

Employee Induction



GUIDELINES

- Should you have any queries or concerns throughout the induction process please ask your
- **WORKFORCE EXPRESS** Representative to clarify.
- You will be required to complete a Questionnaire based on the Induction Presentation.
- This induction is expected to take between 30- 60 minutes to complete.
- By completing this induction there is no guarantee that you will be placed in employment, however a copy will be kept on your file and is valid for 24months.

YOUR SAFETY IS OUR NUMBER ONE PRIORITY, SO PLEASE ENSURE THAT YOU TAKE NOTE OF THE INFORMATION PRESENTED TO YOU, AS IT WILL ENSURE THAT YOU AND YOUR WORKMATES CAN GO HOME SAFELY AFTER EACH SHIFT.

Introduction

As your employer **WORKFORCE EXPRESS** takes a proactive approach to promoting **ZERO HARM**. We want all of our employees to go home from work each day safely. In order to continually improve and work towards our goal we need you to understand how important you are to our company.

As your employer we have a duty to provide you with a safe workplace, as well as placing you in positions that you are adequately trained and competent for. As a **WORKFORCE EXPRESS** employee you are required to complete our Employee Induction and Site Specific Inductions delivered on site by our clients.

WORKFORCE EXPRESS ensures that all of our clients are able to provide you with a safe workplace, we achieve this by;

- Performing a Initial Safety Evaluation – this examines not only the work environment but the policies and procedures the client has in place.

As our employee, we will regularly visit on site to ensure that we monitor and maintain a high safety standard on each site. During these visits you may be asked to participate in;

- Tool Box Talks
- Risk Assessments
- Safety Observations
- Personal Audits

Policies & Procedures

As an employee of **WORKFORCE EXPRESS** you are required to become familiar with our Policies and Procedures and to abide by them in everyday work situations.

Policies and Procedures that you are governed by include:

- Work Health and Safety and Environmental Policy
- Employee Obligations Policy
- Workplace Harassment Policy
- Drug and Alcohol Policy
- Rehabilitation Policy

Whilst working on our client sites it is expected that you will adhere to their site requirements as well. If at any time you have any questions or concerns please contact your local **WORKFORCE EXPRESS** Branch by calling 1300 WFE 007.

Work Health, Safety & Environment

WORKFORCE EXPRESS is a locally owned and operated labour hire company committed to setting and maintaining the highest standards of Occupations Health, Safety and Environmental Management.

Consentient with this **WORKFORCE EXPRESS** will:

- Ensure that all activities are carried out in accordance with the Work Health and Safety Act 2011 (WHS ACT), Work Health and Safety Regulation 2011 (WHS Regulation) and applicable Codes of Practice.
- Comply with the requirements of the Queensland Environmental Protection Act of 1994;
- Commit to ensuring that all Employees have the necessary safety, risk management and job-related
- training and work/plant skills required by law, prior to the start of employment.
- Insist that employees share responsibility and accountability with management in ensuring the safe wellbeing of themselves and other persons in the workplace.
- Report any unsafe, substandard acts or conditions immediately so that they can be addressed.
- Manage risks by implement management systems to identify, assess, control, monitor and review Health and Safety Environmental Performance.

WORKFORCE EXPRESS neither expects nor requires our Employees to attempt any work place activity that could have potential to cause harm to themselves, others, equipment or the environment.



Employee Obligations

All employees of **WORKFORCE EXPRESS** have the following obligations (as per the WHS Act 2011):

- To comply with our Health, Safety and Environmental Management System
- To have a duty of care and abide by the Drug and Alcohol Policy:
 - ○ “Fit for work” – any employee is fit for work if they have a Blood Alcohol Content of 0.000 and test negative for drug use.
- To work in a way that does not expose them or fellow workers to an unacceptable level of risk.
- To only perform those duties and skills for which they have been properly trained and for which they hold the appropriate qualifications, tickets and SITE AUTHORISATION.
- To comply with and actively participate in incident reporting and rehabilitation procedures.
- To share information with fellow workmates, to reduce their exposure to risk.
- To comply with lawful instructions given by the client’s representatives.
- To report **IMMEDIATELY** any illness, injury, hazards, risks, potential or actual incidents to the Client Representative and **WORKFORCE EXPRESS**.
- To properly use and maintain the appropriate Personal Protective Equipment (PPE) where and when
 - required.
- To not do anything that may wilfully or recklessly affect the Health and Safety of yourself or others.
- To abide by Government Legislation and **WORKFORCE EXPRESS** policies.

Workplace Harassment Policy

WORKFORCE EXPRESS is committed to ensuring a healthy and safe workplace that is free from workplace harassment. Workplace harassment is unacceptable and will not be tolerated under any circumstance.

DEFINITION OF WORKPLACE HARASSMENT

- 1) A person is subjected to Workplace Harassment if the person is subjected to repeated behaviour, by a person or co-worker or a group of co-workers of the person that
 - Is unwelcome and unsolicited;
 - The person considered to be offensive, intimidating, humiliating or threatening; or
 - A reasonable person would consider to be offensive, intimidating, humiliating or threatening.
- 2) Workplace Harassment does not include reasonable management action taken in a reasonable way by the person's employer in connection with the person's employment.

EFFECTS OF WORKPLACE HARASSMENT ON PEOPLE AND THE BUSINESS

Workplace Harassment has detrimental effects on people and the business. It can create an unsafe working environment, result in a loss of trained and talented workers, the breakdown of teams and individual relationships and reduced efficiency. People who are harassed can become distressed, anxious, withdrawn, depressed and can lose self-esteem and self confidence.

Workplace Harassment Policy

WORKPLACE STRATEGIES TO ELIMINATE WORKPLACE HARASSMENT

WORKFORCE EXPRESS will take the following actions to prevent and control exposure to the risk of Workplace Harassment:

- Provide all workers with Workplace Harassment and Awareness Training (in form of this induction);
- Introduce a complaint handling system and inform all workers on how to make a complain, the support systems available, option for resolving grievances and the appeals process; and
- Regularly review the Workplace Harassment Policy, Complaint Handling System and Training.

RESPONSIBILITY OF WORKERS

WORKFORCE EXPRESS requires all workers to behave responsibly by complying with this policy, to not tolerate unacceptable behaviour, to maintain privacy during investigations and to immediately report incidents of workplace harassment to their **WORKFORCE EXPRESS** Representative.

Managers and supervisors must also ensure that workers are not exposed to workplace harassment. Management are required to personally demonstrate appropriate behaviour, promote the workplace harassment policy, treat complaints seriously and ensure where a person lodges or is witness to a complaint that this person is not victimised.

Workplace Harassment Policy

WHERE WORKERS CAN GO FOR ASSISTANCE

A worker who is being harassed can contact their local **WORKFORCE EXPRESS** representative by calling 1300 WFE 007 for information and assistance in the management and resolution of a workplace harassment complaint.

COMMITMENT TO PROMPTLY INVESTIGATING COMPLAINTS

WORKFORCE EXPRESS has a complaint handling system which includes procedures for reporting, investigation, resolving and appealing workplace harassment complaints. Any reports will be treated seriously and investigated promptly, fairly and impartially. A person making the complaint and/ or who is a witness will not be victimised.

CONSEQUENCES OF BREACH OF POLICY

Disciplinary action will be taken against a person who harasses a worker or who victimises a person who has made or is a witness to a complaint. Complaints of alleged workplace harassment found to be malicious, frivolous or vexatious may make the complainant liable for disciplinary action.

Drug & Alcohol Policy

As a worker on any of **WORKFORCE EXPRESS** client's sites, you have certain responsibilities related to drug and alcohol use. The use of drugs and alcohol can negatively effect and impair an individuals ability to perform their work both safely and effectively.

It is for this reason that **WORKFORCE EXPRESS** enforces strict guidelines in relation to alcohol and drug use in the workplace and these are expressed as follows:

- **WORKFORCE EXPRESS** employees are prohibited from consuming, possessing and/or selling illicit drugs and alcohol at any time whilst at work;
- **WORKFORCE EXPRESS** employees must not impaired by drugs, alcohol or other substances whilst at work;
- **WORKFORCE EXPRESS** Employees working at clients sites must comply with the client's drug and alcohol policies, procedures and practices;
- **WORKFORCE EXPRESS** Employees must comply with all **Workforce Express** drug and alcohol policies, procedures and practices;
- **WORKFORCE EXPRESS** will offer assistance in arranging confidential counselling and rehabilitation support services for employees with drug or alcohol addiction issues;
- **WORKFORCE EXPRESS** reserves the right to administer random drug and alcohol testing of all employees.

Non compliance with the Drug and Alcohol Policy will be viewed as a serious matter and treated accordingly.

Quality Assurance

WORKFORCE EXPRESS has a Quality Assurance program that promotes “Best Practice” throughout its operations.

- All employees are to be suitably trained with appropriate skills;
- The system requires all pre-employment process and procedures are completed and documented by **WORKFORCE EXPRESS** prior to employee commencing work;
- The system has a provision for non-conformance by employees to be documented when a required standard is not met;
- The quality of our systems is one part of our business on which our performance is measured.



Industrial Relations

WORKFORCE EXPRESS has in place a dispute resolutions procedure which aims to avoid disputation such as strikes, bans and limitations.

- Any issues that arise should be immediately brought to the attention of **WORKFORCE EXPRESS** management by calling **1300 WFE 007**.
- Work is to continue while negotiations between participants/ unions and management take place.

WORKFORCE EXPRESS believes that all issues can be resolved amicably through consultation that considers the interests of all parties.

Working for Workforce Express

WORKFORCE EXPRESS can offer you many opportunities within the workforce. These may be in the form of a casual (day to day basis), temporary or permanent nature and could be either short or long term assignments dependant on our clients needs.

HOW IT WORKS

Our clients list a position and outline the skills, licences and experience the successful candidate must have. Our client also advise of the hourly rate and expected duration of the position. A **WORKFORCE EXPRESS** Representative will then fill the position with the most suitable candidate.

HOW WE PAY YOU

Employees are paid weekly by Electronic Funds Transfer into your nominated bank account. Your pay will only be processed if you have submitted a timesheet prior to 5pm each Monday. Your timesheet must be submitted by you and approved by your onsite manager.

All employees are paid under the appropriate award for the work that has been assigned to you. Your hourly rate may change for each assignment. Casual employees receive a rate of pay that is inclusive of casual loading.

WORKFORCE EXPRESS pays the standard superannuation into your nominated fund. This is based on your ordinary hours for each week and your gross earnings must be \$400 or more per month in order to attract superannuation.

ed
wyer
receptionist
liar
or
work
journalist
plumber
nurse
chef
sign
carpenter
postman
form
jobs

Timesheets

- Our pay week is from Monday to Sunday, a new timesheet must be started each week or for each new client site you work on or for any new job you work. Your timesheet must be completed as per example below or your pay may be delayed.

- Start time (e.g. 9:00am)
- Finish time (e.g. 5:00pm)
- Breaks (e.g. 45 minutes)
- Allowances
- Notes

The screenshot shows the 'Timesheets for This Week' interface for the period 3rd Nov, 2014 - 9th Nov, 2014. The main table has columns for Date, Start, Finish, Breaks, Allowances, Notes, Copy, and Total. The 'Date' column lists days from Monday 3rd Nov to Sunday 9th Nov. Each day has a 'New block' dropdown menu. A red box highlights the 'New block' dropdown for Monday 3rd Nov, which is currently set to 'Pool Centre, Dandenong Road'. A red annotation points to this box: 'Click "New Block" to select Job, Project and/or Pay Item'. To the right of the table, there are buttons for 'Save' and 'Submit', both highlighted with a red box. A red annotation points to these buttons: 'Click "Save" or "Submit" to save the entire overlay timesheet'. Below the table, there is a 'Notes for this period' section with a text area and checkboxes for 'I did not work for this period', 'My employment finishes this week', and 'I did not sustain a reportable workplace injury this period'. On the right side of the interface, there is a 'Jobs in Timesheet' section with a list of jobs: 'Pool Centre, Dandenong Road' and 'Council Finance Department'. Both jobs have a 'View Timesheet' link. A red box highlights the 'View Timesheet' link for 'Pool Centre, Dandenong Road'. A red annotation points to this link: 'Click "View Timesheet" for individual job to enter hours and submit without Timesheet Overlay'. Below the jobs list, there is an 'Attached Files' section with an 'Add' button. At the bottom, there is a 'History' section showing 'Pool Centre, Dandenong Road' with a dropdown arrow. A red box highlights this dropdown arrow. A red annotation points to it: 'Click the Job from the drop down menu to view the individual timesheet'.

Timesheets for This Week 3rd Nov, 2014 - 9th Nov, 2014

Click "Save" or "Submit" to save the entire overlay timesheet

Click "New Block" to select Job, Project and/or Pay Item

Click "View Timesheet" for individual job to enter hours and submit without Timesheet Overlay

Click the Job from the drop down menu to view the individual timesheet

- Your timesheet must be submitted to **WORKFORCE EXPRESS** by no later than 5pm Monday.

Assignment

Prior to starting any assignment with **WORKFORCE EXPRESS** you will be required to accept your assignment information.

This will clearly outline:

- Your start date and time
- The location of the work
- Your supervisors name and contact
- Your hourly rate of pay
- Required PPE
- Statutory Obligations for you and **WORKFORCE EXPRESS**

If for any reason you cannot attend an assignment that you have committed to please contact your local **WORKFORCE EXPRESS** Branch on **1300 WFE 007** as soon as possible prior to the expected commencement. This number is diverted to a mobile phone after hours, if you don't reach a representative please leave a message.

ASSIGNMENT

Personal Protection Equipment

All **WORKFORCE EXPRESS** personnel are required to wear appropriate clothing for their area of work.

Prior to starting your assignment your **WORKFORCE EXPRESS** representative will advise you of the minimum standards on your work site. This may include:

- Long Sleeved Hi Viz Reflective Shirts
- Lace Up Above Ankle Steel Capped Boots
- Long Pants – either cotton drill or denim
- Safety Glasses
- Gloves
- Hard Hat
- Ear Protection.

You must comply with all signage on your Worksite at all times.

WORKFORCE EXPRESS will assist employees in providing Mandatory PPE prior to commencing employment. If you fail to complete the assignment you **must** return all items to your representative asap.

When selecting your PPE, you should ensure it complies with Australian Standards, it is appropriate for the type of work to be performed and it provides you with adequate protection. It should fit properly and be compatible with any other PPE being used.

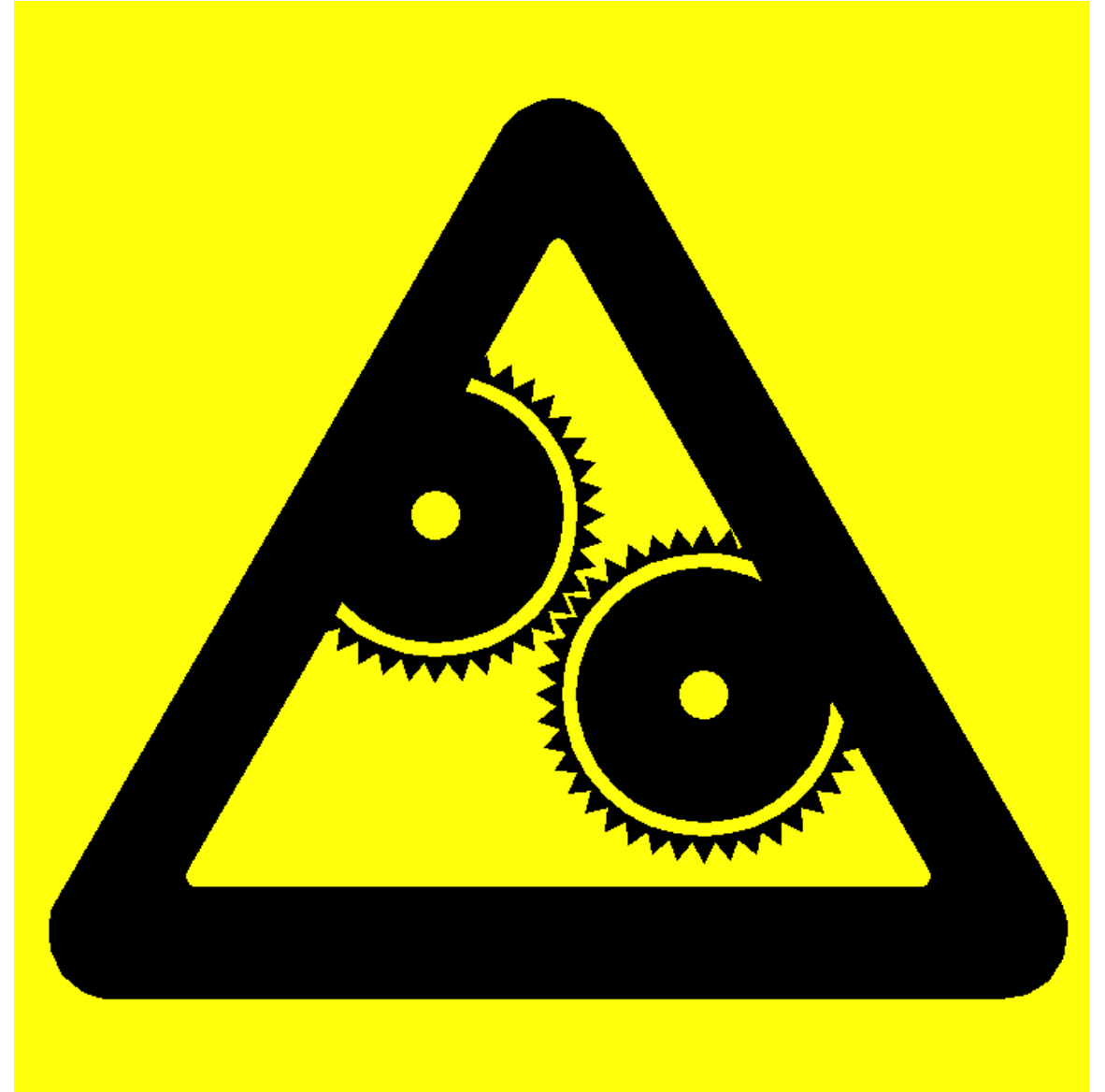


**KEEP
SAFE
AND
WEAR
PPE**

Operating guidelines

When operating vehicles or machinery on site all **WORKFORCE EXPRESS** employees must ensure:

- They hold the required ticket or licence to operate the particular vehicle or machinery.
- They have received their site licence or competency to authorise them to operate the particular vehicle or machinery.
- They abide by all QLD Road Rules and Site Restrictions.
- They report all vehicle defects immediately to your Client Supervisor.
- They complete daily prestart checks prior to operating the vehicle or machine.
- They only operate vehicles or machinery fitted with approved seating and seat belt to be used where installed.
- Follow all reasonable and lawful instructions given by the client.



Permit to Work

Some sites have a Permit to Work System in place and Site Specific Training will be delivered prior to commencing work.

WORKFORCE EXPRESS personnel that sign onto a permit are responsible for checking and satisfying themselves that required isolations have been affected prior to any work taking place.

Permit to Work are utilised for your safety and may be required for Hot Work, Confined Space, Electrical Work, Working at Heights and Excavation Work.

Lock out Equipment

Locking out of equipment is one way of preventing machinery or electrical current becoming operational during maintenance.

A lock is attached to the machine main switch so that it cannot be turned on. The person working with the machine should hold the only key to the lock. The lock must only be removed by the person who attached it.

Attaching an information tag to the lock will also ensure that other employees are aware of the work being carried out.

Each site may have their own Locking Out procedure so ensure that you adhere to the site specific regulations at all times.

Isolation Procedures

Each site may have their own Isolation procedure so ensure that you adhere to the site specific regulations at all times.

The General Isolation Procedure should be as follows:

1. Identify all power sources and isolate them. IN the case of electrical equipment, “whole current isolation” such as the main isolator should be used instead of the “control isolation” by the way of the stop button on a control panel.
2. Lock or otherwise secure all isolating points using padlocks, multi padlock hasps and danger tags.
3. Dissipate all stored energy. This may include ensuring inertia in mechanical parts, parts likely to move by gravity, electrical capacitors, accumulators, springs and pressurized fluids.
4. Verify the isolation is effective.
5. Identify the safe area of work.



Electrical Safety

Keep your appliances in safe working order through inspection and preventative maintenance programs.

Disconnect broken appliance and have frayed cords or broken power points replaced.

Remember some electrical items may still operate after being removed from the power source due to stored energy. After disconnecting from the source, activate the machine or appliance to release the stored energy.

Always switch off appliances at the power point before you pull out the plug.

Keep electrical cords off the floor to reduce the risk of damage from drag or contact with sharp objects. **A damaged electrical cord can cause a fatal electric shock.**

Know the location of your main electrical supply.

Check the location of overhead wires and stand clear of any fallen power lines.

Electricity and water don't mix. Bare feet and wet skin lower the body's electrical resistance. Keep all electrical appliances away from water and wet areas.

Don't overload circuits and fuses by using too many appliances from the one PowerPoint.

Only licenced electrical workers can be legally contracted to perform electrical work.



Hazardous Substances

Storage, use, transportation and disposal of hazardous materials and dangerous goods are controlled by legislation.

Safety Data Sheets (formerly known as Material Safety Data Sheets) for all hazardous materials are kept in a register with the supervisor or in the site office. An **SDS** must be held on site for each hazardous substance in use.

An SDS will clearly outline

- What the substance is used for
- What PPE and safety precautions are required for its use
- How the substance must be stored
- What procedure must be followed to dispose of the substance
- The required first aid or medical treatment required.

All hazardous substances must be clearly labelled and correctly contained.



Manual Handling

Manual handling injuries are the most commonly claimed work injury. Always apply the following rules to reduce your risk:

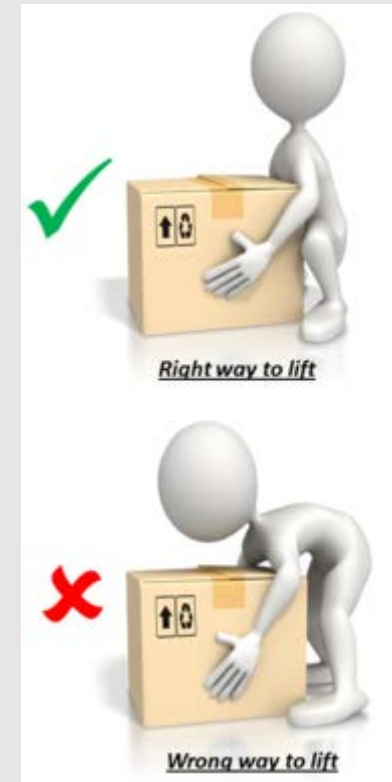
- Each manual handling task should be individually assessed for its potential to cause an injury. Ensure that a Take 5 or JSA is completed to identify and control risks.
- Do not complete any manual handling task if you feel that it is beyond your limitations.

Injuries may include:

- Strains and Sprains
- Neck and Back Injury
- Slips, Falls and Crush Injuries
- Hernia.

Before any manual handling task ask yourself:

- How can it be done safely?
- What are the hazards?
- Is a mechanical aid available?
- Can others assist?
- Can the task be done another way?
- Has a risk assessment been completed?



Safety Signage

Safety Signage is displayed in the workplace for your safety and must be complied with at all times.

Examples of signage that may be in your workplace.



Stop & Prohibition Signs



Caution/ Warning Signs



Emergency Information Signs



Mandatory Signs

Risk

This is a guide used to assess risk. You should use the risk assessment principles for every task you perform.

Likelihood	Consequences – How severely could it hurt someone?			
	Extreme Death, Permanent Disablement	Major Serious bodily injury or serious work caused illness	Moderate Injury or illness requiring casualty treatment	Minor Minor injury or illness requiring first aid treatment
Very Likely Could happen frequently	1	2	3	4
Likely Could happen occasionally	2	3	4	5
Unlikely Could happen but rarely	3	4	5	6
Very Unlikely Could happen, probably never will	4	5	6	7
Legend				
Score	Actions Required:			
1, 2, 3	Immediate control measures required			
4, 5	Control Measures required as soon as possible			
6, 7	Requires control measures, but not a top priority			

Housekeeping

Housekeeping is the ongoing responsibility of all employees, a few pointers to ensure you are doing your part:

Good Housekeeping is the first principle in accident/ incident prevention and is paramount to the health and safety of all persons in the work place.

- Work areas are to be kept clean and free of debris and waste materials.
- Walkways, stairways, passageways and exists must be kept clear to provide unimpeded access.
- Spillage of oils, acid or any hazardous substances must be cleaned up immediately and disposed of in the approved manner under the Environmental Management System and according to the appropriate SDS.
- Food scraps and other refuse must be placed in appropriate receptacles and emptied regularly.
- Storage areas are to be kept clean and tidy.
- Vehicles and plant are to be kept clean and free of rubbish.

Communication

Good communication is vital for the effective operation of any organisation.

WORKFORCE EXPRESS is your employer and as such needs to be informed of any work related matters including but not limited to illness, injury, near miss or absence from work.

You must also communicate information regarding your duties or the client's needs to your supervisor.

Good Lines of Communication will:

- Keep information precise > prevent distortion and misunderstandings
- Create trust and openness > dispel rumours
- Provide Support > provide instant feedback
- We gain information and learn about things by asking questions, never be afraid to ask.

Fatigue Management

Fatigue can be defined as increasing difficulty in performing physical or mental activities. Signs of fatigue include tiredness, psychological disturbances, loss of energy, inability to concentrate.

Fatigue can lead to incidents because workers are not alert and are less able to respond to changing circumstances.

What causes fatigue:

Fatigue results from insufficient rest and sleep between activities. The inter-related causes of fatigue include:

- The time of day that work takes place
- The length of time spent at work and in work related duties
- The type and duration of a work task and environment in which it is performed
- The quantity and quality of rest obtained prior to and after a work period
- Activities outside of work such as second jobs and family commitments
- Individual factors such as sleeping disorders.

Smoking

WORKFORCE EXPRESS recognises the potential hazards of active and passive smoking and as such prohibits smoking in the following areas:

- All workplace buildings, including sheds
- Outdoor areas defined with NO SMOKING signs
- Machinery and Vehicles
- Other places as prescribed under the Tobacco and Other Smoking Products Act 1998.

WORKFORCE EXPRESS is committed to assisting workers to Quit Smoking. For more information please contact your local representative.



Security

Where employees leave property or equipment on site, it is their responsibility to secure it in such a way that it cannot be lost or stolen.

WORKFORCE EXPRESS will not be held responsible for any lost or stolen property.

ELECTRONIC COMMUNICATION

Telephones in any workplace are for business use only, unless otherwise stipulated by the Business Manager on site.

- Personal Mobile Phones will not be used on client sites during work time.
- Personal Email and internet use not permitted during work hours.
- If two-way radios are fitted to company vehicles:
 - Ensure that you become familiar with the radio procedures and call signs
 - Follow correct radio procedures at all times
 - No inappropriate language is to be used at any time.



Reporting Incidents

At **WORKFORCE EXPRESS** we have an objective to eliminate workplace incidents. However it is important that should a incident, potential incident, hazard or injury occur you must report it immediately – no matter how insignificant you think it may be.

NOTE: All persons involved in accidents causing damage to self, others or property will be required to undergo a blood alcohol test and drug test. Random Drug and Alcohol testing may also be conducted as per the Drug and Alcohol policy.

To report an incident you must:

1. Advise Client Supervisor and phone **WORKFORCE EXPRESS** on 1300 WFE 007
2. Provide your name and location and the extent of the incident
3. Give any other details as required
4. A **WORKFORCE EXPRESS** representative will advise of the appropriate action and will organise a time to complete incident report, or in case of injury will arrange medical treatment.

Note: When working on client site's you must also abide by their incident reporting policies and procedures.

Absence

If for any reason you cannot attend an assignment that you have committed to please contact your local **WORKFORCE EXPRESS** Branch on **1300 WFE 007** at least 1 hour prior to the expected commencement. This number is diverted to a mobile phone after hours, if you don't reach a representative please leave a message.

You must also notify **WORKFORCE EXPRESS** if you are running late or if you need to leave site early for any reason. **Save this phone number in your phone now!!**

Rockhampton Branch 07 4927 6007

Remember our phone lines are diverted to a mobile after hours so in the case of an emergency you can contact us!!

