

Working with Tusk

Tusk is your employer

- As a Tusk employee please display a professional image, communication & presentation
- Remember your employer is Tusk Group
- Employment queries to Tusk not to the client please.
- Keep us informed – for example, change of shifts or duties.
- Call the office number during business hours, once a week to let us know you are available

SMS - confirmation of shifts only

- You may receive shift confirmations by SMS. Reply via text only to confirm, by replying "OK".
- Please reply promptly, 15mins is an acceptable reply time, or as soon as you finish work, if you are working overtime.
- You must call us to cancel or change your shifts or if you are running late – no SMS

Standby

- Available and contactable on your mobile phone for short notice shifts.

SMS to Confirm



Call to Cancel



OHS

- Report any incident/injury to your supervisor immediately, and inform Tusk Group when possible, including any near misses.

PPE

- Steel cap safety boots at all times
- Hi visibility work wear

After Hours Service

- Phone calls only please to Tusk afterhours, NO SMS.
- If you do not get through to a consultant, please leave a voicemail message with your full name, contact number and the company/client name where you are working.
- 2 hours' notice to cancel shift
- You must call us to cancel or change your shifts or if you are running late – **NO SMS**

Pay Queries & General Enquiries

- For all general enquiries, including pay queries, please contact us during business hours on the office number. Alternatively you may send your query by email, but no text messages. Your pay slip is sent by Tusk Accounts. Do not reply to this email. All pay related matters must be emailed to your consultant.
- Help us pay you correctly and on time
- Ensure you record your hours worked whether it be timesheets, clocking on/off etc.
- Routinely check your payslips and notify us of any pay queries promptly
- Working week is Monday to Sunday
- Pay day is Wednesday

Superannuation

- Super is noted on your weekly payslip, payment is made to your superannuation fund quarterly.
 - * Jan to Mar – paid by end April
 - * Apr to May – paid by end Jun
 - * Jul to Sep - paid by end of Oct
 - * Oct to Dec - paid by end of Jan

Tusk Office

8.30am to 5.30pm

Weekdays

8388 8144



Tusk After Hours

5.30pm to 10.30pm

4.00am to 8.30am

7 Days

0421 456 483

Tusk Dress Standard



- Tusk Vest
- Plain High Vis Vest (Yellow)
- Plain Polo Shirt (Yellow)
- Plain Polar Fleece Jumper (Yellow)
- Industrial Work Pants
- Industrial Work Shorts
- Steel Cap Boots



IN-STORE/ ONLINE

- Kmart
- Target
- Bad Workwear
- Workwear Hub
- Totally Workwear
- RSEA Safety



OH&S AND SEXUAL HARASSMENT POLICY

Policy

Tusk Group is committed to ensuring our workers incorporating on-hire workers, visitors and hosts remain free from risk to their health and safety at work. We are committed to continual improvement of safety performance and the elimination of workplace injury and illness. As a provider of on-hire services, we understand the importance of working with all stakeholders to achieve our safety objectives.

Responsibilities

Tusk Group, through its management, as far as practicable shall;

- Promote and nurture an organisational culture that adopts health and safety as an integral component of its management philosophy.
- Ensure compliance with the provisions of the relevant State/Territory Acts and the organisations approved minimum standards for occupational health and safety.
- Ensure the development of annual plans for health and safety in all areas.
- Maintain an effective mechanism for consultation.
- Maintain a process for resolving health and safety issues and responsibly managing hazards.
- Identify health and safety training needs and ensure they are met.
- Ensure that adequate time and resources are provided in the development and preservation of an effective occupational health and safety program.

Operational employees and on-hire workers are responsible for:

- Following all work health and safety policies and procedures;
- Ensuring their own and others health and safety is not affected by their actions;
- Working with host's and business partners to achieve the objectives outlined in this policy; and
- Reporting all incidents including unsafe work practices, hazards, near misses and injuries.

Definitions

- (a) As far as is practicable means all reasonable measures must be taken, bearing mind:
- The severity of the hazard
 - The likelihood of the hazard occurring
 - How much is known about the hazard and how to eliminate or control it
 - The availability, suitability and cost of safeguards

The cost has to do with the expense and inconvenience necessary to put the safeguards in place, measured against the consequences of failing to do so. It is not a measure of whether the employer can afford to put the necessary safeguards in place.

(b) Hazard

In relation to a person, means anything that may result in:

- Injury to the person; or
- harm to the health of a person

(c) Risk

In relation to any injury or harm, means the probability of that injury or harm occurring.

(d) Workplace

Any location where an employee works or is likely to be in the course of their work and includes vehicles, aircraft, ships and all fieldwork.

Objectives

The objectives of this policy and associated procedures are to, as far as reasonably practicable:

- Reduce injury and illness in the workplace.
- Continually improve as far as is practicable, the health and safety standards of the working environment.
- Continually improve and integrate effective health and safety management systems into the organisations management philosophy.
- Safety performance in continually reviewed and improved.

Policy

Tusk Group is committed to providing employees with a working environment that is free from any form of harassment, including sexual harassment.

Standards

The following minimum standards apply to sexual harassment in the workplace:

- Tusk Group expects all employees to behave in a professional manner.
- Tusk Group expects all employees to treat each other with dignity and respect.
- All employees who experience sexual harassment are encouraged to report it.
- Any reports of sexual harassment will be treated seriously and investigated promptly, confidentially and impartially.
- Supervisors are responsible for ensuring that employees are not exposed to behaviour which constitutes sexual harassment.

Definitions

Sexual Harassment is defined as:

- Objectionable, coercive or lewd comments of a sexual nature to a person or persons, which are known, or ought reasonably to be know, as unwelcome.
- Actions or communications with a sexual connotation that create an intimidating, demeaning or offensive work environment.
- Unwanted sexual request or advance, inappropriate touching or sexual assault.
- An implied or expressed reward for complying with a sexually oriented advance or request.
- Displaying pornographic, offensive or derogatory pictures or text.
- Reprisal or threat of reprisal against an individual for any action they take following this policy and its procedures.

WORKPLACE BULLYING POLICY

Policy

Tusk Group is committed to providing employees with a healthy and safe working environment that is free from bullying and intimidation.

Standards

The following minimum standards apply to bullying in the work place:

- Tusk Group expects all employees to behave in a professional manner.
- Tusk Group expects all employees to treat each other with dignity and respect. All employees who experience bullying are encouraged to report it.
- Any reports of bullying will be treated seriously and investigated promptly, confidentially and impartially.
- Supervisors are responsible for ensuring that employees are not bullied.

Definitions

Bullying may be defined as the repeated less favourable treatment of a person by another or others in the workplace, which may be considered unreasonable and inappropriate workplace practice. It includes behaviour which intimidates, offends, degrades and humiliates a worker.

Examples of bullying include:

- Verbal abuse and yelling
- Humiliating someone through sarcasm, inappropriate comments and insults
- Constant criticism
- Exclusion of a person from workplace activities
- Giving someone the majority of unpleasant tasks
- An unacceptably aggressive style from a superior
- Over detailed supervision and unwarranted checking of performance
- Constant practical jokes

Preamble

Bullying is repeated behaviour which may be perpetrated by a supervisor, work colleague, senior manager or group of staff. A bully may be either male or female, and the bullying behaviour may be overt or covert. Bullying is not always intentional, as people may not realise that how they are treating someone is having a detrimental effect.

(a) Repeated Behaviour

Repeated behaviour refers to the nature of the behaviour; therefore repeated unreasonable behaviour may be a pattern of diverse incidents, which may escalate over time. It is recognised that a single incident of workplace harassment may be distressing for an individual; however this is excluded from the purpose of this policy. A single incident may breach the Commonwealth Disability and Discrimination Act 1992 and/or Equal Opportunity Acts.

(b) Occupational Violence

Occupational violence is defined as any incident where a person is physically attacked or threatened in the workplace. If bullying involves assault or threat of assault, criminal laws may apply and therefore become a police matter.

All reports of bullying will be treated seriously and investigated promptly, confidentially and impartially.

(c) Guidelines

Occupational Safety and Health or Occupational Health and Safety Acts set out requirements for people in workplaces, including employers and employees.

Duties

Employees should take reasonable care of their own health and safety at work, and should avoid adversely affecting the safety and health of other staff and visitors to the workplace. They must cooperate with the employer in adopting measures that prohibit workplace bullying and harassment, and take steps to stop bullying by reporting incidents/potential incidents if experienced either first hand, or if they witness another staff member being bullied.

Options Available for dealing with a complaint

- Take no action (note that this is unlikely to resolve the issue).
- Speak directly to the person accused of bullying (if the employee feels safe in doing so).
- Speak to your OH&S Representative or Administrative head, to make an informal complaint.
- Make a formal complaint via the Grievance Procedures Process.
- If all the above are unsatisfactory, refer the matter to the appropriate State/Territory authority.

Where to go for assistance in making a complaint

If an employee is being bullied, the people to contact for advice and assistance to resolve the problem include (where appropriate) their immediate supervisor (Tusk), the next line manager, the CEO and their OH&S representative.

Resolution of issues for Bullying in the Workplace

- Discuss the bullying with the perpetrator and attempt to deal with the matter informally.
- Seek advice and assistance from your agency Representative.
- Report the issue to the immediate supervisor and attempt to resolve the matter with him/her informally.
- Submit a formal complaint through the nominated person, where satisfactory resolution cannot be achieved.
- The formal complaint will then be dealt with through Tusk Groups internal Grievance and Dispute investigation procedure and a report provided to the CEO.
- Where all avenues to resolve the issue have been exhausted internally in accordance with the provisions of this procedure, the matter shall be referred to the State/Territory authority upon resolution of the issue, the OH&S representative and the person reporting the issue shall be provided with feedback.

Consequences of breach to the policy

Disciplinary action will be taken against anyone who bullies an employee, who victimises a person who has made or is witness to a complaint.

Disciplinary action for staff may include:

- An apology to the person making a complaint
- An undertaking that the behaviour will cease
- A warning, training, suspension or counselling depending on the circumstances
- Dismissal

EQUAL EMPLOYMENT OPPORTUNITIES

Policy

Tusk Group values its employees and is committed to the implementation of fair, equitable and non-discriminatory employment and operational practices. It is our aim to provide a workplace which maximises the talent, potential and contribution of all employees through the provision of equal opportunity for all. Under Equal Opportunity and Occupational Health and Safety/Occupational Safety and Health legislation, discrimination, harassment and bullying are against the law.

Standards

- Staff are required to treat each other with fairness, equity and respect so that the working environment is free from discrimination and harassment.
- Tusk Group has the responsibility to ensure that the principals of equal opportunity are practised and reflected in its policies and procedures
- Tusk Group will comply with the state and federal legislation on discrimination and equal opportunity.

Definitions

Equal opportunity in employment means that employees are judged on their ability to do the job based on merit rather than assumptions about them based on different characteristics.

Discrimination occurs where a person distinguishes between individuals or groups because of a characteristic that applies, or is assumed to apply, to that individual or group, so as to disadvantage some and advantage others.

Discrimination on any of the grounds listed below is illegal:

- Sex
- Marital Status
- Pregnancy
- Race (including race of a relative or associate)
- Impairment (including impairment of a relative or associate)
- Political conviction
- Religious conviction (or lack of conviction)
- Family responsibility or family status (in employment or education)
- Age
- Gender History
- Sexual Orientation
- Spent convictions (employment area only)
- Advertising victimisation

Return to Work Policy

Policy

Tusk Group are committed to continual improvement of safety performance and the elimination on work related injury and illness. We are dedicated to providing adequate resources and support to enable workers including eligible contractors, who have suffered a work related injury or illness, to return to work. As a provider of on-hire services, we recognise the importance of working with key internal and external stakeholders, including our host, to achieve these objectives.

Objectives

The overall objective of the policy is to promote;

- Workings including eligible contractors who suffer an illness or injury which is substantially contributed by their work, being eligible to return to work; and
- Eliminate the work related injury

Responsibilities

The company is responsible for;

- Compliance with the legislative requirements of workers compensation
- Advising workers of their responsibility under the legislation with regards to workers compensation and injury management
- Facilitating processes to remain at work or assist with the expedient return to work following injury, illness or disease
- Assisting with the investigation of incidents and implementing controls where practicable to reduce reoccurrence
- Consulting with key stakeholders to ensure the effective claims and injury management
- Maintaining confidentiality relating to workers compensation claims, injury management and rehabilitation

Workers are responsible for;

- Notifying management of any incapacity which may impact upon an individual's capacity to work safely and without causing or exacerbating injury or illness
- Notifying Tusk Group of a workplace injury as soon as practicable after the event
- Communicate and report workplace injuries to the host employer
- Participate and cooperate with the injury management process (both Tusk and Host Employer) and make every effort to return to work

We understand injury and illness has the capacity to impact greatly upon the workers and their families and that the effective management of injury will reduce the negative impacts of such injury and illness. It is with this in mind that we are committed to sustainable workers compensation and rehabilitation management.

Return to Work Co-Ordinator

You can contact your Tusk Return to Work Co-Ordinator by phoning 03 9819 7265

Please contact your Tusk representative for a copy of the Return to Work Issue Resolution Procedure

SOCIAL MEDIA POLICY

Overview

The intention of this policy is to:

- Ensure respect, integrity and trust in all activities around social media
- Protect Tusk's and **all** its clients image, reputation and confidential information
- Provide guidance for people employed by Tusk

Scope & application

This policy covers all employees of the Tusk Group, and relates to usage of social media of any kind and on any device within and outside of work hours.

Statement of policy

1. Act ethically, lawfully, with integrity and maintain professionalism when participating in social media.

The employee must ensure no disrespect is shown at any time, to the audience, Tusk Group, its clients, employees, partners, customers, suppliers and/ or business related individuals.

2. Individuals are responsible for the content they publish on any form of social media platform

If you see negative or inappropriate post(s) you should NOT engage or participate but ensure you report the post(s) to Tusk Group immediately.

Procedures

1. Employee accountability

All Tusk employees have a responsibility to:

- Comply with Tusk's Social Media Policy
- Make a colleague who may be engaging in inappropriate online behaviour aware of this policy and escalate if necessary
- Advise Tusk Group of any situations where they believe a breach of this policy exists

Definition

Social Media means any form of media that uses online or electronic Technologies to facilitate social interaction or publish and share information, ideas, personal messages, and other content such as videos. Facebook, Yammer, Twitter, YouTube, Blogs, LinkedIn, Xing, Flickr, Wikipedia, SMS, Google groups amongst many others.

DRUG AND ALCOHOL POLICY

Policy

Tusk Group (“Company”) is committed to providing a safe workplace and ensuring the health and safety of all workers by preventing and reducing harm associated with workers being impaired by alcohol or drugs at work. The company is also committed to the establishment of programs and attitudes that contribute to a safe working culture. We endeavour to maintain a positive professional profile with customers, suppliers and other members of the public.

We recognise that involvement with alcohol and drugs can have serious repercussions for workers and their performance in the workplace. Incidents involving inappropriate drug and alcohol can also impact on an individual’s friends and family as well as the company’s reputation.

Scope

This policy applies to all workers including employees, on-hire workers and contractors. The Policy applies to all workers whilst at any workplace of the Company and any other place where the worker performs work for the business.

Responsibilities

Tusk Group Responsibilities

It is the Company’s responsibility to:

- Direct any worker reasonably suspected of being under the influence of drugs or alcohol away from the work area;
- Arrange for a safe option of transport home for any worker under the influence of drugs or alcohol;
- Request workers to see a medical practitioner if it is reasonably suspected that they are under the influence of drugs or alcohol;
- Provide information regarding internal and external support systems available to the worker.

Workers Responsibilities

It is the workers to responsibility to:

- Understand and comply with this policy;
- Attend work free from the impairment of alcohol and other drugs;
- Consult with management if they believe they are impaired by alcohol or drugs whilst at work. The Company encourages all its workers to discuss any prescription drugs they are taking with their doctor to determine whether use of the drug will impair their ability to operate tools, machinery or equipment or carry out work tasks. The Company also encourages workers

consult with their Manager at an early stage, to ensure that the Worker is capable of performing their work tasks whilst taking the prescribed drugs.

Managers of the Company are expected to monitor their own reports, and to investigate situations that may breach this Policy. Appropriate steps should be taken to deal with the Worker if the Manager suspects that a Worker behaviour, actions or conduct suggest that they have breached this policy.

Alcohol & Drug Testing

During employment or engagement, the Company may require a worker to undergo a drug and alcohol test to monitor compliance with this Policy.

Host Company Policies

Where a person is working for clients of the Company (“Host Company”), they must comply with the Host Company’s policies relating to drugs and alcohol and related testing methods. Host companies may also conduct unannounced searches for drug or alcohol on company premises, and may conduct random alcohol and drug testing, subject to their own policies.



Australian Government

Fair Work
OMBUDSMAN

Fair Work Information Statement

From 1 January 2010, this Fair Work Information Statement is to be provided to all new employees by their employer as soon as possible after the commencement of employment. The Statement provides basic information on matters that will affect your employment. If you require further information, you can contact the **Fair Work Infoline** on **13 13 94** or visit **www.fairwork.gov.au**.

▲ The National Employment Standards

The *Fair Work Act 2009* provides you with a safety net of minimum terms and conditions of employment through the National Employment Standards (NES).

There are 10 minimum workplace entitlements in the NES:

1. A maximum standard working week of 38 hours for full-time employees, plus 'reasonable' additional hours.
2. A right to request flexible working arrangements to care for a child under school age, or a child (under 18) with a disability.
3. Parental and adoption leave of 12 months (unpaid), with a right to request an additional 12 months.
4. Four weeks paid annual leave each year (pro rata).
5. Ten days paid personal/carer's leave each year (pro rata), two days paid compassionate leave for each permissible occasion, and two days unpaid carer's leave for each permissible occasion.
6. Community service leave for jury service or activities dealing with certain emergencies or natural disasters. This leave is unpaid except for jury service.
7. Long service leave.
8. Public holidays and the entitlement to be paid for ordinary hours on those days.
9. Notice of termination and redundancy pay.

A complete copy of the NES can be accessed at **www.fairwork.gov.au**. Please note that some conditions or limitations may apply to your entitlement to the NES. For instance, there are some exclusions for casual employees.

If you work for an employer who sells or transfers their business to a new owner, some of your NES entitlements may carry over to the new employer. Some NES entitlements which may carry over include personal/carer's leave, parental leave, and your right to request flexible working arrangements.

▲ Modern awards

In addition to the NES, you may be covered by a modern award. These awards cover an industry or occupation and provide additional enforceable minimum employment standards. There is also a Miscellaneous Award that may cover employees who are not covered by any other modern award.

Modern awards may contain terms about minimum wages, penalty rates, types of employment, flexible working arrangements, hours of work, rest breaks, classifications, allowances, leave and leave loading, superannuation, and procedures for consultation, representation, and dispute settlement. They may also contain terms about industry specific redundancy entitlements.

If you are a manager or a high income employee, the modern award that covers your industry or occupation may not apply to you. For example, where your employer guarantees in writing that you will earn more than the high income threshold, currently set at \$123,300 per annum and indexed annually, a modern award will not apply, but the NES will.

Transitional arrangements to introduce the modern award system may affect your coverage or entitlements under a modern award.

▲ Agreement making

You may be involved in an enterprise bargaining process where your employer, you or your representative (such as a union or other bargaining representative) negotiate for an enterprise agreement. Once approved by Fair Work Australia, an enterprise agreement is enforceable and provides for changes in the terms and conditions of employment that apply at your workplace.

There are specific rules relating to the enterprise bargaining process. These rules are about negotiation, voting, matters that can and cannot be included in an enterprise agreement, and how the agreement can be approved by Fair Work Australia.

You and your employer have the right to be represented by a bargaining representative and must bargain in good faith when negotiating an enterprise agreement. There are also strict rules for taking industrial action. If you have enquiries about making, varying, or terminating enterprise agreements, you should contact Fair Work Australia on 1300 799 675.

▲ Individual flexibility arrangements

Your modern award or enterprise agreement must include a flexibility term. This term allows you and your employer to agree to an Individual Flexibility Arrangement (IFA), which varies the effect of certain terms of your modern award or enterprise agreement. IFAs are designed to meet the needs of both you and your employer. You cannot be forced to make an IFA, however, if you choose to make an IFA, you must be better off overall. IFAs are to be in writing, and if you are under 18 years of age, your IFA must also be signed by your parent or guardian.

▲ Freedom of association and workplace rights (general protections)

The law not only provides you with rights, it ensures you can enforce them. It is unlawful for your employer to take adverse action against you because you have a workplace right. Adverse action could include dismissing you, refusing to employ you, negatively altering your position, or treating you differently for discriminatory reasons. Some of your workplace rights include the right to freedom of association (including the right to become or not to become a member of a union), and the right to be free from unlawful discrimination, undue influence and pressure.

If you have experienced adverse action by your employer, you can seek assistance from the Fair Work Ombudsman or Fair Work Australia (applications relating to general protections where you have been dismissed must be lodged with Fair Work Australia within 60 days).

▲ Termination of employment

Termination of employment can occur for a number of reasons, including redundancy, resignation and dismissal. When your employment relationship ends, you are entitled to receive any outstanding employment entitlements. This may include outstanding wages, payment in lieu of notice, payment for accrued annual leave and long service leave, and any applicable redundancy payments.

Your employer should not dismiss you in a manner that is 'harsh, unjust or unreasonable'. If this occurs, this may constitute unfair dismissal and you may be eligible to make an application to Fair Work Australia for assistance. It is important to note that applications must be lodged within 14 days of dismissal. Special provisions apply to small businesses, including the Small Business Fair Dismissal Code. For further information on this code, please visit www.fairwork.gov.au.

▲ Right of entry

Right of entry refers to the rights and obligations of permit holders (generally a union official) to enter work premises. A permit holder must have a valid and current entry permit from Fair Work Australia and, generally, must provide 24 hours notice of their intention to enter the premises. Entry may be for discussion purposes, or to investigate suspected contraventions of workplace laws that affect a member of the permit holder's organisation or occupational health and safety matters. A permit holder can inspect or copy certain documents, however, strict privacy restrictions apply to the permit holder, their organisation, and your employer.

▲ The Fair Work Ombudsman and Fair Work Australia

The **Fair Work Ombudsman** is an independent statutory agency created under the *Fair Work Act 2009*, and is responsible for promoting harmonious, productive and cooperative Australian workplaces. The Fair Work Ombudsman educates employers and employees about workplace rights and obligations to ensure compliance with workplace laws. Where appropriate, the Fair Work Ombudsman will commence proceedings against employers, employees, and/or their representatives who breach workplace laws.

If you require further information from the Fair Work Ombudsman, you can contact the **Fair Work Infoline** on **13 13 94** or visit www.fairwork.gov.au.

Fair Work Australia is the national workplace relations tribunal established under the *Fair Work Act 2009*. Fair Work Australia is an independent body with the authority to carry out a range of functions relating to the safety net of minimum wages and employment conditions, enterprise bargaining, industrial action, dispute resolution, termination of employment, and other workplace matters.

If you require further information, you can contact **Fair Work Australia** on **1300 799 675** or visit www.fwa.gov.au.

The Fair Work Information Statement is prepared and published by the Fair Work Ombudsman in accordance with section 124 of the *Fair Work Act 2009*.

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