



AUSTRALIAN
HARDWARE

Australian Hardware Employee Handbook

Wollongong Store – 2013

Welcome To Our Team!

Welcome to Australian Hardware, Wollongong Store. We look forward to the opportunity to work with you and we want you to know that we recognise our employees as being one of our most valuable resources. Our continued success in providing the highest quality customer service depends on people like yourself and your fellow employees. We want you to enjoy your time here and we are committed to helping you succeed in your new role.

We have prepared this handbook to provide you with information about working at Australian Hardware: background information, policies, procedures and day-to-day operations. Australian Hardware's policies form part of your contract of employment so it is important that you read through this guide and ensure that you ask your manager or person responsible for your induction for assistance if you have any questions.

We hope you find your time with us to be an enjoyable and rewarding experience.

Once again, welcome to Australian Hardware!

Sincerely,

A handwritten signature in black ink that reads "Holden Greenwright". The signature is written in a cursive, slightly slanted style.

CEO, Australian Hardware

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About this Handbook

This handbook is designed to familiarise you with Australian Hardware's culture and practices.

The policies stated in this handbook may change from time to time. We've done our best to include as much information as possible in an easy-to-understand manner.

This handbook is not intended as a formal or exhaustive statement of an employee's responsibilities and is not a contract of continued employment. Nothing in this handbook or any oral or written representation by any employee, official, manager, or supervisor of Australian Hardware shall be construed as a contract of continued employment.

Our Mission

Australian Hardware provides the best quality hardware, homewares, garden supplies and building materials from Australia and the world. Australian Hardware is committed to providing customers and tradespeople with value through everyday low prices, product quality, expert service, community engagement and environmental responsibility.

Our Way of Doing Business

'We don't sell really cheap hammers. You can buy a cheaper hammer elsewhere. We sell the singular experience of buying just the right tool for today's needs' - Eric Greenwright.

Australian Hardware's success depends on our people. Australian Hardware can only prosper and provide opportunities for employment and growth when we continually improve ourselves, and the work we do.

We recognise, however, that success is not measured by sales alone. We are measured as much by the way in which we achieve our goals, as we are by the actual achievements themselves. We believe that a commitment to uncompromising values and integrity should always guide our decisions and actions as we pursue our goals.

Following are the core values that form the foundation of our measurement of success:

- **Customer-focus:** We believe in providing superb service. Our goal is to provide a genuine service and attention to customer needs that our customers will tell their friends and colleagues about.
- **Performance:** We believe that good isn't good enough. We never stop trying to do it better, no matter how good we are. We constantly strive to 'raise the bar.'
- **Business ethics:** We believe in honesty and trust. We work to build trust with others in each and every interaction; customers and staff alike. We recognise that honesty and trust form the bond that holds businesses and relationships together.
- **Development:** We believe in the ongoing training and development of our staff. We see it as a worthy investment in the future of the business as well as a way of enabling our people to achieve their potential.
- **Teamwork:** We help others perform. We believe that our continued success depends on teamwork. We know that great achievements are only possible when everybody is supported and respected.
- **Community and environmental responsibility:** We believe in being a positive addition to our community and strive for improvement in sustainable practices.

Recruitment and Selection Policy

This Recruitment and Selection Policy establishes guidelines for the recruitment and selection of Australian Hardware staff. Australian Hardware aims to attract and employ the most suitable person for the position who will support the organisation's values, culture and goals in order to achieve its strategic directions. Recruitment and selection of staff at Australian Hardware will comply with all legal requirements, and with relevant equal opportunity, human resource management principles, policies and guidelines adopted by the organisation.

This policy applies to all fixed-term, part-time and full-time appointments.

Principles

The following principles guide decision-making in relation to recruitment and selection of staff to work at Australian Hardware.

- The aim of the recruitment and selection process is to appoint the most suitable person to the position.
- Recruitment and selection will be informed by Australian Hardware's strategic directions and priorities and will take place following an evaluation of the need for the role given the staffing requirements to achieve these directions and priorities.
- Recruitment and selection will be guided by requirements of relevant legislation and other relevant human resource management policies in use by Australian Hardware such as equal opportunity and anti-discrimination policies.
- Recruitment and selection processes will be conducted on the basis of fair, equitable and respectful treatment of all applicants.
- Positions will be advertised on a range of sites including print and web media (where appropriate), which are most likely to maximise the field of suitably qualified applicants.
- Appointments will be made in open competition from the widest field of applicants attracted by both internal and external advertising.
- All appointments will be made on the basis of careful and consistent application of the principle of merit and adherence to the key selection criteria and requirements of the position as outlined in the position description.
- Recruitment and selection processes will be transparent, consistent, professional and timely. Accountability will be achieved by recruitment and selection processes being open and subject to appropriate scrutiny and review, having regard to the confidentiality of the applicants.
- All recruitment and selection processes will be conducted so as to ensure the confidentiality of the applicants and to preserve the integrity of the process.
- Decision-making is the responsibility of the store general manager or as delegated.

Responsibilities relating to this policy

Offers of employment are made by the store manager or a person delegated by the owners to make the decision of employment.

The Store General Manager is responsible for the operation, development and continuous improvement of this policy and for providing information about all legal aspects of the contract.

Probation

Your employment is subject to a three-month probation period, during which you will be expected to perform the duties in the position description to the satisfaction of your line manager.

During the probationary period, either party may terminate your employment with the minimum allowable notice (according to the modern award that applies to the job role), except in the case of summary dismissal for improper conduct, for which no notice is required. Australian Hardware may elect to pay you in lieu of part or all of your notice period.

Responsibilities and Duties

It is expected that you will perform all of your duties:

- referred to in your position description or any similar documents together with such other duties and responsibilities as may from time to time reasonably be assigned and communicated to you by the person to whom you report
- in accordance with Australian Hardware policies
- honestly, diligently, and to the best of your ability and endeavour to promote and protect its interests.
- and not undertake any activities or other employment that could result in a conflict of interest between you and Australian Hardware.

Hours of Work

Schedules are prepared to meet the work demands of the store. As the work demands change, management reserves the right to adjust working hours and shifts.

Schedules are posted two weeks in advance of the work week. These schedules are posted every Friday. Each employee is responsible for working their shifts.

You should arrive for your shift with enough time to make sure you're ready to work when your shift begins. We suggest that you arrive 10 to 15 minutes before your shift begins so that you have time to get settled and ready for your shift. You should clock in when your shift begins and be ready to start work immediately.

Schedule changes may be allowed only if you find a replacement and get your manager's approval. To be valid, the manager must indicate and initial

the change on the posted schedule. The store usually requires high levels of staff on or around holidays, and other special events.

For full-time and part-time employees, where you are required to work outside your ordinary weekly hours, you will be entitled to time-off-in lieu provided you have the prior agreement of your manager.

Remuneration

The net cash of your wage will be paid fortnightly into your nominated bank account.

Australian Hardware is covered by various modern awards under the *Fair Work Act 2009*. Where your employment is covered by an award, the terms and conditions in the award do not form part of this agreement or your contract of employment.

It is expressly agreed that your wage is designed to include and offset the minimum entitlements (including without limitation, minimum rates, overtime, penalties and leave loading) under the appropriate modern award.

Further information on remuneration is available in the Australian Hardware Remuneration and Performance Appraisal policy, outlined in the Wollongong General Operations Manual, available through the company intranet.

Performance Management

All employees are provided with an individual performance plan at the end of their probation period, and at after each July/August review for subsequent years of employment.

Staff performance appraisals are carried out twice a year. The January/February review is designed to assess progress towards the achievement of the employee's performance plan targets. The July/August review will comprise of an assessment of the achievement of targets and outcomes.

Further information on performance management is available in the Australian Hardware Remuneration and Performance Appraisal policy, available through the company intranet.

Annual Leave

You will be entitled to pro rata annual leave based on four weeks paid annual leave in accordance with the Fair Work Act 2009. Annual leave accrues pro rata and is cumulative.

Notice must be given to the employer in accordance with Australian Hardware's leave policy before taking annual leave.

Personal Leave

Employees are entitled to ten days paid personal leave per year (pro rata) in accordance with the Fair Work Act 2009. Personal leave accrues pro rata and is cumulative.

Personal leave may be taken as personal sickness leave or personal carer's leave.

Employees are also entitled to two days unpaid carer's leave in accordance with the Act.

Three days, but not more than two consecutive days of sick leave may be taken without a doctor's certificate.

Documentation may be requested in support of carer's leave.

Personal leave is not paid out on termination of employment.

Other Leave

You are entitled to unpaid parental leave and compassionate leave entitlements in accordance with the Fair Work Act 2009.

Employees may also be entitled to long service leave in accordance with the *Long Service Leave Act 1955* (NSW).

Public Holidays

Employees will be entitled to all gazetted public holidays observed generally throughout Australia.

Absences

All employees are expected to work on a regular, consistent basis and complete their regularly scheduled hours per week. Excessive absenteeism may result in disciplinary action, up to and including termination.

Disciplinary action taken because of absenteeism will be considered on an individual basis, following a review of the employee's absentee and overall work record.

If you are going to be late or miss work, you are expected to call and talk to your manager at least two hours before you are scheduled to work, or as soon as possible where two hours notice is impossible.

Any employee who does not call or report to work for two consecutive shifts will be considered to have voluntarily resigned employment at Australian Hardware.

Prior to taking a leave of absence for purposes of vacation, personal leave, military or jury duty, or other planned absence, an employee leave request must be made. An employee's leave request shall be submitted via email to info@AustralianHardware.com.au or in writing to your manager and consist of a name, dates requested off, and the reason for the request.

Employee leave requests should be submitted at least two weeks prior to the scheduled leave date, unless the request is due to an unexpected emergency. The nature of the emergency should then be shared with your line manager.

To return to work from an accident or medical leave, all employees must present a doctor's certificate.

Any employee who fails to return to work at the expiration of a personal leave of absence will be deemed to have abandoned their job, unless Australian Hardware is notified of a reason, satisfactory to management, for not returning to work at the end of the leave of absence.

Punctuality

Employees must be prepared to start work promptly at the beginning of the shift. It is suggested that you aim to arrive at the store 10 to 15 minutes before your shift commences. Your scheduled time is the time you are expected to be performing the duties of your job, not the time that you arrive at the store. You may clock in within five minutes of the start of your shift. All employees are given an employee ID number to clock in and out on the store's timekeeping system.

Repeated lateness is grounds for termination. If it is not possible for you to begin work at your scheduled time, call the store and speak to the appropriate manager on duty.

Breaks

Each employee is allowed a one half-hour meal break if you work five or more hours.

Australian Hardware provides a healthy and safe environment for customers and employees. Smoking breaks are not included in contracts of employment. Smoking is only permitted during lunch breaks, outside shift hours and away from the premises. Smoking in or around the premises is not permitted by law.

Dress Code

All employees of Australian Hardware are expected to represent the business and dress in the appropriate staff uniform. Uniforms must be cleaned and pressed before every shift.

An allowance for cleaning is provided under the terms of employment.

Accidents, Fire and Emergency Situations

Report all accidents, no matter how minor they seem, to your work health and safety (WHS)¹ representative, who will take appropriate action in accordance with the work health and safety (WHS) policy outlined in the Wollongong General Operations Manual.

All employees must know the specific location and operation of fire extinguishers.

If the fire alarm sounds, assist customers to the nearest fire exit and out of the store immediately.

Equal Employment Opportunity

Australian Hardware is guided by the principle of equal opportunity in all of its activities. Australian Hardware aims to create a positive, equitable and productive working environment. This includes providing staff with an environment that is safe, flexible, fair, culturally appropriate, friendly and professional. Equity principles are a core element of the planning, recruitment, interview, selection and appointment of new employees of Australian Hardware.

¹ Also referred to as occupational health and safety (OHS).

Australian Hardware is committed to an equitable and inclusive work environment that is free from discrimination and harassment. The organisation has implemented policies and procedures to promote a discrimination and harassment free work environment for all staff to ensure that they are able to work effectively within the organisation and with its clients and stakeholders.

Australian Hardware will assist staff in meeting these objectives with clear policy, education, training and practice.

Equal employment opportunity and diversity

Australian Hardware is responsible for ensuring that equal employment opportunities exist for all current and future employees. Staff will be selected or promoted according to merit irrespective of personal attributes.

Diversity in the workplace is characterised by staff that have a variety of experiences and come from a variety of backgrounds. Staff, diversity can refer to function, experience, discipline, education, socio-economic background, marital status, personality profile, gender, age, language, ethnicity, culture, sexual orientation, religion, family responsibility.

Australian Hardware is committed to identifying and eliminating the barriers that may be encountered by staff including: the elimination of discriminatory selection criteria for job roles; and the provision of equal access to training and development, support and mentoring.

Discrimination, Sexual Harassment and Bullying

Australian Hardware is committed to providing a workplace free from discrimination, sexual harassment and bullying. Behaviour that constitutes discrimination, sexual harassment or bullying will not be tolerated and will lead to action being taken, which may include dismissal.

For the purposes of this policy, the following definitions apply:

- **Direct discrimination** occurs when someone is treated unfavourably because of a personal characteristic.
- **Indirect Discrimination** occurs when a workplace requirement is put in place that a person with a certain characteristic will not be able to comply with. For example a minimum height requirement of 175 cm for a particular job might be applied equally to men and women, but would indirectly discriminate on the basis of sex, as women tend to be shorter than men.

- **Sexual harassment** includes unwelcome conduct of a sexual nature in circumstances in which it could reasonably be expected to make a person feel offended, humiliated or intimidated.
- **Workplace bullying** may include behaviour that is directed toward an employee, or group of employees, that creates a risk to health and safety, e.g. physical and/or verbal abuse, excluding or isolating individuals; or giving difficult or unpleasant tasks to particular staff members.

Australian Hardware provides equal opportunity in employment.

Discrimination based on a personal characteristic mentioned under state and federal equal opportunity legislation is strictly forbidden.

According to federal and state legislation, the following characteristics must not result in discrimination at Australian Hardware:

- age
- breastfeeding
- carer status
- disability
- employment activity
- gender identity
- industrial activity
- lawful sexual activity
- marital status
- parental status
- personal association with someone having any of these characteristics
- physical features
- political activity/belief
- pregnancy
- race
- religious activity/belief
- sex
- sexual orientation.

Any employee found to have contravened this policy will be subject to disciplinary action, which may include dismissal as outlined in the complaint procedure below.

Employees must report any behaviour that constitutes sexual harassment, bullying or discrimination to their direct manager, or, where the manager is implicated in the inappropriate behaviour, to their manager's manager.

Employees will not be victimised or treated unfairly for raising an issue or making a complaint.

Procedure: To make a complaint

If you believe you are being, or have been, discriminated against, sexually harassed or bullied, you should follow this procedure.

1. Tell the offender the behaviour is offensive, unwelcome, and against company policy and should stop (only if you feel comfortable enough to approach them directly, otherwise speak to your manager). Keep a written record of the incident/s.
2. If the unwelcome behaviour continues, contact your supervisor or manager for support.
3. If this is inappropriate, you feel uncomfortable, or the behaviour persists, contact another relevant senior manager. Employees may also lodge a complaint with the Australian Human Rights Commission, or the Fair Work Ombudsman.

Employees should feel confident that any complaint they make is to be treated as confidential as far as possible.

When a complaint is received by a manager/owner, the manager/owner will listen to both sides of the story separately, taking written notes for documentation purposes. You should check these notes carefully, where required, before agreeing on the accuracy of the notes. A further investigation will only take place if agreed upon by the manager and complainant.

If, after investigation, management finds the complaint is justified, management will discuss with the complainant the appropriate outcomes which may include:

- disciplinary action to be taken against the perpetrator (counselling, warning or dismissal)
- staff training
- additional training for the perpetrator or all staff, as appropriate
- counselling for the complainant
- an apology (the particulars of such an apology to be agreed between all involved).

Grievance Policy

Australian Hardware supports the right of every employee to lodge a grievance with their manager if they believe a decision, behaviour or action affecting their employment is unfair. An employee may raise a grievance about any performance improvement action taken against them.

Where a grievance may contravene Australian Hardware's equal employment and opportunity (EEO) policy or where the grievance constitutes bullying, discrimination or harassment, the grievance should be resolved in accordance with the procedures outlined in the Anti-discrimination policy outlined in the Wollongong General Operations Manual.

We aim to resolve problems and grievances promptly and as close to the source as possible. When necessary, Australian Hardware will escalate a grievance to the next higher level of authority for more discussion and resolution, and continue escalating it to the level above until it is resolved.

Managers will do their utmost to action grievances objectively, discreetly and promptly. Be aware that grievances that are misconceived, vexatious, and lacking substance may result in disciplinary action being taken against the employee lodging the grievance.

Procedure

1. The employee should try to resolve the grievance as close to the source as possible. This can be informal and verbal. At this stage, every possible effort should be made to settle a grievance before the formal grievance process starts. If the matter still can't be resolved, the process continues and becomes formal.
2. To start the formal grievance, the complainants must fully describe their grievance in writing, with dates and locations wherever possible and how they have already tried to settle the grievance.
3. The person/s against whom the grievance/complaint is made should be given the full details of the allegation/s against them. They should have the opportunity and a reasonable time to respond in writing before the process continues.
4. A manager should have a discussion with both parties in an effort to resolve the grievance at the workplace level.
5. If the grievance still can't be resolved, refer the matter to the most senior manager for consideration and a final decision. A grievance taken to this level must be in writing from the employee.

Should the issue recur, a review may be undertaken at any stage thereafter by the most senior manager or owner. Further reviews may be held if required.

Handbook Receipt

This employee handbook does not constitute a contract of employment either in whole or in part. Australian Hardware reserves the right to add, delete, or change any portion of the employee handbook with or without notice.

For the employee's information:

Your name:

Your position title:

Your employment status: Full Time

Part Time

Casual

Manager's name:

Your starting date:

I acknowledge receipt of, and have read, the employee handbook that outlines my benefits and obligations as an employee of Australian Hardware. I understand the standards of conduct and each of the rules and regulations which I am expected to follow, as well as the additional policies. I agree to abide by all of them.

All employees are expected to conform their conduct to the rules and regulations as set out in this handbook. The contents of any employee handbook, including this one, that may be distributed during the course of their employment shall not be construed to be a contract or in any way binding. Australian Hardware reserves the right to change, at its discretion, the contents of this handbook.

Policy statement

This handbook is a general guide and provisions of this handbook do not constitute an employment agreement (contract) or a guarantee of continued employment. It is simply intended to outline the benefits and work requirements for all employees. It is further understood that Australian Hardware reserves the right to change the provisions in this handbook at any time.

Manager's signature and date:

Employee's signature and date: