

Working with IN-Fusion - Overview

Introduction

Firstly – Thank you for joining our dynamic team. We are pleased to have you on board and look forward to building a long and rewarding relationship with you that is of mutual benefit. We have prepared some basic guidelines for you to work with and welcome any feedback.

Our business is only successful because of people like you. Our Host Employers will judge us and work with us based on what you do and how you do it. We're relying on you to continue to build our reputation and yours which is based on the quality of your work and the manner in which you perform it.

Expectations

We would like to assure you that both our Host Employers and our expectations are realistic and based upon a common sense approach. The IN-Fusion Management team has real expertise in managing a large workforce, not playing favourites, an intimate knowledge of all employees and has developed market leading policies and processes that are designed to protect all team members and foster the development of strong and cohesive working relationships. We are counting on you to inform us of any issues, non compliance to the safety of others and any unfair treatment you may have experienced or know of within a Host Employer site.

**A Host Employer is a company where we will send you to work on an assignment.*

IN-Fusion Management Induction

A requirement for all employees, on-hire employees and contractors of IN-Fusion Management is to participate in our comprehensive induction programme. The purpose of the induction programme is to make you aware of what your rights and entitlements are in relation to your employment, to ensure you know all of the company policies and procedures and who the key contact people are in the event you require assistance.

Our induction programme has been designed to cover a number of critical and fundamental areas of law as an employer we are obliged to comply with and ensure your awareness. Furthermore, as an employee, on-hire employee or contractor, you also have a number of obligations you must be aware of and comply with in fulfilling your duties on behalf of the company and our Host Employers.

Our Induction programme includes, but is not limited to the following key elements of the employment relationship:

- Occupational Health, Safety & Environmental Considerations
- Workers Compensation, Injury Management, Rehabilitation & RTW Policy and Procedures
- Privacy Obligations
- EEO
- Harassment Policy & Procedures
- General Terms and Conditions of Employment

In order to ensure you retain an awareness of our policies and procedures post the induction programme, we have constructed an "Employee Handbook". In this handbook you will find copies of all relevant policies and procedures, along with contact information and forms to ensure you always have a reference point handy. You will also be required to undergo some basic testing during the induction programme to ensure that you have understood and can recall the critical areas of our policies and processes.

It is important and we encourage you to keep your handbook with you at all times and the most important thing of all to remember, is if you are not sure about anything please give us a call.

New Assignments

Having undergone our induction programme does not mean you are fully prepared to commence working at any of our Host Employers premises. Whilst you have an understanding of the general principles of law that affect the employment relationship and your obligations, an awareness of our company policy and procedures, all of our Host Employers have a number of operational differences that can be either subtle or significant in nature. Therefore, you must be aware and prepared to participate in a co-operative manner, the specific induction programme of our Host Employers to support them in fulfilling their legal obligations.

Host Employer Induction checklist

In addition, IN-Fusion Management will provide a checklist to the Host Employer (content will be agreed with the Host Employer prior to assignment) to ensure that the Host Employer induction has been completed prior to any work commencing.

When you have completed the Host Employer induction, the Host Employer or you must sign and date the checklist. The Host Employer or you must then fax the checklist to your IN-Fusion Consultant. Host Employers are within their right to keep a copy or the original checklist.

If the Host Employer does not provide a checklist, please follow this up with your IN-Fusion consultant and they will immediately contact the Host Employer to ensure that this takes place.

Day 1 on Assignment

Making a good impression is critical on the first day 1 of your assignment – you must take the view that your potential future career could be within this organisation. As a result we have detailed some basic guidelines to follow to assist with achieving this goal:

- Use common sense in finding out the protocol for interacting with internal and external customers.
- Assess if it is appropriate to address other staff members by their first name or more formally.
- Comply with the Host Employer's standards for dress, use of technology and equipment.
- Ensure you follow work instructions and standard operating procedures (SOP's).
- Avoid getting caught up in local "Clicks" or site political issues.
- Do not be intrusive and discuss pay rates and conditions of employment, as these will be different for everyone.
- Conform to specified break times and lengths.
- Comply with Host Employer security and safety requirements and specific policies and procedures.

Most of all listen carefully to instructions, pay attention to your surroundings and stay safe in your new environment!

A Host Employer who changes your job

It is extremely important you notify us of any *significant* change in your job. For example, if duties change from your original job brief whereby you have not been trained or are offered appropriate training, a new location, any new demands, please contact your IN-Fusion Consultant to discuss and they will address this immediately with the Host Employer.

Getting Paid and Timesheets

When you commence employment with IN-Fusion Management, you will be given a supply of blank time sheets. Each week you will need to complete a new timesheet and ensure that it is authorised by the Host Employer supervisor and faxed through each Monday by Midday for payment by Thursday. Blank timesheets can also be accessed via our website www.in-fusion.com.au or by contacting your IN-Fusion Consultant.

Completing Your Timesheet

Please refer to the employee handbook for a sample copy of how to complete a timesheet. It is particularly important to complete your timesheet accurately. You will be required to complete it in full and calculate the total hours and minutes worked for each day and for the week. For reference, you must take a break of at least 30 minutes after each 5 hours of continuous work.

Employer Authorisation

At the end of your working week you must present your timesheet to your supervisor for authorisation. Your consultant must receive your timesheet no later than ***Midday each Monday***. Please fax your timesheet to your consultant and remember if it is not in on time we will be unable to pay you until the next pay period.

Pay Periods

The pay week ends each Sunday with pays processed on Tuesday. Your pay will be deposited into your bank account on Wednesday. Public holidays at the beginning of the working week can delay payment (usually by one day maximum) and some people may experience a delay to Thursday.

Pay Enquiries, Pay Rates & Confidentiality

Pay enquires and pay rates will be handled by your IN-Fusion consultant. Your rate of pay will be discussed with you prior to starting an assignment and will be in accordance with the IN-Fusion Certified Agreement and assignment duties and responsibilities.

You must be aware as a result of having our own agreement there is no need for us to pay different rates of pay at each Host Employer location you work at – this therefore provides you with pay consistency. Furthermore, discussing pay rates with employees of our Host Employers is not appropriate as pay rates will differ based on skills and experience and their own workplace agreements – thus making pay comparisons irrelevant.

As a result, it is a requirement of employment with IN-Fusion you are aware of this matter and comply with this requirement. If you have any queries or issues with your pay, please discuss this with your consultant. Under no circumstances should this issue be discussed with the Host Employer as they are not your employer and to do so may render you subject to disciplinary action.

Use of Company & Host Employer Technology

In instances whereby you are required to use computers and associated technology to perform your work on behalf of IN-Fusion Management and our Host Employers, we have specifically listed TEN critical **don'ts** that may result in the termination of your employment or assignment in the event of the misuse of such technology.

1. Do not use computers/technology unless you have been authorised to do so.
2. Do not use e-mail facilities for personal communications.
3. Do not use Internet facilities for personal use.
4. Do not participate in non productive and non business related activities, i.e. games on the net, chat rooms or social activities.
5. Do not access Internet sites that contain material that is offensive.
6. Do not send information or communicate to others in a way that may be construed as offensive.
7. Do not bring files/discs or other items from your home computer as they may contain viruses.
8. Do not modify files that you are not responsible for.
9. Do not duplicate, copy/cut or paste licensed property in whatever form, (e.g. software, text, graphics or audio) unless it is clearly stated that you may do so and you have been given permission by the Host Employer.
10. Do not make any alterations to Host Employer computer/technology format, icons, or programs.

Using you common sense is the important thing to remember and if you are not sure, always ask and seek permission before you do anything that may offend any of these guidelines.

NOTE; It is important to note the misuse of technology is not restricted or limited to these TEN specified don'ts and other breaches not specified will also render employees subject to disciplinary action.

Confidentiality

Your Employment Agreement clearly outlines your accountabilities in relation to confidentiality. You must take extreme care when dealing with company and Host Employer information and ensure any access you have to confidential information in performing your work must be kept confidential at all times, including after an assignment has been completed. Confidential information can be defined as but not limited to the following: Intellectual property (non-documented concepts), trade secrets, custom made equipment, facility layout, unique processes, account information, marketing techniques/strategies, designs, databases, software and formulae and all other information held in any other form unique to that business.

Any breach of confidentiality will result in disciplinary action by the company and could render individuals subject to legal proceedings (both criminal and civil) in the event of a significant breach that can or has resulted in any damage to competitive position of the company and/or its Host Employers.

Privacy

Included in your Induction pack are the guidelines for protecting your privacy – please refer to your IN-Fusion consultant if you have any queries.

Mobile Phones (All Forms) & Etiquette

In this day and age nearly everyone has a mobile phone, which is an important tool for our on-hire employees, contractors and our consultants. However, we have some simple guidelines we expect our employees to adhere to:

1. When on assignment avoid the use of your mobile phone.
2. Do not have any inappropriate images on your phone face or loud and inappropriate ring tones.
3. Phone messages and calls should only be made during designated break times.
4. Industrial employees should not carry their mobile phone on them whilst working, this is a major OH&S issue that has and could lead to serious injury and/or damage equipment, product or processes.
5. Under no circumstances should phones with camera/video capability be used on our Host Employer's premises. This is a requirement to protect their business from industrial espionage.
6. With health warnings being unclear about the long-term health effects of mobile phone use, we recommend to our employees that you limit the use of your mobile phone as so far as is practicable, that you do not carry the phone on your person all the time, you should not use the phone whilst driving (unless you have a proper hands-free car kit installed – this excludes earpieces and blue tooth capability), do not SMS while you drive and that you should use an earpiece where practicable.

Maintaining a Positive and Professional Demeanour

When working on a Host Employer site it is a requirement that you work efficiently, effectively and with little fuss. Our Host Employers expect that our employees demonstrate professionalism, flexibility and integrity. Host Employers have high expectations about the standard of work our employees perform and as ambassadors of our business we ask you to portray yourself in this light.

Absenteeism

If you are unable to attend work please let your IN-Fusion consultant know at the earliest possible time i.e. either the day prior or with at least one hours notice prior to the shift commencing, we will speak with the Host Employer to let them know of your absence. We have the facilities for you to call after hours to report absences so please use them.

Dress code

Host Employer sites vary in terms of dress code, your IN-Fusion consultant will provide you with dress code standards at the time you are allocated to an assignment. If you are unsure, please present yourself in a professional manner and then once you are on the site you will be able to assess the standard.

Planned and Unplanned leave

When requesting time off please give us as much notice as you can, we can make other arrangements with the Host Employer to cover your leave. There is no problem with asking for and taking the time off - if we can plan for it - it makes it easier for all parties concerned.

Parking

As you are aware parking in the suburbs is relatively easy, your IN-Fusion consultant will be able to tell you details regarding the closest parking when providing information about the job. When working in the city we will be able to let you know which train station will be the closest to your new assignment. When travelling to a new location, be mindful they take time to find, so leave yourself sufficient time to get there. Prepare the night before by checking the street directory etc.

Feedback

Your feedback is crucial to our business. We visit our Host Employer's sites on a regular basis to see how you're going, to identify if there are any issues or concerns from the Host Employer and our employees. This allows us to really get to know you and deal with any issues that may arise. Please feel free to speak openly with you IN-Fusion consultant otherwise site specific issues may remain unresolved and lead to you becoming frustrated – which we do not want to happen.

Contacting our team

Your IN-Fusion consultant will provide you with a business card with contact numbers and details for you to easily access them at any time of the day. If you are unable to speak with your consultant at the time you may wish to speak with someone else as all of our other team members will be able to assist you.

Other important things I need to let my consultant know

There are just a few other housekeeping rules we ask of you:

- 📄 Notify us of any change of address, phone, banking details, emergency contact details.
- 📄 Any issues you have on an assignment.
- 📄 If you acquire any new skills, knowledge or experience you would like to add to your file.
- 📄 If you have any friends or relatives that would like to work with us.