

The WorkPac System

WorkPac Employment Guide

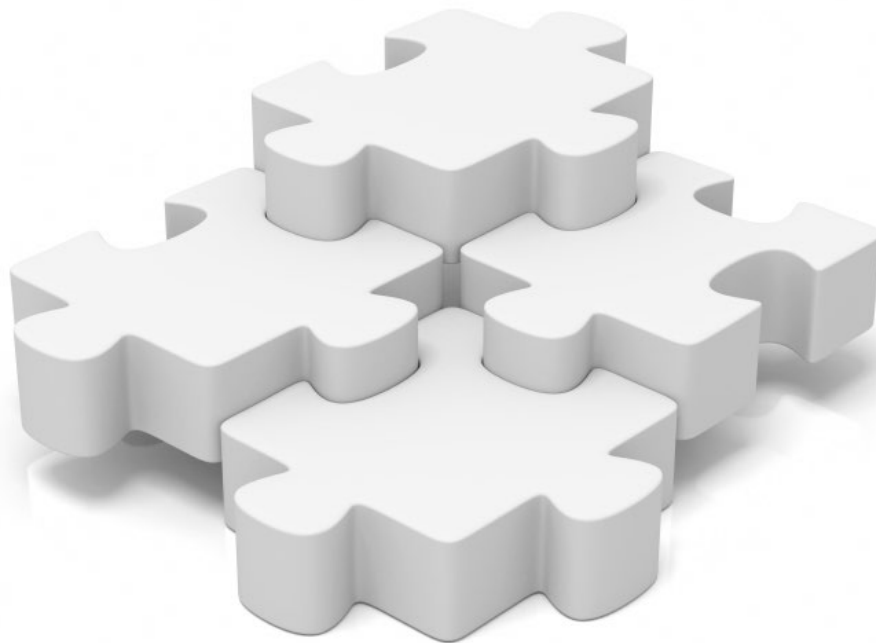


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1. WELCOME

Welcome to WorkPac. Throughout your employment we are committed to helping you. It is critical we have up to date information in your myWorkPac profile including:

- A current copy of your resume;
- Current copies of all tickets, licenses, trade qualifications, certifications, inductions, etc.;
- Updating us regarding your current work status and whether you are interested in considering another opportunity; and
- Updating your personal information including changes of address, contact details, and emergency contact details.

2. GETTING PAID

2.1 Timesheets

- Your Notice of Offer of Employment details your timesheet day. This means you must submit your completed timesheet to WorkPac prior to or by your nominated timesheet day.
- Please ensure your supervisor authorises your completed timesheet (digital or paper) before submitting to WorkPac by 11.00am (on your nominated timesheet day).
- In the event that your timesheet is not submitted to WorkPac on time or is not completed correctly, payment may be delayed.
- Health and Social Care (HSC) employees will receive detailed instructions on how to submit availability, timesheets, etc.

2.2 Pay Days

- Please ensure the bank account details on your Notice of Offer of Employment are accurate.
- Your Notice of Offer of Employment confirms the day on which your pay is transferred to your nominated bank account. To confirm when funds will be available, please contact your bank directly.

2.3 Tax File Declaration Form

- Please ensure you have completed and submitted your Tax File Number Declaration Form on myWorkPac. Please note, if this is not provided, your pay may be impacted.

2.4 Superannuation

- Please ensure you have provided WorkPac with the details of your superannuation fund and membership number by completing the Standard Super Choice Form on myWorkPac. In the event you do not provide WorkPac with your superannuation details within twenty eight (28) days, your entitlements will be lodged with our default fund.
- WorkPac lodges your entitlements quarterly, though the frequency can vary from fund to fund.

2.5 Public Holidays

- When there is a public holiday either in the State you are working or in Queensland, your pay may be delayed. WorkPac will provide notification if this is to occur.

3. CONDUCT DURING YOUR EMPLOYMENT

How you conduct yourself while working is very important to your continued engagement, to WorkPac and to our client.

Below are examples of how to conduct yourself:

- Be punctual and arrive early for your shift. This will ensure you have adequate time to locate and report to your supervisor.
- If you are going to be late or are unable to work, you must contact your WorkPac Contact Person and your supervisor as soon as possible.
- On remote sites where accommodation, recreational and mess areas are being provided to you, treat them with respect. Any damage caused to a client's property must be reported immediately to your supervisor. You may, depending on the circumstances, be personally liable for any damage to client property.
- Ensure you look after your own property during your assignment. WorkPac is not liable for personal property (i.e. tools, vehicles, or personal effects, etc.) taken either from site or camp.
- If you are experiencing challenges on an assignment, please speak to your WorkPac Contact Person.
- The client is not responsible for resolving any pay queries you may have. WorkPac is your employer and sets your pay rates, not the client, so please refer any pay queries you have to your WorkPac Contact Person.
- If you come across confidential information during your assignment, it must remain confidential. Disclosure of confidential information may lead to disciplinary action.
- Ensure that you are optimising productivity during each rostered shift and dedicate your time, attention and skills to the performance of your position during your assignment.
- Build respectful relationships and develop trust with the client and fellow colleagues by exercising openness, integrity and honesty in everything you do.
- Conduct yourself in a sensible, professional and practical manner.

4. HARASSMENT, SEXUAL HARASSMENT, DISCRIMINATION AND BULLYING

WorkPac recognises that all employees are entitled to work in an environment in which they feel safe and supported. WorkPac has a strict zero-tolerance rule towards harassment, sexual harassment, discrimination and bullying.

4.1 Harassment

Harassment is any unwelcome and uninvited behaviour (verbal, non-verbal, physical, written or visual) which has no legitimate workplace function, and which intimidates, humiliates or offends another person or persons. The intention of the alleged harasser or harassment is irrelevant. What is important is how a reasonable person would perceive the conduct. "I was joking" is never an excuse for harassment.

4.2 Sexual Harassment

Sexual harassment is any unwelcome or unwanted conduct of a sexual nature (physical, verbal or non-verbal) where a reasonable person would have anticipated that the person harassed would feel offended, humiliated or intimidated. Behaviour may be perceived as unwelcome, even where it is not explicitly rejected. It should not be assumed that behaviour is consensual simply because the individual has not complained about it.

4.3 Discrimination

Discrimination is where a person or group is treated less favourably than another because of a protected attribute. Protected attributes include a person's sex, race, age, marital status, pregnancy, breastfeeding, family or carer responsibilities, disability or impairment, religion, political belief, lawful union activity or sexual preference/identity.

4.4 Bullying

Bullying is where a person or group of people repeatedly act unreasonably towards a person or a group of people and the behaviour creates a risk to an employee's psychological, emotional or physical health and safety.

Unreasonable behaviour is that which a reasonable person, having regard to all the circumstances, would see as unreasonable, including (but not limited to) teasing or practical jokes, using aggressive language, pressuring someone to behave inappropriately and/or excluding an employee from work-related activities.

4.5 Reporting Harassment, Sexual Harassment, Bullying or Discrimination.

Our aim is for your experience on assignments to be positive, rewarding and productive and we are here to support you in ensuring that happens.

If you experience or witness any of the abovementioned behaviours, WorkPac considers that there are a number of ways to address the behaviour:

- Speak to the other party (should you feel safe and comfortable doing so);
- Report the behaviour to both your WorkPac Contact Person and client supervisor; or
- Contact Stopleveline.


4.6 Stopleveline

Stopleveline is an external, secure and confidential whistle-blower hotline available for all WorkPac employees, 24 hours per day, 7 days per week, 365 days per year.

This service can be utilised for all matters concerning workplace health and safety, bullying, harassment, sexual harassment, discrimination, conflict of interest, fraud, corruption, work conditions, ethics and breaches of the WorkPac Code of Conduct, workplace rules, regulations and policies.

Stopleveline is an independent and unbiased company that will receive your disclosure, explain the disclosure process and act as an intermediary between you and the WorkPac Employment Relations Team, who will ultimately investigate the matter.

You can contact Stopleveline via the following:



Make a disclosure via:

Phone: 1300 30 34 50
Email: makeareport@stopleveline.com.au
SmartPhone: QR Code

5. UNACCEPTABLE WORKPLACE PRACTICES

WorkPac will not tolerate under any circumstances the following practices in a workplace:

- Conduct that would otherwise amount to bullying, harassment, sexual harassment or discrimination;
- Working under the influence of alcohol or drugs (including prescription medications that have not been declared and have the capacity to impair);
- Gambling, horseplay or fighting;
- Theft;
- Willful damage or destruction to property;
- Entry into restricted areas;
- Failure to follow safe work procedures and standards;
- Failure to wear, use or maintain personal protective equipment (PPE) or clothing; and
- Unauthorised use of equipment and machinery.

6. SAFETY IN OUR WORKPLACES

As part of your employment, you must complete the WorkPac Employment Induction. This is emailed to you by your WorkPac Contact Person and is a condition of your employment. The induction outlines our work health and safety policies and procedures which form part of WorkPac's Safety and Risk Management framework, and provide clear expectations and direction on how we maintain and manage safe working environments for our employees.

7. EMPLOYEE'S SAFETY RESPONSIBILITIES

As an employee of WorkPac, you have a duty of care to ensure you work safely and do not put yourself or anyone else at risk of harm or injury. The duty of care is a mutual legal obligation and is shared between WorkPac, the clients we work with, and our employees.

As a WorkPac employee, your work health and safety responsibilities include:

- Following all safe work procedures and systems of work applicable at the workplace (host location), including obtaining the relevant authorisations/sign off or permit to work for high-risk activities;
- Reporting all incidents you are involved in or witness, and any hazards you identify to your supervisor and to your WorkPac Contact Person;
- Following all safety instructions provided to you by your supervisor;
- Attending all client specific safety pre-start meetings and participating in WorkPac's toolbox discussions;
- Acting responsibly for the safety of yourself and others at all times;
- Participating in safety interactions with your WorkPac Contact Person and safety improvement activities. This is an important communication and consultation process between you and your WorkPac Contact Person;
- Wearing and using all designated PPE as required;
- Ensuring all equipment and tools are in a good working order and are fit for purpose prior to use; and
- Maintaining current licenses, competencies and or relevant registrations required for your position.

8. HAZARDS

A hazard is anything with potential to cause harm to people, plant, equipment, property, or the environment. Hazards can arise from:

- Unsafe acts (i.e. incorrect use of equipment, not following procedures correctly);
- The work environment (indoors or outdoors);
- Use of machinery, plant and or equipment;
- Use of hazardous substances (i.e. chemicals, fuels, medications);
- Behaviour that has the capacity to cause psychological harm; or
- Poor work design.

9. REPORTING INCIDENTS

All incidents that you are involved in or witness, including near misses, must be reported to your supervisor and WorkPac Contact Person immediately, no matter how insignificant they may seem.

Note: If and when an employee requires time off work for medical treatment or rehabilitation, immediate reporting of these circumstances to your WorkPac Contact Person is mandatory and essential to ensure employees are paid correctly and in a timely manner

10. SITE SPECIFIC INDUCTIONS

The completion of client site specific inductions is mandatory on every WorkPac assignment you commence.

The client will conduct the induction which must occur before you commence any work duties at the location. Please inform your WorkPac Contact Person immediately if you have not completed a site specific induction on your first shift, as this is a condition of your employment.

11. PERSONAL PROTECTION EQUIPMENT (PPE)

Depending on your position, you may be required to wear and/or use specific PPE. Standard items may include:

- Safety footwear (i.e. enclosed steel capped boots and shoes as appropriate for the task);
- Long sleeve shirt with collar (cotton drill industrial style);
- Hi-Vis full-length pants (industrial style);
- Safety glasses (prescription if required);
- Face mask;
- Disposable gloves; and
- Name badge.

Mandatory PPE requirements and any additional safety equipment that must be worn or used during each assignment are specified in your individual Notice of Offer of Employment.

Note: You must confirm the PPE requirements before you commence your assignment with your WorkPac Contact Person.

12. FITNESS FOR WORK

WorkPac employees are required to present for work in a fit for work state, defined as being in a physical, mental, and emotional state which enables individuals to perform the requirements of their position in a safe manner. This means free from the effects of illegal drugs, prescription drugs that have not previously been declared, alcohol, and fatigue.

You may be required to undertake a drug and alcohol screen as part of pre-employment or on an ad hoc basis, particularly if you are working in mining or construction. WorkPac has a zero tolerance to illegal drugs and or alcohol use in the workplace. Disciplinary action may occur in the event of breaches of this policy.

If you are required to drive yourself to your workplace and your journey exceeds two (2) hours, you may be required to complete a journey management plan that ensures you are self-managing the risks of fatigue.

You will be provided with a link to complete an online journey management plan by your WorkPac Contact Person if required. Once completed it will be assessed by a WorkPac Safety and Risk Management team member.

13. FIRST AID

Ensure you familiarise yourself with the designated first aid officers in your workplace and the locations of first aid equipment.

14. FIRE

Ensure you have familiarised yourself with the designated fire wardens, the workplace emergency response protocols, the location of fire exits, and the designated evacuation muster points (always identified on the building emergency evacuation diagram).

NOTE: Never obstruct fire extinguishers, other emergency equipment and/or fire exits.

15. POLICIES

WorkPac has developed policies and procedures with the aim of providing and maintaining a safe work environment for our employees and contractors.

For further information, visit <https://www.workpac.com/our-policies>.