



## EDGE PERSONNEL'S FTM Guide:

### Everything you need to know about being an Edge Team Member!

#### Welcome

Edge Personnel is Queensland's People Partner. We pride ourselves on our long-term relationships with both our clients and candidates. Our aim is to place you in a position that best matches your skills, experience and situation.

Please contact our office on **3607 2700** if you have any concerns or queries in relation to your assignment. Whether it is a pay issue, a safety concern, or a change in your contact details, please let us know.

*Please read through the following guide so you have a thorough understanding of what it means to be an 'Edge Employee.'*

**Some tips** for getting the most out of your relationship with Edge Personnel:

- Keep us up to date with your availability status at all times
- If you change any personal contact details, please let us know
- Tell us when you are unable to commence/complete a shift
- Call us if you are unhappy with your assignment
- Let us know if you have any newly acquired skills
- Feel free to contact us with any questions

#### The Essentials

##### Contacting Us

Our office number is (07) 3607 2700, you are able to contact us 24 hours a day, 7 days a week

- Outside office hours (8.30am-5pm) an answering service will take the information and forward it to us immediately
  - You should leave:  
Your name & place of work, contact number & the reason for your call
- If you are unable to attend work for any reason:  
You must contact us with as much notice as possible: One hour's notice is the expected minimum for any absences.
- For administration matters, please only contact our office during office hours and understand that minimum of 24 - 48hrs notice will be required for most enquiries. *All pay enquiries must be made during office hours.*



## What to Wear

- Your Consultant will take you through what to wear on site as it will depend on the assignment and workplace. For most assignments you will need to wear casual comfortable clothes – it is mandatory you wear a **high visibility** vest or shirt with **steel capped boots**.

## Contacting You

- If we need to contact you, it will be about potential work, changes to existing work arrangements, checking in to see how you are finding the assignment or other important issues. Please provide only correct and current details. It is preferable that you provide at least one contact number that has a message service, which is regularly checked in the event we cannot get in contact with you straight away. It is also your responsibility to update your contact information.

## Your Personal Information

- Edge Personnel only collect and keep information relevant to helping you find work, please see our Privacy Policy & Collection Statement. If you require any information to be provided to a third party (Bank, Centrelink, etc.) you will need to provide us with a signed privacy disclosure.

## Professional Conduct

*Representing yourself and Edge Personnel:*

Please remember, first impressions count & following procedures is simple:

- Always be punctual, give yourself time to find the appropriate person to report to and site area
- Wear clean & tidy clothing, with the appropriate Personal Protective Equipment (P.P.E)
- Adhere to the host-employer's operational policies and practices
- Do not use your mobile phone while working under any circumstances
- Work within your capabilities and ask for help if required
- Edge Personnel forbids the consumption of alcohol and use of drugs while at work, including arriving to work under the influence of drugs or alcohol

The following behaviour will not be tolerated by Edge Personnel in any workplace:

- Working under the influence of drugs or alcohol
- Theft from the Host's workplace
- Wilful damage or destruction to the Host's workplace
- Unauthorised use of equipment
- Not following safe work practices
- Smoking in the workplace (unless in designated area)
- Failure to wear, use or maintain P.P.E
- Workplace bullying, discrimination, or sexual harassment



## Working for Edge Personnel as a Casual

- Your employment with Edge Personnel is on a casual basis only. This means you will be paid an hourly rate of pay for every hour you work.
- Your hourly rate is inclusive of sick leave and annual leave. So, if you are sick and cannot work, you will not be paid.
- You are only paid for the hours you work. You are only paid for public holidays if you actually work on that day.
- When you are on an assignment for Edge Personnel, we fully cover you for workers compensation and public liability insurance
- You will receive statutory superannuation entitlements when working for Edge Personnel. These are paid monthly.
- Payment of wages occurs on a weekly basis and is via electronic funds transfer to your nominated bank account on a Wednesday. We do not pay by cash or cheque.
- Our pay week is Monday to Sunday.
- The Host-Employer is not responsible for resolving any pay queries you may have. Edge Personnel sets your pay rates, not the client so please refer any questions to us.
- You must have a 10-hour break between shifts
- You are responsible for taking a 30-minute meal break when working any shift longer than five hours

### To ensure you are paid correctly and on time:

- Complete your timesheet accurately through your online profile, or via paper timesheet on site
- Your timesheet must be submitted by 8am each Monday morning to ensure your pay is in your account on time.
- Provide us with correct bank account details, Tax File Number & Superannuation details via your online profile

Weekly payslips will be available on your online profile, we do not email these out.

## Unplanned /Planned Unavailability

If you are unable to make a shift for any reason, please contact us (not the Host-Employer) as soon as possible. One hour's notice is required, so please call us as soon as you are aware, so we can organise a replacement if required.

If you will be unavailable due to another commitment or plan to take a break and know in advance, please communicate this to us as soon as possible, so we can update our client.

## Shift Cancellations

Occasionally our clients have unexpected changes in their volume & requirements and may not require your services as once expected. We do our best to give you as much notice as possible. We can contact you up to one hour before your start time to cancel a shift. If it is past this time, you will be compensated with a payment of 4 hours. This is also the same if the client decides to send you home before completion of 4 hours' work, you are still entitled to the payment.



## Commencement of new placement

When starting at a new Host, it is your responsibility to ensure you are adequately orientated and inducted to the site regarding safety, fire procedures and evacuation points.

If you have any questions, please ensure you ask your Host supervisor or contact Edge Personnel.

## Safety Procedures

Edge Personnel has developed policies and procedures with the aim of providing and maintaining a safe work environment for all our employees.

Included in this guide are copies of our “Workplace Health & Safety Policy”, “Drug & Alcohol Policy” and “Rehabilitation and Return to Work Policy.”

Your responsibilities:

- Look after your own safety and that of others around you
- Become familiar with the Manual Handling Procedures on site
- Undertake that all work carried out, as directed by your supervisor, is done in the safest possible manner and following the site or task safe work procedure
- Obey all verbal and written safety instructions relayed to you by either Edge Personnel or our clients
- Never carry out any activity if you do not feel safe or you are unsure of the safety procedures. If this occurs report your concerns to your supervisor
- Report all accidents, near misses or illnesses to the first aid officer, medical officer, or supervisor immediately. You must also report these to Edge Personnel
- Highlight tasks that require safe work procedures before starting the job
- Report any hazards you identify or create
- Correctly use all personal protective equipment required to perform the task
- Ensure that your work area is kept clean
- Become familiar with the site layout and emergency procedures for fire and evacuation
- Only perform work that is within your competence, qualification and authorisation. You must notify Edge Personnel if you are asked to perform tasks outside your scope of training.

## Reporting Accidents/Incidents

It is very important that we know about injuries immediately as they happen. We have a responsibility to manage all injuries to our employees. We cannot do this if we do not know about them. A copy of Edge Personnel’s Workplace Rehabilitation Policy is listed below.

*Injury Occurs → Report to your Supervisor → Notify Edge Personnel → Seek Medical Attention → Return to Work OR Commence Rehabilitation Program*

The first priority is ensuring you obtain adequate medical attention. The first preference will always be to have you visit a doctor who is familiar with the host site, obviously if this is not practical your own doctor will be fine. Edge Personnel’s Rehabilitation & Return to Work Coordinator will make contact with



you soon after your injury occurs, please keep in contact with them throughout the process. Further, it is your responsibility to provide up-to-date Workers Compensation Medical Certificates when requested.

## Edge Personnel's Workplace Health & Safety Policy

Edge Personnel is committed to ensuring our workers and visitors 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.

### Objectives

The objectives of this policy are to ensure, as far as reasonably practicable:

- risks to work health and safety are controlled through the engagement of all stakeholders in a culture of safety;
- safe systems of work are provided and maintained at all times in all workplaces;
- workers are provided with information, training, instruction and supervision needed for them to work safely and without risks to their health;
- the health of operational and on-hire workers and the conditions of the workplaces where they work are monitored;
- adequate facilities are provided for the welfare of our workers;
- health and safety policies and procedures comply with legislative requirements; and
- safety performance is continually reviewed and improved.

### Responsibilities

The company is responsible for, as far as reasonably practicable:

- effective implementation of the Work Health and Safety Management System (WHSMS) driven by senior management;
- providing appropriate level of resources to the WHSMS;
- defining the key WHS management system responsibilities and communicating these to the relevant personnel;
- maintaining effective communication and consultation including horizontal engagement with key stakeholders on safety matters; and
- ensuring systems are in place to allow for the identification and resolution of work health and safety issues.

Operational workers 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.

As a provider of on-hire services, the company is committed to effective consultation and engagement with workers on work health and safety matters. We recognise that we share a primary duty of care with host organizations in regard to our on-hire workers and therefore we are committed to consult, cooperate and coordinate activities with hosts to produce the required health and safety outcomes.

## Edge Personnel's Workplace Rehabilitation Policy

### **Stay at Work/Return to Work Policy statement**

Edge Personnel recognises that helping workers to stay at work or make an early and safe return after an injury minimises the impact of injury on them and their families.

We support our injured workers by having a system of workplace rehabilitation and providing suitable duties for them while they are recovering. We expect that all injured workers will return to work on suitable duties as soon as it is medically safe to do so.

We have appointed a Rehabilitation and return to work coordinator (RRTWC) to manage workplace rehabilitation for our injured workers.

As part of our system of workplace rehabilitation, we are committed to:

- providing a safe and healthy work environment
- encouraging the early reporting of injuries
- making suitable duties available to injured workers as soon as possible after an injury occurs
- consulting with injured workers to develop their suitable duties program
- respecting the confidentiality of our worker's medical and rehabilitation information
- reviewing our workplace rehabilitation policy and procedures at least every three years

Experience shows that being back at work is an important part of recovering from a work-related injury.



## Edge Personnel's Drug & Alcohol Policy

Edge Personnel acknowledges that drugs and alcohol are part of our society. These substances must not be permitted to jeopardise our employees' safe work performance and wellbeing whilst employed by Edge Personnel.

Edge Personnel's Drug and Alcohol Policy is designed to achieve this aim:

- All Edge Personnel employees must not be adversely affected by drugs, alcohol, or other substances whilst at work.
- The consumption, possession, sale of illegal drugs by Edge Personnel employees is prohibited whilst at work.
- When Edge Personnel social and business functions are held, at either Edge Personnel premises or other locations, a variety of beverages will be available. Every encouragement and support for the consumption of non-alcoholic and low alcohol beverages will be given. On no account will illegal drugs or substances be available.
- Edge Personnel employees, when placed at Host sites, must comply with the Host's drug and alcohol policies, procedures and practices.
- Edge Personnel may assist in arranging confidential counselling and rehabilitation support services for employees with drug or alcohol issues.
- Edge Personnel reserves the right to administer appropriate drug and alcohol testing of all Employees. *Please note, this testing could be conducted randomly at any time*
- Breaches of this policy will result in disciplinary action. Depending on the circumstances, such action may include termination of employment.

Edge Personnel's Drug and Alcohol Policy is based on the following principles:

The use of drugs and alcohol can negatively effect and impair an individual's ability to perform

- their work both safely and effectively; and
- Higher risks of injury, damage and loss occur through the use of drugs and alcohol by individuals,
- both on and off the job.

For a full version & the procedure on testing, contact our office.





## EEO, Equity & Diversity

Edge Personnel is committed to Equal Employment Opportunity (EEO) and Equity and Diversity in the workplace and as such adheres to EEP and Equity and Diversity Policies in our recruitment and retention of staff. Please see overview of the policy below, for the full policy, contact our office.

As an employee of Edge Personnel, it is expected that you would be aware of these policies and adhere to them in your day to day duties.

### EEO Policy Overview: Anti-Discrimination & Harassment

**Aim:** to understand Edge Personnel's Equal Employment Opportunity Policy. Please contact our office on 3607 2700 for a full copy of the EEO Policy.

#### Key Policy Topics:

1. **Aim of Policy:** understand importance of maintaining and promoting workplaces and recruitment practices free from unlawful discrimination and harassment, including sexual harassment.
2. **Who & what does this affect:** Candidates seeking work, employees working directly for us, on-hired workers and clients seeking support, all recruitment and employment practices & procedures.
3. **Benefits:** Healthy, safe workplace, better productivity and service deliver, attract and retain higher calibre of candidates.
4. **Application:** Unlawful discrimination & harassment will not be tolerated. Reporting of any alleged breaches is encouraged. Each individual is responsible to report suspected breaches.
5. **Resolution:** Commitment to resolving complaints, confidentially, fairly, consistently. Refer to Edge Personnel's EEO Complaints Resolution Procedure.

#### Definitions

**Direct discrimination** means treating someone unfairly or less favourably because of one of the personal characteristics listed below or because of their association with someone identified with one of those characteristics.

**Indirect discrimination** happens when a rule, policy or requirement unnecessarily or unreasonably disadvantages a person or group of people because of a protected personal characteristic they share.

**Harassment** is behaviour (through words or actions) based on personal characteristics listed below, that is unwanted, unasked for, unreturned and likely to make the workplace an unfriendly or uncomfortable place.

**Sexual harassment** is an unwelcome sexual advance, request for sex or any other sexual behaviour that a reasonable person would know or expect would offend, humiliate, seriously embarrass, or humiliate another

- age
- breastfeeding
- carer status





- disability/impairment
- gender identity
- industrial activity
- lawful sexual activity
- marital status
- parental status
- physical features
- political belief or activity
- pregnancy
- race
- employment activity
- religious belief or activity
- sex
- sexual orientation

## Edge Personnel & Your Privacy

Edge Personnel is committed to protecting the privacy of your information. We understand that people are concerned about the confidentiality and security of information held regarding them. Edge Personnel abides by the National Privacy Principles established under the Privacy Amendment (Private Sector) Act 2001.

Edge Personnel recognises the important of individuals' privacy and it is our policy to make every effort to ensure your privacy is maintained while providing you with the service you require. You would have signed our Privacy Collection Statement during the interview process, for the full Privacy Policy, ask your Recruitment Consultant.

Thank You for taking the time to read this document and your decision to register with Edge Personnel.

We hope this marks the beginning of a prosperous working relationship. Edge Personnel is passionate about our candidate care, so your feedback is welcomed.

Regards,

The Edge Personnel Team

*Remember, if you lose this guide or have any concerns or queries, please make sure you contact us on 3607 2700 ASAP.*