellbeing of you, your colleagues, our customers or any other parties

Responsibilities

Manager's Responsibilities

As a manager you are responsible for:

- Making sure everyone in your team has read and understood this policy and behaves in ways consistent with the expectations set out
- Taking appropriate action when team members do not meet the expectations set out in this policy

Team Member's Responsibilities

As a team member you are responsible for:

Reading and understanding this policy and adhering to the expectations set out

Title

Consequences of Breaching this Policy

Policy

Global Labour Solutions Pty Ltd. has guidelines for all employees regarding Consequences of Breaching this Policy

Purpose

As part of our duty of care to provide a safe and healthy work environment, Global Labour Solutions Pty Ltd. is committed to maintaining a workplace free from the effects of alcohol and other drug use.

This policy sets out our expectations and the preventative measures we will take to minimise any risk associated with the consumption of alcohol and other drugs.

Scope

This Policy applies to everyone who works for us, including permanent and temporary employees, contractors and consultants.

Procedure

If you do not meet the expectations set out in this policy, you may be subjected to disciplinary action in accordance with our Performance Counselling and Disciplinary Action policies up to and including immediate termination of your employment.

Title

Prescription

Policy

Global Labour Solutions Pty Ltd. has guidelines for all employees regarding Prescription Drugs

Purpose

The purpose of this policy is to explain the general procedures relating to Prescription.

Scope

This Policy applies to everyone who works for us, including permanent and temporary employees, contractors and consultants.

Procedure

If you are taking prescription medication, we expect you to check with your doctor to establish if the use of the drug will impact on your work performance. Where this may be the case, you will need to obtain this advice in writing and provide it to your manager.



GLOBAL LABOUR SOLUTIONS

Title **Superannuation**

Policy

Global Labour Solutions Pty Ltd. has guidelines for all employees regarding Superannuation

Purpose

The employment conditions policies have been documented to ensure that practices are standardised and made consistent throughout the firm. They have also been developed to ensure that legal areas are complied with at all times, especially those relating to the health and safety and the duty of care that exists between employer and employee.

The documented employment conditions policies also assist in creating a culture within Global Labour Solutions Pty Ltd. of professionalism to both our clients and our fellow colleagues.

Scope

The outlined conditions form part of the contract of employment for all staff within Global Labour Solutions Pty Ltd..

Failure to adhere to company policy and procedures or failure to enforce company policy and procedures will result in disciplinary action.

Procedure

During the term of employment, Global Labour Solutions Pty Ltd. will make provisions for employee superannuation in accordance with the requirements of the Superannuation Guarantee Scheme. In accordance with current requirements, 9.5% (or the statutory minimum amount) of the employee's base salary will be paid into a fund on a monthly basis or as required by law.

In addition, employees may choose to make further optional contributions as a salary sacrifice which will be automatically deducted from wages.

All employees have the right to choose their own superannuation fund. Where employees don't choose a superannuation fund, superannuation contributions will be paid into Global Labour Solutions Pty Ltd.'s default superannuation fund. At present, this is Suncorp Superfund.

Global Labour Solutions Pty Ltd. is happy to give employees factual information about choice of superannuation fund, its obligations and how employees can nominate a fund as their chosen fund. However, we are unable to give advice about which superannuation fund an employee should choose because this could be considered as providing financial advice and anyone providing financial advice is required by law to be licensed by the Australian Securities and Investments Commission.

Title

The National Employment Standards

Policy

Global Labour Solutions Pty Ltd. has guidelines for all employees regarding The National Employment Standards

Purpose

The employment conditions policies have been documented to ensure that practices are standardised and made consistent throughout the firm. They have also been developed to ensure that legal areas are complied with at all times, especially those relating to the health and safety and the duty of care that exists between employer and employee.

The documented employment conditions policies also assist in creating a culture within Global Labour Solutions Pty Ltd. of professionalism to both our clients and our fellow colleagues.

Scope

The outlined conditions form part of the contract of employment for all staff within Global Labour Solutions Pty Ltd..

Failure to adhere to company policy and procedures or failure to enforce company policy and procedures will result in disciplinary action.

Procedure

The 10 National Employment Standards (NES) provide a minimum safety net for all employees of businesses that operate under federal IR laws. The standards are:

Standard 38-hour working week

Employees can be required to work a standard 38-hour week plus "reasonable additional hours" each week.

Request for flexible work arrangements

Employees that have worked continuously in a job for 12 months are able to make a request for flexible working arrangements.

Parental leave

Employees who have a baby have the right to request an additional 12 months' unpaid leave, or for their partner to request a separate 12 month period of Paternity leave.

Employees are also entitled to a period of paid parental leave under The Paid Parental Leave scheme from 1 January 2011. The scheme provides government funded Parental Leave Pay at the National Minimum Wage for a maximum period of 18 weeks. Parental Leave Pay is taxable. All working parents, including full-time, part-time, self-employed, casual, contract and seasonal employees, will be entitled to Parental Leave Pay, if they meet the eligibility criteria.

Annual leave

Four weeks' annual leave per annum for all permanent employees, with a pro rata adjustment to the entitlement for permanent part time employees.

Personal/carer's leave and compassionate leave

This standard retains the existing entitlement to 10 days' personal/carer's leave and two days' compassionate leave for each permissible occasion and two days unpaid carer's leave for each permissible occasion.

Community service leave

Employees who engage in an eligible community service activity are entitled to unpaid leave of absence for the period in which the employee engages in the activity. Employers are obliged to pay employees for up to 10 days' jury duty leave at their basic pay rate.

Long service leave

This standard essentially preserves long service leave entitlements under existing awards, but leaves open the prospect of wider extension of LSL entitlements if employers and employees seek to do so.

Public holidays

Employees are entitled to public holidays declared or prescribed by or under a law of a state or territory to be observed. Employees can still be asked to work public holidays where reasonable.

Notice of termination and redundancy pay

This standard preserves well-entrenched practices regarding the requirement to notify employees if they are to be terminated.

Fair Work information statement

Information statements are to be given by employers to new employees.

Title**Time Keeping Records****Policy**

Global Labour Solutions Pty Ltd. has guidelines for all employees regarding Time Keeping Records

Purpose

The employment conditions policies have been documented to ensure that practices are standardised and made consistent throughout the firm. They have also been developed to ensure that legal areas are complied with at all times, especially those relating to the health and safety and the duty of care that exists between employer and employee.

The documented employment conditions policies also assist in creating a culture within Global Labour Solutions Pty Ltd. of professionalism to both our clients and our fellow colleagues.

Scope

The outlined conditions form part of the contract of employment for all staff within Global Labour Solutions Pty Ltd.

Failure to adhere to company policy and procedures or failure to enforce company policy and procedures will result in disciplinary action.

Procedure

The nature of the work undertaken by Global Labour Solutions Pty Ltd. requires that its employees work overtime within the definition of the Act and therefore there is a requirement for individuals to keep timesheets.

All employees are to submit detailed time sheets on a basis agreed with their manager – usually weekly. These sheets are to contain their name, outline of all the projects that have been worked on that week, the hours allocated to each project and the category of work that each job falls under, plus those hours dedicated to administrative and other routine tasks.

Title

Wages and Salaries

Policy

Global Labour Solutions Pty Ltd. has guidelines for all employees regarding Wages and Salaries

Purpose

The employment conditions policies have been documented to ensure that practices are standardised and made consistent throughout the firm. They have also been developed to ensure that legal areas are complied with at all times, especially those relating to the health and safety and the duty of care that exists between employer and employee.

The documented employment conditions policies also assist in creating a culture within Global Labour Solutions Pty Ltd. of professionalism to both our clients and our fellow colleagues.

Scope

The outlined conditions form part of the contract of employment for all staff within Global Labour Solutions Pty Ltd.

Failure to adhere to company policy and procedures or failure to enforce company policy and procedures will result in disciplinary action.

Procedure

Salaries/wages are paid *fortnightly*. Payments are made directly into the bank, building society or credit union of your choice. Payslips are forwarded to all employees within one day of payment. All staff members are required to complete the **Bank Account Details Form** on commencement with Global Labour Solutions Pty Ltd.

The manager is to receive an email from your authorised team leader by *end of fortnight roster* advising of any changes to your pay details, otherwise you will be paid the same amount to the same account each pay period.

It is the individual's responsibility to advise any change to account details. Global Labour Solutions Pty Ltd. cannot be held responsible for any delays in processing that arise due to changes in your banking or address details. Any requests for changes to bank details should be forwarded to the Senior Administrator at least 10 days before salaries are paid.

Details required for payments to be processed are:

Bank and Branch Name, BSB Number in the format XXX-XXX, Account Number, Name on Account

PAYE tax along with HECS liability where applicable will be deducted from an employee's salary. At the end of the financial year each employee will be issued with a PAYG Payment Summary stating how much tax has been deducted. This summary should be used when completing your tax return.

All funds that are transferred are cleared so there is no need to wait before they can be drawn upon. Employees requiring a statement of earnings or replacement pay slips should request this from Finance and Administration.

Should an employee require a reference of earnings or employment status when applying for a loan etc., the manager should be given as a reference point. In addition, the manager should be advised via email of who will call and when. Personal details will not be provided without the prior consent of the employee. All employees have the option to salary sacrifice. The manager is to be notified, together with the provision of the appropriate documentation authorising the sacrifice.



GLOBAL LABOUR
SOLUTIONS

Confidential Company Information

Title

Definition

Policy

Global Labour Solutions Pty Ltd. has guidelines for all employees regarding Definition

Purpose

Confidential company information is considered Global Labour Solutions Pty Ltd. property and may be used or disclosed only with proper authorisation and only in the exercise of an employee's duties.

Scope

- Global Labour Solutions Pty Ltd. will keep the amount of information it considers confidential to a minimum. However, it has the right to protect certain types of information especially that which might jeopardise the company's clients and suppliers, give competitors advantages and harm company investors and employees.
- Each employee must protect confidential information to which he or she has authorised access, or to which he or she gains inadvertent access. Access, in itself, never confers the privilege of disclosing the information.
- Employees must protect confidential information of customers.
- The protection of confidential Global Labour Solutions Pty Ltd. extends to confidential information of all employees, suppliers and clients of Global Labour Solutions Pty Ltd.

Procedure

Confidential information includes, but is not limited to:

- all information regarding our clients and those of businesses related to Global Labour Solutions Pty Ltd.;
- business methods and marketing strategies;
- financial affairs and accounting methods;
- supplier and client lists, and client agreements;
- client information and other personal information;
- products, components of products, pricing policies and costing;
- manuals, procedures, maintenance scheduling, training materials and computer programming information;
- research and development;
- budgets and strategies; or
- any information that could reasonably be assumed to amount to confidential information.

Title**Personal Use of Company Property****Policy**

Global Labour Solutions Pty Ltd. has guidelines for all employees regarding Personal Use of Company Property

Purpose

The purpose of this policy is to explain the general procedures relating to Personal Use of Company Property

Scope

The following guidelines are to be adhered to by all managers, supervisors and employees.

Procedure

Employees may not use, divert or appropriate Global Labour Solutions Pty Ltd. property, equipment, services or assets for personal use or benefit. The improper and unauthorised use of any of these will be treated as theft. Under no circumstances is Global Labour Solutions Pty Ltd.'s intellectual property to be taken from Global Labour Solutions Pty Ltd.'s premises without prior authorisation from the relevant partner.

Approvals and Advice

Employees are encouraged to discuss issues and concerns pertaining to Global Labour Solutions Pty Ltd.'s commitment to ethical business practices with their managers. All managers shall be responsible for the enforcement of compliance with this policy.

Any questionable circumstances requiring investigation or interpretation under this policy should be referred to the manager.



GLOBAL LABOUR
SOLUTIONS

Confidentiality of Employee Information

Title

Access to Employee Files

Policy

Global Labour Solutions Pty Ltd. has guidelines for all employees regarding Access to Employee Files

Purpose

This policy ensures that information supplied to the company by the employee as well as information collected during the course of employment of an employee, is treated in the same way for all employees. The application of this policy will not be limited to just employees of the company, but also any other individual who supplies personal information to the company.

Scope

The following guidelines are to be adhered to by all managers, supervisors and employees.

Procedure

Employee information is confidential and will be filed under lock and key by the manager. Personnel authorised to have access to these records include the HR Manager or the Director, Other management may review these records only with the approval of the Director.

Title

Employee request for Information to be supplied to others

Policy

Global Labour Solutions Pty Ltd. has guidelines for all employees regarding Employee request for Information to be supplied to others.

Purpose

This policy ensures that information supplied to the company by the employee as well as information collected during the course of employment of an employee, is treated in the same way for all employees. The application of this policy will not be limited to just employees of the company, but also any other individual who supplies personal information to the company.

Scope

The following guidelines are to be adhered to by all managers, supervisors and employees.

Procedure

An employee may request written confirmation of employment and salary for personal reasons. These requests should be referred to the manager who will issue and authorise the letter.



GLOBAL LABOUR
SOLUTIONS

Continuing Professional Development and Education

Title

Continuing Professional Development and Education

Policy

Global Labour Solutions Pty Ltd. has guidelines for all employees regarding Continuing Professional Development and Education Policy

Purpose

The purpose of this policy is to spell-out Global Labour Solutions Pty Ltd.'s approach to and management of professional and personal development for all employees. It particularly addresses the requirement for professional staff to meet their association's Continuing Professional Development requirements in order to maintain the currency of their skills and knowledge and their eligibility to practice and contribute to the firm's activities.

The firm encourages all staff to improve their capabilities and credentials, where these processes will assist them in their present and future roles with the company. Any support to staff under the terms of this policy must emanate from properly developed individual development plans. All study leave must be applied for using the Study Application Form available from the company office.

Scope

The following guidelines are to be adhered to by all managers, supervisors and employees.

Procedure

Continuing Professional Development and Education

Global Labour Solutions Pty Ltd. recognises the importance of Continuing Professional Development (CPD) for all our professional staff. Ongoing education is important for an accountant's individual knowledge development, for the added value to client service and for the opportunity to pursue the goal of becoming a leader in their area of professional activities.

It is compulsory for each professional employee at Global Labour Solutions Pty Ltd. to attend sufficient CPD to satisfy these requirements and it is the responsibility of each professional to ensure that the minimum requirements are met in each period.

After CPD Attendance

After attending the CPD, the employee is expected to prepare a brief summary paper and presentation of the material covered and knowledge gained at the Program. The employee should also provide a copy of any papers received at the CPD to the manager so that subjects covered by the papers can be circulated electronically. It is desirable that the employee then present their summary of the professional development activity at an in-house CPD event.

In-House CPD

The firm itself provides significant opportunities for CPD through:

- In-house presentations, including regular meetings and presentations
- the availability of video and audio tapes
- the firm's annual conference.

Global Labour Solutions Pty Ltd. recognises of the value of CPD beyond minimum requirements and is open at all times to proposals by employees to attend relevant CPD. Each application to attend CPD will be considered on its



GLOBAL LABOUR SOLUTIONS

Diversity Policies and Guidelines

Title

Confidentiality

Policy

Global Labour Solutions Pty Ltd. has guidelines for all employees regarding Confidentiality

Purpose

The purpose of this policy is to ensure that all employees at Global Labour Solutions Pty Ltd. are treated equally in all employment matters regardless of sex, nationality, religion, handicap, marital status, personal association, sexuality and pregnancy and that they are able to perform their job requirements in an environment that is free from discriminating, harassing or bullying behaviours.

This policy applies to all matters of employment including recruitment, selection, placement, transfers, performance review, promotions, training and development and terminations. It also applies to remuneration practices, benefits and all other conditions of employment.

Further Equal Employment Opportunity training is covered in Global Labour Solutions Pty Ltd.'s Training Program that all employees complete as part of induction.

Scope

The following guidelines are to be adhered to by all managers, supervisors and employees.

Procedure

Under federal anti-discrimination law an employer, regardless of their size, may be legally responsible for discrimination and harassment which occurs in the workplace or in connection with a person's employment unless it can be shown that 'all reasonable steps' have been taken to reduce this liability. This legal responsibility is called 'vicarious liability'.

'All reasonable steps' is not defined in the legislation because what is reasonable for a large corporation may not be reasonable for a small business. Rather it is worked out on a case-by-case basis. However, it does mean that employers must actively implement precautionary measures to minimise the risk of discrimination and harassment occurring.

Global Labour Solutions Pty Ltd. is legally liable for the unlawful behaviour of its employees, during the course of employment, and must demonstrate it has taken every reasonable step to prevent it. The company is totally committed to ensuring complainants can discuss allegations in an environment that is non-threatening and provides complete privacy.

To ensure privacy and confidentiality, a mechanism for resolving complaints has been established. The mechanism requires proper records be kept so that the company is informed of workplace issues which possibly expose it to avoidable risk. The company must have the ability to monitor such

allegations to enable steps to be taken to discover and deal with patterns of harassment or bullying in particular work areas.

For these reasons, the company is required to record details of complaints made. However these records will not be kept on personnel files or any other files, which might be available for open scrutiny. They will be located in a separate confidential filing system and access to those records will be limited to those involved in receiving and resolving the complaints.

Title

Discrimination

Policy

Global Labour Solutions Pty Ltd. has guidelines for all employees regarding Discrimination

Purpose

The purpose of this policy is to ensure that all employees at Global Labour Solutions Pty Ltd. are treated equally in all employment matters regardless of sex, nationality, religion, handicap, marital status, personal association, sexuality and pregnancy and that they are able to perform their job requirements in an environment that is free from discriminating, harassing or bullying behaviour.

This policy applies to all matters of employment including recruitment, selection, placement, transfers, performance review, promotions, training and development and terminations. It also applies to remuneration practices, benefits and all other conditions of employment.

Further Equal Employment Opportunity training is covered in Global Labour Solutions Pty Ltd.'s Training Program that all employees complete as part of induction.

Scope

The following guidelines are to be adhered to by all managers, supervisors and employees.

Procedure

Global Labour Solutions Pty Ltd. is committed to HR policies that provide for equal employment opportunity. This policy of equal treatment is without regard to age, race, religion, sex, sexual orientation, marital status, or disability. It includes, but is not limited to employment, training, promotion and compensation.

It is the company's policy that equal treatment of employees and applicants is the fairest and best way to maintain an environment which fosters the highest possible performance.

We will provide equal career opportunities based solely on merit, which means that progress at Global Labour Solutions Pty Ltd. will depend on the individual skills, qualifications, abilities and aptitude of the individual concerned.

Where necessary, we will provide special programs to address any issue identified as an obstacle to equal opportunity. In this regard, the company will be fulfilling its legal obligations under Commonwealth Anti-discrimination Legislation, and under State Anti-Discrimination Laws.

The firm's Discrimination Officer is the Director.

Minimum Guidelines

- It is the responsibility of all staff to provide a working environment free of discriminatory behaviour.
- It is also the responsibility of all staff to report any signs of this unwanted behaviour to their Manager, the Discrimination Officer or another senior staff member.
- Management MUST take all alleged complaints seriously and act on them in accordance with the outlined procedure, ensuring that confidentiality is maintained at all times.

- Any person that is privy to alleged complaints MUST ensure confidentiality at all times and that company procedures are adhered to.
- All managers and employees both individually and collectively are responsible for the understanding and implementation of the company's equal employment opportunity policy.

Complaints Procedure

Global Labour Solutions Pty Ltd. has established a procedure which is designed to eliminate discrimination and to ensure that no one is victimised or penalised for making a complaint.

Should you wish to make a complaint you must adhere to the following procedure:

- **Contact the Discrimination Officer:** This person will listen to your complaint and explain the various options that are open to you. The officer will explain the complaint resolution process to you and discuss with you the options available, i.e. whether the process should be formal or informal and who the most appropriate mediator will be for your situation. The final choice of that mediator will be at your discretion.
- **Alternative Complaint Avenues:** If you do not feel comfortable approaching your internal Discrimination Officer, the company has made available an external coordinator. To access this you can phone the external agency. They will listen to your complaint and discuss the most appropriate next steps.
- **Confidentiality:** Any complaint will be dealt with in strictest confidence. The Discrimination Officers have been advised of the need for this and have agreed to maintain strict confidentiality.

Outside Assistance: Whilst we will make every effort to resolve any complaint within the organisation, any person who feels they have been discriminated against has the right to take the complaint to the Equal Opportunity Commission.

Title

Harassment in the Workplace

Policy

Global Labour Solutions Pty Ltd. has guidelines for all employees regarding Harassment in the Workplace

Purpose

The purpose of this policy is to ensure that all employees at Global Labour Solutions Pty Ltd. are treated equally in all employment matters regardless of sex, nationality, religion, handicap, marital status, personal association, sexuality and pregnancy and that they are able to perform their job requirements in an environment that is free from discriminating, harassing or bullying behaviour.

This policy applies to all matters of employment including recruitment, selection, placement, transfers, performance review, promotions, training and development and terminations. It also applies to remuneration practices, benefits and all other conditions of employment.

Further Equal Employment Opportunity training is covered in Global Labour Solutions Pty Ltd.'s Training Program that all employees complete as part of induction.

Scope

The following guidelines are to be adhered to by all managers, supervisors and employees.

Procedure

Minimum Guidelines

It is the responsibility of all staff to provide a working environment free of Harassment

It is also the responsibility of all staff to report any signs of this unwanted behaviour to their Manager, the Discrimination Officer or another senior staff member.

Management **MUST** take all alleged complaints seriously and act on them in accordance with the outlined procedure, ensuring that confidentiality is maintained at all times.

Any person that is privy to alleged complaints **MUST** ensure confidentiality at all times and that company procedures are adhered to.

All managers and employees both individually and collectively are responsible for the understanding and implementation of the company's sexual harassment policy.

Any employee who is determined, after an investigation, to have engaged in sexual harassment in violation of this policy will be subject to appropriate sanctions up to and including termination.

Definition

There is no single, universally accepted definition of sexual harassment. However, the definition adopted should be consistent with the legal definition to avoid any confusion. The most important element to emphasise in any definition is that sexual harassment is unwelcome behaviour of a sexual nature.

For example, sexual harassment can be defined in the following way:

"Sexual harassment is any unwanted, unwelcome or uninvited behaviour of a sexual nature which makes a person feel humiliated, intimidated or offended. Sexual harassment can take many different forms and may include physical contact, verbal comments, jokes, propositions, the display of offensive material or other behaviour which creates a sexually hostile working environment."

Examples of sexual harassment in the working environment

- uninvited touching;
- uninvited kisses or embraces;
- smutty jokes or comments;
- making promises or threats in return for sexual favours;
- displays of sexually graphic material including posters, pinups, cartoons, graffiti or messages left on notice boards, desks or common areas;
- repeated invitations to go out after prior refusal;
- sexual gestures;
- sex-based insults, taunts, teasing or name-calling;
- staring or leering at a person or at parts of their body;
- unwelcome physical contact such as massaging a person without invitation or deliberately brushing up against them;
- touching or fiddling with a person's clothing e.g. lifting up skirts or shirts, flicking bra straps, or putting hands in a person's pocket;
- requests for sex;
- sexually explicit conversation;
- persistent questions or insinuations about a person's private life;
- offensive phone calls, letters or SMS messages.

Criminal Behaviour

Some types of harassment may also be offences under the criminal law. These include:

- Physical molestation or assault;
- Indecent exposure;
- Sexual assault;
- Stalking;
- Obscene communications (telephone calls, SMS messages, letters etc.).

If an employee or manager suspects that a criminal incident has occurred, the individual concerned should be advised to report the matter to the police.

What is NOT considered sexual harassment?

Sexual harassment is not behaviour which is based on mutual attraction, friendship and respect. If the interaction is consensual, welcome and reciprocated it is not sexual harassment.

Situations in which harassment may occur

A person may be harassed by a supervisor or manager, co-worker, contractor, service provider or client. Although not all these situations would necessarily give rise to a complaint under the legislation, it makes good sense to have these internal procedures for dealing with any harassment which could affect the welfare of employees.

Harassment is not just unlawful during working hours or in the workplace itself. The behaviour is unlawful in any work-related context, including conferences, work functions, office Christmas parties and business trips.

Complaints Procedure

Any employee who feels that he/she is a victim of sexual harassment by any supervisor, manager, other employee, client or any other person in connection with their employment should bring the matter to the immediate attention of the Discrimination Officer.

Global Labour Solutions Pty Ltd. has established a procedure, which is designed to eliminate discrimination and/or ensure that no one is victimised or penalised for making a complaint.

Should you wish to make a complaint you must adhere to the following procedure:

- **Contact the Discrimination Officer:** This person will listen to your complaint and explain the various options that are open to you. The officer will explain the complaint resolution process to you and discuss with you the options available, i.e. whether the process should be formal or informal and who the most appropriate mediator will be for your situation. The final choice of that mediator will be at your discretion.
- **Alternative Complaint Avenues:** If you do not feel comfortable approaching your internal Discrimination Officer, the Company has made available an external coordinator. To access this you can phone the external coordinator. They will listen to your complaint and discuss the most appropriate next steps.
- **Confidentiality:** Any complaint will be dealt with in strictest confidence. The Discrimination Officers have been advised of the need for this and all have agreed to maintain strict confidentiality.
- **Outside Assistance:** whilst we will make every effort to resolve any complaint within the organisation, any person who feels they have been discriminated against has the right to take the complaint to the Equal Opportunity Commission.

Do not ignore sexual harassment thinking it will go away. Silence gives the impression that sexual harassment is acceptable.

Title

Workplace Bullying

Policy

Global Labour Solutions Pty Ltd. has guidelines for all employees regarding Workplace Bullying

Purpose

The purpose of this policy is to ensure that all employees at Global Labour Solutions Pty Ltd. are treated equally in all employment matters regardless of sex, nationality, religion, handicap, marital status, personal association, sexuality and pregnancy and that they are able to perform their job requirements in an environment that is free from discriminating, harassing or bullying behaviour.

This policy applies to all matters of employment including recruitment, selection, placement, transfers, performance review, promotions, training and development and terminations. It also applies to remuneration practices, benefits and all other conditions of employment.

Further Equal Employment Opportunity training is covered in Global Labour Solutions Pty Ltd.'s Training Program that all employees complete as part of induction.

Scope

The following guidelines are to be adhered to by all managers, supervisors and employees.

Procedure

Global Labour Solutions Pty Ltd. is committed to providing a work environment free from bullying.

Minimum Guidelines

It is the responsibility of all staff to provide a working environment free from Bullying. It is also the responsibility of all staff to report any signs of nature to the Discrimination Officer.

Management MUST take all alleged complaints seriously and act on them in accordance with the outlined procedure, ensuring that confidentiality is maintained at all times.

Any employee that is privy to alleged complaints MUST ensure confidentiality at all times and that company procedures are adhered to.

All managers and employees both individually and collectively are responsible for the understanding and implementation of the company's workplace bullying policy.

Definition

One definition of workplace bullying is "the repeated less favourable treatment of a person by another or others in the workplace, which may be considered unreasonable and inappropriate workplace practice. It includes behaviour that intimidates, offends, degrades or humiliates a worker." (Source ACTUQ/QCCI/Qld Govt Department of Workplace Health and Safety).

Bullies usually utilise power attributed to their status, skills or position in the workplace, and both men and women can be the targets and/or the perpetrators. Workplace bullying can occur between a worker and a manager or supervisor, or between co-workers.

Bullying behaviour can range from very obvious verbal or physical assault to very subtle psychological abuse. This behaviour may include:

- physical or verbal abuse,

- yelling, screaming or offensive language,
- excluding or isolating employees,
- psychological harassment,
- intimidation,
- assigning meaningless tasks unrelated to the job,
- giving employees impossible jobs,
- deliberately changed work rosters to inconvenience particular employees, and/or
- undermining work performance by deliberately withholding information vital for effective work performance.

Workplace bullying by any member of staff is deemed to be unacceptable behaviour and will be subject to disciplinary action.

The Nature of Bullying

Bullying behaviour can range from serious to a less serious nature; however one-off incidents can still constitute bullying. Also, where continued, such behaviour can undermine the standard of conduct within a work area, which may erode the wellbeing of the individual or group being targeted and lead to lower overall staff performance.

The absence of complaints is not necessarily an indication that no bullying is occurring. The person subjected to bullying behaviour does not always complain. This is not necessarily because the act is deemed as trivial, but because the person may lack the confidence to speak up on their own behalf or feel too intimidated or embarrassed to complain.

What is NOT considered to be Bullying?

Workplace bullying must not be confused with legitimate comment and advice (including relevant negative comment or feedback) from managers and supervisors on the work performance or work related behaviour of an individual or group.

The process of providing feedback to staff during a formal performance appraisal, or counselling staff regarding their work performance, will not always be free of stress. Managers should manage these processes with sensitivity, but they should not avoid their responsibility to provide full and frank feedback to staff.

Unsubstantiated allegations of workplace bullying that are designed to put pressure on a staff member are also considered to be a form of workplace bullying and as such, are considered to be unacceptable behaviour.

Possible discipline outcomes could include one of the following possibilities:

- Counselling
- Demotion
- Censure
- Dismissal

The firm's Discrimination Officer is the Director.

Complaints Procedure

Global Labour Solutions Pty Ltd. has established a procedure, which is designed to stop bullying and ensure that staff are not victimised or penalised for making a complaint.

Should you wish to make a complaint you must adhere to the following procedure:

- Approach the Offender: it may be appropriate for you to attempt to resolve the issue by telling the offender that his or her behaviour is unacceptable and that you want it to stop. If the offender is told that the conduct is distressing, it will often result in the bullying ceasing.
- Contact the Discrimination Officer: This person will listen to your complaint and explain the various options that are open to you. The officer will explain the complaint resolution process to you and discuss with you the options available, i.e. whether the process should be formal or informal and who the most appropriate mediator will be for your situation. The final choice of that mediator will be at your discretion.
- Alternative Complaint Avenues: If you do not feel comfortable approaching your Discrimination Officer, the Company has made available an external coordinator. To access this you can phone the external coordinator. They will listen to your complaint and discuss the most appropriate next steps.
- Confidentiality: Any complaint will be dealt with in the strictest of confidence. The Discrimination Officer has been advised of the need for this and all have agreed to maintain strict confidentiality.
- Outside Assistance: Whilst we will make every effort to resolve any complaint within the organisation, any person who feels they have been discriminated against has the right to take the complaint to WorkSafe New South Wales.