



EMPLOYEE INDUCTION & INFORMATION BOOKLET

1. ABOUT BUSICOM SOLUTIONS

Busicom Solutions provides recruitment services to a range of companies and projects in the construction, manufacturing and service industries where demand for efficient and committed staff is a priority. Frequently our clients are working to tight schedules and as a consequence they want staff to be performing from day one – on the job.

Busicom as a certified quality management company with OHS accreditation has set high levels of performance for both its internal and hire staff so that our benchmark outcomes constantly display a measure of continual improvement.

Our benchmark outcomes are linked to sound and thorough training (of all staff) which leads to “doing it right – every time.”

Staff is trained to respond correctly every time – for example you will be shown how to complete time sheets and we then expect it to be completed correctly each week and forwarded to Busicom, on time, to enable payments to be processed.

2. GENERAL POLICIES

Busicom adheres to all legislative and regulatory requirements regarding the following:

2.1. ACCEPTING WORK

- If you have accepted a job, you must attend the assignment unless we advise you otherwise. If you do not show up to work, your assignment and employment will be terminated.
- If you have accepted an assignment and you cannot make it, you must give Busicom Solutions a minimum of 2hrs notice advising that you won't be able to attend 10 minutes' notice before you are due to start is NOT ACCEPTABLE. We are a 24 hr. service!
- Once you have commenced a shift at one of the Busicom Solutions client sites, you must complete the shift. Leaving a site early is NOT ACCEPTABLE! If an emergency arises, please speak to your supervisor & call Busicom Solutions.
- If you are in an ongoing role and you have a day off sick, you must provide us with a doctor's certificate.

2.2. DRESS AND IDENTIFICATION

While you are at work you are representing Busicom and yourself. A clean, neat and tidy appearance is essential and if safety PPE (protective clothing, goggles, gloves, earmuffs, masks, steel capped boots etc.) is required for job tasks it must be worn at all times. Sandals, thongs or open toed shoes are not acceptable.

2.3. MOBILES PHONES

Although a short personal phone call may be necessary at times, these must be limited – in number as well as in time involved. Reports from clients of over use of mobile phones will attract a reprimand from Busicom management. However, Busicom requires all hire staff to have a mobile PHONE AND KEEP IT SWITCHED ON TO ENABLE US TO CONTACT YOU IN RESPECT OF FUTURE WORK.

2.4. TIMESHEETS & PAY ENQUIRIES

- It is your responsibility to complete and submit a timesheet for all contract jobs
- Timesheets can be downloaded on our website www.busicomsolutions.com.au
- Your timesheet must be signed off by a supervisor daily & sent to Busicom by 9am Monday of each week. **NO VALID TIME SHEET, NO PAY!**

- Time Sheets can be sent via Fax: (02) 9503 2611 or scanned and emailed to timesheets@busicomolutions.com.au
- All pays are processed weekly and are paid on Fridays a week in Arrears
- Please direct any pay enquiries to the payroll officer on (02) 9503 2666 alternately you can email timesheets@busicomolutions.com.au and a Payroll officer will endeavor to respond within 48 hours.

2.5. COMPENSATION

If you have accepted a job that requires further training, weld testing, medicals, inductions etc. Busicom will incur the cost. If you do not show up to the scheduled appointment and have not provided sufficient reasoning or time. Any costs that Busicom Solutions incur on your behalf will result in compensation.

2.6. ABUSIVE LANGUAGE AND SWEARING, ARGUMENTS, BULLYING AND HARASSMENT

The above are prohibited at work sites and any report of hire staff being engaged in these practices will be dismissed immediately.

2.7. DRUG USE, GAMBLING AND GAMING

The above are prohibited at work sites and any report of hire staff being engaged in these practices will be dismissed immediately and if the situation is considered serious enough a report will be made to police.

2.8. SMOKING

In most work sites smoking is prohibited for safety reasons – smoking can cause fire in manufacturing or welding situations and must not be permitted. Many sites have a designated smoking area or unofficial area – Busicom hire staff is requested to respect the wishes of client sites and confine smoking to these areas and not to take excessive breaks to have a smoke.

2.9. ALCOHOL USE

Alcohol use in the work place is prohibited at all times and any staff member using alcohol or suspected of being under the influence of alcohol will be removed from the site immediately- to comply with the OHS Legislation.

2.10. GRIEVANCE POLICY

Busicom Solutions is committed to achieving and maintaining a dynamic and pleasant working environment, where work related concerns or grievances are managed punctually, impartially and fairly. Some examples of what a grievance may be about:

- Safety in the workplace
- Discrimination or harassment
- Victimisation
- Workplace communication and interpersonal conflict
- Work allocation or developmental opportunities

2.11. SOLICITATION

Solicitation includes oral communications for the purpose of selling, campaigning, etc., such as requests for signatures, contributions for charities, support of political organisations etc. cannot be conducted at work sites and any hire staff engaging in this practice will be immediately removed from the site.

2.12. KEEP IN CONTACT

- If you are looking for work keep in contact. Call Busicom Solutions- Recruitment Department to advise us of your availability. Alternately, you can email radmin@busicom solutions.com.au and a staff member will endeavor to respond within 48 hours.
- If you receive an SMS from Busicom Solutions requesting information about whether you are still working, following up of timesheets or Availability etc., you are required to respond or contact the office within 24 hours.
- Once you have finished on the contract job with Busicom you to you are required to inform your account manager within 24 hours of your last shift.
- Office Line 24hrs Ph. (02) 9503 2666 Fax (02) 9503 2611
- Consultants are also available 24 hours a day

3. OCCUPATIONAL HEALTH AND SAFETY REQUIREMENTS

Busicom Solutions Pty Ltd ensures all hire staff allocated to clients and their projects are fully inducted in our OHS requirements and informed of their responsibilities once they take up placements at these sites. The main thrust of our induction is to enable hire staff to perform work duties on site in a responsible and safe manner to avoid any injuries or breaches in OHS legislation.

Resources in line with the importance attached to safety are provided to comply with all relevant Acts and Regulations - the NSW Occupational Health & Safety Act 2000 and 2001 Regulations (as amended) and WorkCover Regulations 2004.

Busicom acknowledges that professional and labour hire placement contracts undertaken have the potential to impact on health and safety. To counter this we have established contract provisions, checking of work practices and ongoing reviews to ensure our clients as employers are equipped to identify hazards, assess related risks and where required develop and implement mitigation and control processes to remove risks of personal injury.

Busicom insists that all hire staff have undertaken the WorkCover OHS General Induction (and can produce evidence of completing this training) before they are sent to client sites.

Busicom endeavors where ever possible to match staff skills and experience to job tasks – this is a fundamental safety requirement – miss-matching of staff to jobs can increase the potential for accidents and injuries. To ensure that this outcome does not occur Busicom thoroughly checks all applicants' qualifications, experience and referees.

Further, Busicom is aware that hire staff may be asked to perform a wide variety of tasks, at client sites and to assist in being able to cope and adapt the company instructs future staff in generic safe work method statement processes (based on WorkCover Model).

The training identifies typical job tasks, possible hazards, risk ratings and control measures and the identification of Australian Codes and how to read and follow a typical Safe Work Method Statement.

3.1. SAFETY ON SITE

- You must wear steel capped boots and have your green card on you to every assignment unless advised otherwise. If you arrive without steel capped boots and green card you will be sent home without pay.
- Wear appropriate clothing; no singlet's, no offensive language on t-shirts and no ripped clothing on site.
- Ensure you wear the appropriate safety equipment

IF YOU INJURE YOURSELF ON ANY WORK SITE PLEASE ENSURE YOU REPORT IT TO YOUR DIRECT SUPERVISOR AND CONTACT BUSICOM SOLUTIONS ASAP.

3.2. REPORTING INJURIES

All work related injuries or illness are to be reported immediately to your site supervisor and the Busicom ASAP. Please ensure that the appropriate Accident/Incident Report is completed at the work site for every on-the-job injury that results in medical treatment.

An employee who has been excused from work as a result of an injury or illness will be required to report to Busicom on a weekly basis and failure to do so may lead to disciplinary action and loss of benefits.

4. CODE OF INTEGRITY CONDUCT

The undersigned staff member engaged by Busicom Solutions for hire placement work has read and understands fully the company's Code of Integrity Conduct to comply with all aspects of the code when working at sites and the further restrictions placed on him/her in divulging any information to outsiders that in any way may result in;

- Respect client property in all formats – fixtures, furniture, ornaments, books, files, electronic equipment (and contents), intellectual, consumables, temporary items stored at sites and the property of client staff.
- Handle property only as part of the work process and return it to its normal place – e.g. books on book shelves, tools in tool cupboards and plant parked in the correct location.
- Do not open files on desks, do not read open documents on desktops, do not read notes on calendars or white boards.
- Do not turn on any computer terminal, do not use a terminal if it has been left on by a client staff member, do not use machines such as copiers, faxes and televisions, do not use client telephones or other devices – without specific permission.
- Do not handle equipment accessories e.g. CD's or memory sticks
- Do not use client consumables e.g. pens, coffee, milk or food from kitchen and lunch room areas – unless given permission to do so
- Do not handle clothing that may be left by client staff
- Do not leave security doors or site gates unlocked or open while working on site – unless specifically requested to do so.
- Do not permit entry by unauthorised persons to the site.
- Do not accept any deliveries to clients when client staff is not present
- Do not mention to others anything that you have accidentally read or noticed, of a confidential nature, while working at the premises.
- Do not engage in any activity while at sites that may cause any of the above situations to occur
- When sites are inspected respond fully regarding work issues to supervisors and client representatives
- Report any breakage, damage, spillage or un-necessary movement or accidental usage of any of the above items to supervisors as soon as possible
- Report any unauthorised entry to supervisor and client (if in specifications)
- Report any unauthorised deliveries to supervisor and client (if required)
- Report breeches of these rules by other staff immediately to supervisors
- Damage to client property – fixtures and intellectual property
- Compromising of materials, contents of documents or posters (safety signs) etc

5. STANDARDS OF SERVICE

Busicom expects a high standard of behaviour from staff at all times. Be uncompromising in honesty and integrity, always make sure your personal conduct is the very best it can be. A moment of carelessness or discourtesy, to supervisors, can break down good will built up over several years. Remember, clients judge Busicom Solutions by employees' conduct, hospitality, enthusiasm and pride in their work.

5.1. STAFF ARE EXPECTED TO

1. Obey all laws. Follow all policies and procedures, and keep informed of policy and procedural changes by noting decisions at meetings and reading company newsletters. This will insure prompt and accurate service to our clients.

2. Be a good listener. When working at client sites listen to their point of view. Understand occasional frustration or anger if there has been a breakdown in service – e.g. an unsatisfactorily completed task.

3. Ask questions. Ask your supervisor any questions you may have about your job and performance guidelines. Ask your supervisor questions that will help you help them to clear up outcome or service issues.

If you are unable to report for work, for any reason – notify your supervisor at your placement site ASAP and then follow up with a call to Busicom – so we can arrange a replacement.

If a hire staff employee cannot report to management due to hospitalisation etc. it is requested that a relative contact Busicom or immediate supervisor to inform them of the situation.

6. ACKNOWLEDGEMENT & CONSTENT

YOU CONSENT TO COLLECTION USE AND STORAGE OF YOUR PERSONAL AND SENSITIVE INFORMATION

I have read & understood each of the statements in the collection statement and voluntarily consent to:

- Personal and sensitive information about me being collected by you as indicated above
- Personal and sensitive information about me being used as indicated above
- Personal and sensitive information about me being disclosed as indicated above

BUSICOM PAYMENTS & INFORMATION

1. I agree to keep confidential any busicom solutions or busicom solutions customer's information obtained during my assignment with busicom solutions.
2. I agree to notify busicom solutions immediately in the event that a direct offer of employment either temporary or permanent is made to me by any customer, or by me to any customer of busicom solutions, to whom i am introduced by busicom solutions, for a period of twelve (12) months following my last assignment with that customer.
3. I agree to perform all work and associated functions as directed by the client in the safest possible manner, to obey all lawful written and verbal health and safety instructions issued by either busicom solutions or its client, to comply with all local site rules and requirements that may be introduced or varied from time to time, to strictly follow all standard operating procedures and safe systems of work laid down for particular equipment or tasks and to correctly use all personal protective clothing and equipment in appropriate circumstances.
4. My employment with busicom solutions is as a temporary on an assignment basis, with each assignment representing a discrete period of employment. I understand i can accept or reject any offer of assignment and that on completion of an assignment, whether satisfactory or otherwise, busicom solutions is under no obligation to offer any further assignments. I understand that busicom solutions does not control the length of any assignment and accept that whilst busicom solutions will indicate the potential length of an assignment with a customer in good faith, the customer may vary assignments at any time.
5. Payment will be made by busicom solutions on a weekly basis only on receipt of a busicom solutions timesheet, correctly completed and with appropriate authorization by an approved supervisor or our customer confirming the hours completed. Payment by busicom solutions will be made by eft to the nominated bank account details supplied the employee. Busicom solutions takes no responsibilities for incorrect details supplied by yourself.

I agree that it is my responsibility to provide my authorized busicom solutions timesheet to my busicom solutions client to whom i am working for and that i will make sure that my timesheet is faxed to the busicom solutions office by 11am every Monday morning for the previous week worked. I agree that future wage payments may be adjusted should actual details differ from information provided on authorized timesheets received by busicom solutions. Timesheets can be downloaded from our website www.busicomsolutions.com.au or visit our office for copies. PLEASE NOTE LATE TIMESHEETS MAY DELAY PAYMENTS.

EMPLOYEE HANDBOOK CONFIRMATION

I acknowledge receipt of a copy of the Busicom Solutions Hire Staff Handbook (version 4) effective July 2012 and I Have read and understood and consent to the contents of Busicom's Hire Staff Handbook including:

- General Policies
- Occupational Health & Safety Requirements
- Code of Integrity Conduct
- Standards of Service
- Privacy Collection Statement
- Busicom Payments and Information

7. FAIR WORK INFORMATION STATEMENT

You will be provided with a Fair Work Information Statement. This statement contains information about:

- the National Employment Standards
- how a transfer of business affects entitlements
- modern awards
- agreements under the *Fair Work Act 2009*
- individual flexibility arrangements
- freedom of association
- termination of employment
- right of entry (including privacy laws to protect personal information)
- the Fair Work Ombudsman and the Fair Work Commission.

EMPLOYEES NAME:

EMPLOYEES SIGNATURE:

DATE:

CHECKED BY BUSICOM RECRUITMENT STAFF:

COPY IS KEPT IN EMPLOYEE'S PERSONNEL FILE