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Employee Handbook

Employment Information and Expectations

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Purpose & Scope

This handbook is for the guidance of all of our employees. While it will be provided to new employees at the commencement of their employment it is important to remember that it will be updated from time to time so checking for updates in the computer system is advisable.

The Handbook contains references to company policies and sets out company standards and guides which should be read in conjunction with your individual employment agreement (IEA). Please keep a copy of your IEA in a safe place. If you wish to refer to your IEA and do not have a copy you may request to view the copy in your personnel file.

From time to time the company may amend its policies, standards or guides and it may issue additional policies, standards or guides. When this occurs you will be advised. Where a company policy, standard or guide is different from a provision in your employment agreement, your employment agreement applies to you.

It is important to note that breaches of the company's policies or standards could constitute misconduct or serious misconduct, and could result in disciplinary action.

These policies, standards and guides are the property of, and apply to all employees of Spencer Henshaw Ltd (SHL) and can be found here: [L:\POLICIES PROCEDURES](#)

The following is a key to the nature of the topics contained in the handbook:

Policy	Company policy set by our board of directors
Standard	Required standards of behaviour and procedure
IEA	Relevant clause in your Individual Employment Agreement
Guide	General guide to our work etiquette

To avoid duplication, if relevant information is contained elsewhere – such as in policy documents or in our Health and Safety Induction Manual – it will be usually only be mentioned or possibly summarised in this handbook. Please refer to the other sources of information.

The sustainability of our business and the livelihood of all of us depend on the quality of our relationships with and service to our many stakeholders – our clients, customers, subcontractors and suppliers – and most of all, each other. High standards of business and personal ethics are essential and will ensure the continued good reputation of the company. We all work with integrity and honesty and no compromise is acceptable.

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1 Absence and Attendance

Standard

1.1 Absence

- ◆ Unplanned absence means additional work for others and could result in deadlines and KPIs not being met. Absence from work, arriving late for work, and leaving work during the working day without permission are not acceptable.
- ◆ If a personal emergency prevents you from attending work or if you are running late for work, you should make a phone call (not a text message) to your manager as soon as possible.
- ◆ Personal appointments should be made outside of work hours whenever possible.
- ◆ When you're going to be on sick leave or bereavement leave make a phone call (not a text message) to your manager as soon as possible. Your manager will advise the office administrator who to contact in your absence.
- ◆ Repeated unplanned or unexplained absence can be a problem for the team and the business, and while a conversation will be the first action taken, this behaviour may be treated as misconduct.

1.2 Illness or Injury

- ◆ The company reserves the right to require employees to see a medical professional of its choice to determine fitness for work.
- ◆ If you are unable to attend work due to your own ill-health or the ill-health of a dependent you should advise your manager by phone as soon as possible.



- ◆ You may be required to provide a medical certificate regarding the need for your absence as well as your ability to return to work.
- ◆ If you become ill while at work please inform your team manager immediately.

2 Accidents and Injuries

Standard

The Health and Safety Induction Manual contains relevant sections:

- ◆ Hazard Management
- ◆ Accident Reporting & Investigation
- ◆ Accident Incident Report Form
- ◆ Health Monitoring
- ◆ Return to Work
- ◆ Rehabilitation



Refer to Health and Safety Induction Manual

<L:\Forms & Documents\Health & Safety Forms\HS.20.03 Health Safety Induction Booklet Auckland 2015 12 01.pdf>

2.1 Accident Compensation Corporation (ACC) Claims

The Injury Prevention, Rehabilitation and Compensation Act (IPRC) 2001 and its amendments provide cover for work-related and other injuries resulting from accidents through the Accident Compensation Corporation (ACC).

If you have an accident at work or elsewhere that requires medical attention you must complete an ACC form for your medical professional and as soon as possible, and provide the company with copies of any relevant forms and medical certificates.

Refer to ACC's website: www.acc.co.nz

2.2 Your Pay Following an Accident

If you are unable to work following a **work-related accident**, the company will pay you 80% of your normal pay for the first week. If you are off work for longer than a week, ACC will pay you 80% of your normal pay until you return to work.

If you are unable to work following a **non-work accident** you will not be paid during your first week off work. If you are off work for longer than a week ACC will pay you 80% of your normal pay until you return to work.

3 Alcohol and Drugs

Standard

Employees must report to work in a condition that allows them to perform their duties safely and properly. Under no circumstances must employees come to work under the influence of alcohol or drugs. Being in the workplace while under the influence of alcohol or drugs is considered serious misconduct and may result in disciplinary action and dismissal.

Remember that there could be many reasons why an employee's actions might appear to be out of the ordinary; we should all be mindful that the possible use of drugs or alcohol is only one of these. Our primary concern is for people's safety and fitness for work. We want to prevent any impaired employee from doing or continuing work.

Refer to Drugs and Alcohol Procedures

<L:\Forms & Documents\Health & Safety Forms\HS.10.01 Drug & Alcohol Procedures.pdf>

In our work context "under the influence" and "impaired" mean having alcohol in your system that is above the legal driving limit, or having drugs in your system which are above those allowable by law.

It is vital that you read the company's Drugs and Alcohol Policy and Procedures. The following is a short summary of some key points only.

3.1 Prescribed Medication

If you are taking prescribed medication please ask your doctor whether it will negatively affect your ability to perform your work.

It is your responsibility to inform your manager of any prescription medication that could compromise safety or adversely affect job performance.



3.2 Alcohol

Alcohol can compromise safety and seriously affect work performance. Employees are not permitted to enter the workplace under the influence of alcohol. No alcohol may be brought into the workplace or office premises unless authorised by a senior manager. Alcohol is not to be consumed in the workplace or office premises unless you are attending a company function where drinks have been provided by the company.

3.3 Illegal Drugs or Substances

No illegal drugs or substances may be brought into any SHL workplace. It is strictly prohibited to manufacture, distribute, possess, sell or use any controlled substance at work or when representing the company.

3.4 Reasonable Cause

To enable the company to manage risk and look after people's safety the following will be considered reasonable cause to test employees for drugs and alcohol:

- ◆ any workplace accident;
- ◆ any incident involving violence or abuse;
- ◆ exhibiting behaviour or appearance that could indicate impairment.

Where reasonable cause exists, failure to submit to drugs and alcohol testing may constitute serious misconduct.

If you suspect that any employee is impaired by or under the influence of alcohol or drugs, please advise a senior manager immediately and contact the Health and Safety Manager for assistance.

3.5 Indicators of Substance Abuse

Here are some indicators that a person may be misusing alcohol or drugs:

- ◆ Impaired and unreliable work performance
- ◆ Poor quality and low output of work
- ◆ Increased error rates
- ◆ Making excuses or trying to cover up mistakes, blaming others for lack of support
- ◆ Reduced reaction times and efficiency
- ◆ Unable to retain or follow instructions
- ◆ Slurring speech, appearing to be "spaced out", possibly with dilated pupils
- ◆ Highly excitable or withdrawn
- ◆ Smelling strongly alcohol or drugs (cannabis)
- ◆ Arriving late, taking long lunch hours
- ◆ Missing deadlines or appointments
- ◆ Increased absenteeism, especially after weekends, unauthorised leave
- ◆ Behaving erratically and aggressively towards others
- ◆ Poor presentation, poor grooming, looking scruffy
- ◆ Behaving inappropriately

4 Breaks

IEA

What you need to know about meal and other breaks is set out in your employment agreement. The entitlements are as per statutory entitlements.

We may all take two paid breaks of ten minutes each day (for morning and afternoon tea); and one unpaid break of one hour at lunch time.

We do not tend to clock-watch when it comes to people's breaks. We all expect to act fairly and flexibly about taking breaks depending on our own workflow, meetings and commitments, and what's going on with our teams.

5 Company Purchases

IEA

5.1 Authority

Only authorised people may make purchases in the name of the company. No employee whose regular duties do not include purchasing shall incur any expense on behalf of the company or bind the company by any promise or representation without written approval.

No purchase may be made on behalf of the company without authorisation. Employees may not make purchases in the company's name for personal use unless with specific prior approval from the Operations Director, Finance Manager or Managing Director.

5.2 Expense Claims

Work related costs incurred by the employee will be reimbursed by the company.

- ◆ Complete an expense claim form
- ◆ Attach copies of receipts
- ◆ Submit the form and receipts to your manager for approval
- ◆ Submit the approved form and receipts to the Finance Team for reimbursement.
- ◆ Reimbursement will be made direct to your bank account.

6 Company Vehicles and Driving

Standard

IEA

6.1 Safety and Security

For your personal safety and to ensure the safety of company vehicles, GPS systems are installed in most of our company vehicles. GPS ensures we can:

- ◆ Locate employees and vehicles in the event of an emergency or other situation.
- ◆ Reduce insurance costs.

6.2 Drivers of company vehicles must:

- ◆ Hold a current appropriate licence, provide a copy of it to company, and carry it while driving a company vehicle. If you are required to drive a vehicle as part of your job, your employment may be terminated if you lose your driver's license.

- ◆ Remember that branded company vehicles are highly visible.
 - Discourteous or incautious driving can be unsafe and puts lives at risk.
 - Bad driving will be noticed by other road users, members of the public and the police, and is sometimes reported to the company. We take these reports seriously.
 - The company's reputation is at risk if our vehicles are seen being driven badly and we take that seriously too.
- ◆ Advise their manager immediately if they lose their licence or its use is restricted.
- ◆ Abide by NZ traffic laws. This includes not using a mobile phone while driving unless you can do so hands-free.
- ◆ Be in a fit state of mind to drive safely.
- ◆ Take good care of the vehicle and keep it clean and tidy.
- ◆ Take the most direct route (within reason) to their destination and back to work
- ◆ Pay parking and traffic fines that you have incurred.

6.3 Drivers of Company Vehicles must NOT:

- ◆ Consume alcohol or be under the influence of drugs or alcohol. Company vehicles are not to be driven by anyone who is under the influence of alcohol or drugs.
- ◆ Transport unauthorised passengers in the vehicle.
- ◆ Take a company vehicle outside of the employee's contract work region or reasonable surrounding area unless agreed in advance with their manager.
- ◆ Text on a mobile phone while driving.

6.4 Fuel Cards

Fuel cards are issued to the regular drivers of each vehicle. Any other driver should check that the vehicle has sufficient fuel before use.

Fuel cards can only be used in the employee's region of work or reasonable surrounding area, and only for petrol, oil and emergency tyre repair.

Where the vehicle must be refuelled and the relevant service station is not available, you may purchase fuel personally and be reimbursed by way of an expense claim.



6.5 Work Use and Personal Use of Vehicles

If a company vehicle is allocated to you, some personal use may be allowed. If personal use is allowed this will be set out in your individual employment agreement. A common sense approach is expected. For clarity, a general guide is as follows:

- ◆ Use of a company vehicle for work purposes only:
 - ◆ The employee may drive the vehicle to and from work, and to any work sites during the normal working day. This may include stopping at a store or supermarket that is not out of their way, on the way to or on the way home from work.
- ◆ Reasonable Personal Use:
 - ◆ The employee may use the vehicle for normal running around during weekends. However, if the employee wishes to take the vehicle on a longer trip of say, more than

100km, they are required to discuss this with their manager ahead of time and request approval. If approval is granted the employee is expected to meet the running costs by personally paying for an appropriate amount of petrol.

6.6 Damage

If you damage a company vehicle by driving it in such a way that the insurer refuses a claim, the cost may be recovered from you.

Any employee responsible for any damage to a company vehicle, injury to any person, or damage or injury to any third party will be liable for that damage.

6.7 Company Vehicles Policy

The Vehicle Policy contains information on:

- ◆ Provision (Eligibility)
- ◆ Allocation (Types of vehicles applied to which jobs/roles)
- ◆ Replacement (Length of time we will own vehicles)
- ◆ Costs (Registration, Maintenance, Insurance, Fuel)

7 Confidentiality

IEA

All employees have a right to expect confidentiality and privacy with respect to personal information obtained by other employees of SHL in the course of their employment.

Unless required for work purposes, either during your employment or after termination of your employment, you may not disclose to or distribute any confidential information, messages, or data that you have obtained in the course of your employment with the company. This includes, but is not limited to, information about the company and company's business, clients, client customers and suppliers.

Refer to your individual employment agreement

8 Conflicts of Interest or Payment by Others

IEA

Standard

- ◆ You must declare any interest in any business of any kind which may conflict with or be in competition with the company.
- ◆ No person who may be employed by a competitor may be brought into company premises without the approval of a senior manager.
- ◆ You may not demand, claim or accept any payment, gratuity, commission or benefit from anybody other than us, in payment for anything concerned with your duties. If you find yourself in a situation where this might occur please seek advice from a senior manager.
- ◆ You must declare to your manager, any gift that is offered to you that is over the value of \$50.



This section is included in our Employee Handbook because there is a legal requirement for employers to make their disciplinary procedures known to their people. This ensures that if an incident occurs everyone knows what to expect and there are no surprises.

Any disciplinary process will be managed with the utmost confidentiality and individuals' privacy will be protected.

In the case of an allegation of misconduct or serious misconduct being made the following procedures will be followed. (In this section 'the employer' means the company's HR Manager and the relevant manager.)

9.1 Suspension

- ◆ While investigating alleged misconduct the company may consider suspending the employee against whom the allegation has been made. Suspension would only occur after meeting with the employee and after considering their views. The employee would be on full pay while suspended.
- ◆ Suspension is considered only when there is a health and safety risk or when the person's presence could compromise the investigation in some way.

9.2 Investigation

- ◆ The employer will investigate the incident or allegation and collect enough information to determine whether or not a disciplinary process should be entered into.
- ◆ If it is determined that a disciplinary process is not warranted to complainant will be advised.

9.3 Disciplinary Meeting

- | | |
|---|--|
| 1 Arrange a disciplinary meeting | <ul style="list-style-type: none">◆ If a disciplinary process is commenced the employee against whom the allegation is made will be invited to a disciplinary meeting by way of a letter setting out:<ul style="list-style-type: none">— The time, date and venue of the meeting.— What the allegations are.— That they will be given an opportunity to explain their version of events.— That they may bring a representative or support person to the meeting.— The names of those who will be present at the meeting.— What the most serious possible outcome of the process could be if the allegation is upheld.◆ The employee will be provided with any information being taken into account. This could include witness statements, copies of emails or text messages etc.◆ If the time or date set out in the letter do not suit the employee a reasonable amount of flexibility will be shown. |
|---|--|

2	Hold a disciplinary meeting	<ul style="list-style-type: none"> ◆ Details of the allegations set out in the letter and supporting documents will be presented. ◆ The employee will be invited to give their version of events and any explanations, and present any mitigating circumstances. ◆ Either party may request adjournments to talk privately for short periods of time. ◆ When the discussion is finished the meeting will either: <ul style="list-style-type: none"> — Adjourn to allow the employer to consider the employee's explanation and comments. OR — End so that further investigation can be carried out. (When this is the case another meeting will be arranged once the additional investigation has been completed. The process effectively starts from the beginning again.)
3	Adjourn	<ul style="list-style-type: none"> ◆ The purpose of the adjournment is to determine the final outcome of the disciplinary process. ◆ The adjournment may be for a short time (perhaps an hour) or overnight depending on the complexity of the situation. ◆ Because this will be a stressful time for all concerned the outcome will be determined within as short a time as is reasonable. ◆ The employer will discuss the employee's explanation and comments, determine whether or not misconduct or serious misconduct has occurred, and to determine what, if any, disciplinary sanction will be imposed.
4	Reconvene the meeting	<ul style="list-style-type: none"> ◆ If the employer finds that the allegation has not been upheld the employee will be advised immediately. <ul style="list-style-type: none"> — Either the process will end OR — If the employer determines that it would be helpful to clarify its expectations about conduct or behaviour, a letter of expectation might be given to the employee. (A letter of expectation: is not a disciplinary sanction; will be filed on the employee's personnel file.) ◆ If the employer finds that the allegation has been upheld the employee will be advised of the outcome and a letter will be issued to set out the decision as soon as possible. ◆ Possible disciplinary sanctions will depend on individual circumstances. <ul style="list-style-type: none"> — Misconduct: The most likely outcome is a warning as set out in the successive warnings process below. — Serious Misconduct: The most likely outcome is a final warning or summary (instant) dismissal.

9.4 Successive Warnings Process

The successive warning process is as follows:

◆ 1 st instance of misconduct	➔	First written warning
◆ 2 nd instance of misconduct	➔	Final written warning
◆ 3 rd instance of misconduct	➔	Dismissal
◆ 1 st instance of serious misconduct	➔ ➔	Final written warning OR Dismissal
◆ 2 nd instance of serious misconduct	➔	Dismissal

Any warning will remain valid for one year and remain on the employee's file for two years.

9.5 Poor Performance

If an employee's performance is not up to the required standard, he/she will be advised of the required minimum standard and be provided with training to help them improve. Continued poor performance may constitute misconduct and may be dealt with via a disciplinary process.

9.6 Definitions and Descriptions

MISCONDUCT

The following could constitute less serious misconduct resulting in dismissal following repeated infringements and application of the disciplinary procedure. This list is not exhaustive and other incidents not listed may constitute less serious misconduct. Further, dependent on context and severity, incidents listed above may in some cases constitute serious misconduct.

- ◆ Failing to meet required work standards including a lack of application to assigned tasks.
- ◆ Disrupting, interfering with or preventing another employee carrying out their work.
- ◆ Absenteeism or lateness for work without prior approval.
- ◆ Leaving an assigned workplace without permission or due cause.
- ◆ Using abusive or obscene language at work.
- ◆ Posting offensive notices within SHL premises or defacing SHL notices or instructions.
- ◆ Failing to respect the personal privacy of others.
- ◆ Misuse or unauthorised use of SHL property or time.
- ◆ Smoking in other than designated smoking areas.
- ◆ Sleeping during work hours.
- ◆ Unlawful discrimination.
- ◆ Non-compliance with site and premises security. Including non-compliance with security identification requirements through carelessness, failure to return ID Cards, misuse of an ID card and carelessness with or misuse of keys.
- ◆ Refusing to see a doctor nominated by the employer.
- ◆ Rudeness to customers, clients, suppliers, tenants, members of the public or others.

SERIOUS MISCONDUCT

The following are examples of serious misconduct resulting in summary (instant) dismissal. This list is not exhaustive and, dependent on context and severity, other incidents not listed may constitute serious misconduct.

Company Policies and Standards

- ◆ Failure to comply with SHL policies or standards.

Health, Safety and Wellbeing

- ◆ Endangering the health, safety or wellbeing of yourself, other employees or other people.
- ◆ Assault, physical abuse or verbal abuse of other employees, customers, clients, suppliers, tenants, or members of the public or others you interact with during the course of your work, while in the workplace or at a work function.
- ◆ Wilful and deliberate acts affecting work quality.
- ◆ Inappropriate use of company computers, e-mail or the internet.
- ◆ Bringing drugs to or consuming drugs on any workplace or worksite, with the exception of drugs prescribed by a registered medical practitioner.
- ◆ Bringing intoxicating liquor to or consuming intoxicating liquor on any workplace or worksite, with the exception of company functions.
- ◆ Reporting for work when under the influence of, or impaired, by alcohol or drugs.
- ◆ Refusing to undertake drugs or alcohol testing.
- ◆ Refusing to allow the company to search property for drugs or alcohol following an incident or when there is reasonable cause.
- ◆ Physically or sexually assaulting another person at a workplace or worksite or during work hours or while on SHL business.
- ◆ Sexually, racially or otherwise harassing or bullying another person in the workplace.
- ◆ Failing to comply with safety procedures, policies, standards or rules, or working or acting in an unsafe manner, including failure to report accidents, personal injury or damage.
- ◆ Failing to use safety equipment and/or protective clothing provided by SHL.
- ◆ Possessing firearms at work or bringing firearms to a worksites or workplace.
- ◆ Driving a company vehicle in a dangerous or unlawful manner.

Dishonesty

- ◆ Falsifying any company, customer, client, supplier or employee document or record.
- ◆ Illegal gambling during working hours or at any SHL workplace or worksite.
- ◆ Abuse of SHL authority.
- ◆ Abusing or misusing SHL funds. (Employees entrusted with the use of company funds shall use them for the intended purpose only. SHL funds shall not be used for any personal gain, or in any manner that would be contrary to law, or detrimental to the welfare of SHL.)
- ◆ Unauthorised possession, use, removal, interference or deliberate damage to the company's goods or property.
- ◆ Unauthorised use of company, customer, client or supplier equipment or vehicles.

- ◆ Misrepresenting SHL for personal gain.
- ◆ Withholding information or offering false information in respect of an ACC claim.

Confidentiality

- ◆ Disclosing confidential information about the employer, a customer, client, supplier or another employee.
- ◆ Unethical, illegal, abusive or otherwise inappropriate use of company e-mail or other digital or company tools, devices or technology.
- ◆ Taking or attempting to take improper advantage of any official information which the employee has access to as a result of their job, especially in order to gain a financial or other benefit for themselves or any other person or group.

Insubordination

- ◆ Refusing to perform work that has been allocated; refusing to carry out a lawful order or reasonable direction given by a person in authority.
- ◆ Refusing to comply with any legislative requirements.
- ◆ Any act or omission which, not being serious misconduct, impacts on your ability to carry out the functions and duties of your job or is likely to tarnish the company's reputation.
- ◆ Wilful damage to property belonging to the company, a customer, client or other employee.

Any other matters specified as constituting serious misconduct in this handbook or which the employer may advise from time to time.

10 Discrimination

Standard

Discrimination occurs when one person is treated differently from another person in similar circumstances. It is unlawful when it involves a ground prohibited by the Employment Relations Act or the Human Rights Act (gender, sexual orientation, marital, family or employment status, age, colour, race, ethnicity/nationality, religious or ethical belief, political opinion, disability, union affiliation/activity). Both Acts make some specific exceptions.

Spencer Henshaw Ltd is committed to providing a work environment that is free of unlawful discrimination.

We do not tolerate unlawful discrimination of or by our people.

We will protect our employees from unlawful discrimination by customers and any members of the public in our working environments.

Our hiring, remuneration, development and advancement opportunities will be based on merit, experience, qualifications, and ability.

If you have questions or concerns about discrimination or feel you have been the victim of unlawful discrimination please talk to your manager, a senior manager, our HR Manager. Complaints will be dealt with objectively, sensitively and without delay.

11 Dress Code and Company Clothing

Standard

11.1 Company Clothing

- ◆ If you are required to work on customers' properties you will be provided with, and required to wear, branded company shirts. These will be replaced as necessary.
- ◆ Company shirts should be teamed with your own black or dark blue trousers or skirts, or tidy jeans or shorts.
- ◆ If your work requires protective clothing or footwear you will be supplied with appropriate items. It should be kept clean and presentable.
- ◆ Good care must be taken of company clothing, and garments must be laundered by the employee to ensure that when they are worn to work they are as clean as is practicable.
- ◆ Company garments are to be used for work purposes and are not for personal use. They remain the property of the company and, with the exception of footwear, should be returned on termination of employment.

11.2 Work Attire

- ◆ Our work environment is fairly informal and our personal presentation is also. That means our wardrobe choices fit into the tidy casual or business casual descriptions. A pictorial guide is provided on the Dress Code document in the Reference Library.

Refer to <L:\Human Resources\Reference Library\Dress Code - 2017 01.pdf>

11.3 Personal Hygiene

- ◆ All employees will adhere to conventional personal hygiene, cleanliness and grooming standards and hairstyles should be tidy.
- ◆ Your manager will talk to you if your grooming, cleanliness or general presentation need to be improved.

12 Emergency Phone Procedures

Guide

Most of our people, while doing their jobs out in the community, are alone — usually their colleagues are not nearby. We have an emergency phone to receive calls from such lone workers in the event they sustain a serious injury as a result of an accident, when they are exposed to dangerous situations, or become victims of significant hazards. Those situations and hazards could include, but are not limited to, threatening or aggressive behaviour, violence, illicit drug operations or drug use, dangerous dogs.

The dedicated emergency phone is held by the Takapuna Responsive Team and its members are trained to respond. They will follow the procedures set out on the following page.

An employee phoning the emergency number should, if possible, advise the nature of the emergency and their location. But even if they are unable to speak the person answering the call will assume the employee is in a critical situation and follow the emergency procedures.

Refer to [Emergency Phone Procedures in SHL docs, H & S Forms](#)

13 E-mail Etiquette

Guide

- ◆ Email should be considered a formal business communication tool.
- ◆ The language used and the format – as well as the words – send a message about the quality of our organisation and the work we do.
- ◆ Never write and send an email in the heat of a stressful moment. Wait, save it to your drafts folder, and come back to it when you've cooled off.
- ◆ Emails are discoverable in any legal or other investigation being carried out in the workplace.



Refer to <L:\Human Resources\Reference Library\Email Etiquette - 2016 12.pdf>

14 Environment

Standard

The way we work will not compromise, contaminate or damage the environment.

The Health and Safety Induction Manual contains relevant sections:



- ◆ Environmental Plans and Procedures
- ◆ Environmental Risk Identification and Controls
- ◆ Recycling and Waste Disposal
- ◆ Spill Response Procedures

Refer to Health and Safety Induction Manual

<L:\Forms & Documents\Health & Safety Forms\HS.20.03 Health Safety Induction Booklet Auckland 2015 12 01.pdf>

15 Ethics and Behaviour

Standard

The sustainability of our business and the livelihoods of us all depend on the quality of our relationships with, and service to, our many stakeholders – our clients, customers, subcontractors and suppliers – and most of all, with each other. High standards of business and personal ethics are essential and will ensure the continued good reputation of the company. We all work with integrity and honesty and no compromise is acceptable.

- ◆ We are all individuals with different skills and abilities and as part of a team we show consideration and respect to each other, and we help each other out.
- ◆ We treat others with fairness, courtesy, respect and dignity.
- ◆ We value our cultural differences.
- ◆ We deal with disputes in a supportive, respectful and discrete fashion.
- ◆ We follow correct work procedures and do our jobs to the best of our abilities. And we carry out all reasonable instructions given by our managers.
- ◆ If we make mistakes we let our managers know so that we avoid misunderstandings.
- ◆ We do NOT insult, abuse, threaten, or cause ill-feeling towards any person or group. Such behaviour would constitute serious misconduct.

Employees' working hours and days of work, and place of work, are specified in their employment agreements.

16.1 Requests

Employees may request flexibility in relation to their working arrangements which could relate to:

- ◆ hours of work or days of work – which could include different or flexible start and/or finish times, working different days or a different number of days, or part-time hours instead of full-time hours.
- ◆ place of work - such as working from a different company office or from home.

Any formal request for flexible working arrangement will be considered by their manager and one-up manager, and responded to.



If a request for flexible working arrangements is approved it will be set out in a letter to the employee. It is most likely that it will be agreed to for a set period of time to accommodate a particular event or situation, or for a trial period of time on the understanding that if it does not work out for the business the previous hours, days or place of work will be returned to.

If a request for flexible working arrangements is declined the reasons will be set out in a letter to the employee.

16.2 Working from Home

Field-based Staff

Employment agreements of all employees, including field staff (Scopers, Coordinators, QA Coordinators and some HSE team members) specify a default office location as their primary place of work.

The company sees great benefit in staff having daily face-to-face interaction, having opportunities to exchange thoughts and share ideas with team colleagues and others in the company – and just get to know people. For this reason, field staff are expected to attend the office for a practical period of time most days to carry out administrative tasks, attend team meetings, and talk to others instead of relying solely on phones and email for all communications.

Field staff plan their days around their office-based commitments as well as sensible times to travel, attending work sites, meeting up with subcontractors etc. While we resource people with laptops and smart phones so they can work remotely from the office, working from home is not encouraged for long periods of time and certainly not for more than an hour or so at a time. There will be times when field staff finish field-based tasks towards the end of the afternoon, say after 4:00pm, and it makes more sense to travel home to complete the day's admin tasks there, than to return to the office. There will be days when it makes sense to start the day by working from home, and then travelling to the work site or office. However, working from home should be discussed and understood within teams, and between team members and their managers, and anything outside of what is described above, will be formally recorded in a letter, and in most situations will be for a fixed period of time.

All Staff

Working from home on a casual basis is not encouraged. Occasionally, if an employee is working on a specific piece of project work for instance, it will be beneficial for them to work from home for extended periods of time. When this is the case, the arrangement will be formally recorded in a letter.

As a general rule, when employees are unwell they should take the time they need to get well, and not work from home. If employees are on sick leave to tend to their sick children they should ideally take sick leave and not work from home.

17 Grievance Procedures

IEA

The Employment Relations Act 2000 says that an employment relationship problem includes a personal grievance, a dispute and any other problem relating to or arising out of an employment relationship, but does not include any problem that comes about due to the fixing of new terms and conditions of employment.

If you have a problem in our employment relationship, you must let your manager know immediately so that we can try and resolve it with you then and there.

Other information about solving employment problems is contained in your individual employment agreement.

18 Harassment and Bullying

Standard

Bullying means unreasonable behaviour, repeated over time, which is deliberate and intended to humiliate, undermine or otherwise have a detrimental effect on the recipient(s) even though it may not be unlawful.



Harassment means any unwelcome comment, conduct or gesture that is insulting, intimidating, humiliating, malicious, degrading or offensive. It might be repeated or an isolated incident but it is so significant that it adversely affects someone's performance, contribution or work environment. It can include physical, degrading or threatening behaviour, abuse of power, isolation, discrimination, sexual harassment and racial harassment. It is behaviour that is unwanted by the recipient even if the recipient does not tell the perpetrator that the behaviour is unwanted. It may be unintentional.

Spencer Henshaw Ltd is committed to:

- ◆ Providing a work environment that is free of bullying and harassment.
- ◆ Protecting its employees from bullying and harassment by their colleagues, its customers and any members of the public in our working environments.
- ◆ Dealing fairly, objectively, sensitively and promptly with any complaints of harassment.

If you have questions or concerns about bullying or harassment or feel you have been the victim of bullying or harassment please talk to your manager, a senior manager, our HR Manager.

19 Hot-desking

Guide

Hot desking helps us use our office space more efficiently and it works well for people with jobs that require them to be mobile. Some of our jobs mean people are flexible about where and when they do their office work, and they need to be in the office for only part of each day. These people use hot-desks when they're in the office.



19.1 Safety First

- Keep walkways clear and push empty chairs close to the desktop.
- Don't leave bags, boxes, bins or other items around on the floor where they can cause a trip hazard.

19.2 Computer Equipment

- The equipment is set up specifically to each workstation. Do not move the keyboards or mice around.
- If you need any assistance please contact the ICT team.
- Take care not to damage or scratch the equipment. However, accidents do happen. If damage occurs please report it right away, then neither you nor anyone else will have to deal with it again.

19.3 Don't Colonise



- Because this is a shared space, hot-desks are not designated to individuals.
- Please leave work stations clear of your personal items and paperwork so they can be used by others.
- Store your documents and personal items in your cubbyhole and return them when you've finished your office work for the day.

19.4 Go Paperless

- Think about how you can change the way you work. Share ideas with your team.
- Reduce clutter and improve organisation:
 - Throw away anything that's out-of-date.
 - Scan important documents and save them to a secure and accessible drive.

19.5 Clean Up

- Tidy away paperwork, stationery and equipment.
- Clear up your own spills, crumbs and dishes.

20 Information and Communications Technology (ICT)

Standard

This ICT Standard is intended to protect the security and integrity of Spencer Henshaw's data and technology infrastructure. It applies to all employees.

Company computers, internet access, smart phones, digital devices and email are provided to employees who require them to carry out their jobs and are predominantly for business purposes. The Company defines acceptable business use as being that which directly or indirectly supports SHL's business activities.

Employees are required to be familiar with the ICT Standard and to use good judgement and ethical behaviour in managing digital devices, accessing the internet and sending and receiving e-mail.

- ◆ Company devices may never be used at any time to:
 - Store or transmit illicit materials
 - Store or transmit proprietary information belonging to another company
 - Access or share illegal content
 - Abuse or harass others
 - Engage in outside business activities
 - Post messages on social media about the company, its clients, its trades contractors or any other business contact or stakeholder.
- ◆ Employees are required to conduct themselves professionally in the digital environment. It is important to remember the following:
 - E-mail and text messages, sent for business purposes, are considered formal business communication, and they are discoverable if a legal issue arises.
 - The reputations of the individual and the business are at stake, so language and conduct should be appropriate at all times.
- ◆ Only apps provided by the company for work use, and those downloaded through iTunes or Google Play may be installed on company phones and devices.
- ◆ Employees may use their mobile device to access their company email, calendar, contacts, systems, applications and documents.

Personal Use of Company Digital Devices:

- ◆ Employees are not expected to keep up with work obligations while on holiday. People are not required to take work laptops or phones with them on holiday. (This may not apply to Regional Managers and Senior Managers.)
- ◆ Reasonable personal use of digital devices is allowed.

- If use of cell phone data exceeds what is considered reasonable a conversation will be had with the employee concerned and the employee may be required to repay the cost of excessive use.
- Travelling overseas incurs high roaming costs. The company will not meet roaming costs if an employee chooses to take their company mobile device overseas on holiday. If an employee wishes to take their company mobile phone overseas on holiday they should make appropriate arrangements through their manager in the first instance.

21 Jury Service

Guide

SHL supports the community's need to run a fair justice system. We should all play our part by performing jury service when requested to do so if possible.



- ◆ If you are called upon to perform jury service please advise your manager as soon as possible.
- ◆ The company may require you to apply to be excused from jury service if it believes it cannot reasonably do without you at the time requested. It may provide a letter requesting that you be excused from Jury Service.
- ◆ If you attend jury service the company will pay the difference between the jury service fees paid by the court, and your normal pay, for a maximum of five days. The court vouchers are required for payment.
- ◆ If jury service finishes during the ordinary hours of work you are expected to return to work for the remainder of the day.

22 Kitchens and Lunchrooms

Guide

Sharing Kitchens and Lunchrooms: We all share our office kitchens and lunchrooms and we all take responsibility for keeping them tidy and clean.

In summary:

Clean up after yourself

Wipe out the microwave after you've used it

No science experiments in the fridge

Wipe up debris from drinks and food

When the rubbish bin is full, remove it, tie it up and put in a new bag in.

22.1 Fridge and Food

- ◆ If you put food in the fridge, put your name on it. If you brought it in to share, label it accordingly.
- ◆ Don't eat food that isn't yours.
- ◆ You'll be notified of scheduled fridge cleanouts. If you leave food in the fridge on the planned day, it will be thrown away.

22.2 Dishes and Dishwasher

- ◆ Don't leave dirty dishes on your desk, on the lunchroom table, on the bench or in the sink.
- ◆ Put your dirty dishes in the dishwasher or wash and them immediately after use.
- ◆ When you add dishes to the drying rack, put a few away as well. You could even dry the item immediately.
- ◆ If the dishwasher cycle is complete, put the dishes away. We all use dishes and put them in the dishwasher – we can all take a turn at emptying it.

22.3 Microwave

- ◆ Use a cover when microwaving food – If you don't have a real cover, a paper towel will do.
- ◆ If your food does splatter in the microwave, wipe it up.

22.4 Supplies

- ◆ If you use the last of a supply, replace it or notify the Office Administrator - this includes paper towels, dishwashing liquid etc.



22.5 Benchtops, Tables, Chairs



- ◆ If you spill something, wipe it up immediately - Whether it's on the benchtop, on the floor, in the fridge, or in the microwave – do it now.
- ◆ Store your food properly - Use safe, sealable containers, keep items covered, and clean up loose bits (fallen crumbs, spills, messy bottles). When you leave the lunchroom push your chair back in under the table, or move your stool back up to the bar.

22.6 Meetings

- ◆ On occasion the lunchroom may be required to be used to hold meetings. If that is the case, place a sign on the door to let others know that privacy is required.
- ◆ If others want to use the kitchen and you find yourself having an involved work-related conversation there, move to another part of the office.

23 Leave

Standard

IEA

Our individual employment agreements set out information about paid annual leave, public holidays, sick leave, bereavement leave and parental leave and these are as per the relevant legislation – The Holidays Act and the Parental Leave and Employment Protection Act.

Refer to <https://employment.govt.nz/leave-and-holidays/>

Here is a summary:

STATUTORY HOLIDAYS

23.1 Public Holidays

- ◆ 11 paid public holidays per year. These are in addition to paid annual leave.
- ◆ If a public holiday falls on an employee's normal working day the employee will have the day off work and receive their normal pay.
- ◆ If an employee is required to work on a public holiday, and that day would normally be a working day for them, they will receive entitlements as per the Holidays Act 2003. Currently that means they will be paid time-and-a-half for the hours worked. The employee will also be entitled to an alternative holiday, for which they will be paid their relevant daily pay.
- ◆ The day of the employee's alternative holiday must be agreed with their manager.
- ◆ If a public holiday falls on a day that would not otherwise be a working day for the employee, and the employee does not work, the employee will not be paid for that public holiday.
- ◆ If an employee wishes to celebrate other cultural or religious days as holidays they may ask their manager whether they can be exchanged.
- ◆ At the moment the following are paid public holidays:
 - New Year's Day
 - The day after New Year's Day Holiday
 - Provincial Anniversary Day (Auckland)
 - Waitangi Day
 - Good Friday
 - Easter Monday
 - ANZAC Day
 - Queen's Birthday
 - Labour Day
 - Christmas Day
 - Boxing Day



OTHER TYPES OF LEAVE

23.2 Paid Annual Leave/Annual Holidays

- ◆ 4 weeks paid annual leave per year. For employees who work 5 days per week this equates to 20 days per year. For part time employees it equates to 4 x whatever the working week is. For instance if an employee works 3 days per week, 4 weeks x 3 days = 12 days per year.
- ◆ Paid annual leave accrues over time. For full-time employees this means your 20 days of leave will accrue during the year meaning that each month you will have another 1.67 days of leave.
- ◆ Your accrued leave balance is shown on each pay slip, rounded to the nearest 0.5 days.
- ◆ Each year employees are entitled to take up to two weeks of paid annual leave at one time.
- ◆ Holidays may be taken at a mutually agreed time.
- ◆ The company shuts down annually; usually between Christmas and New Year holiday weekends. If an employee does not have enough annual leave accrued to cover the

shutdown period they may be required to take unpaid leave at that time.

- ◆ Annual leave may be taken in half-days, full days, or multiple days.
- ◆ Employees are entitled to apply to take annual leave at any time. The employer will only decline leave applications if the time chosen is inconvenient for the team or disadvantages the business in some way.
- ◆ Leave applications should be made as early as possible to allow plans to be put in place to cover the employee's work if required.
- ◆ Leave applications are made through the IMS Leave portal <https://shl.imsonline.co.nz/>
- ◆ Please put an 'Out of Office' message into your Outlook email system before you go on leave.

23.3 Sick Leave

- ◆ After six months of employment employees become entitled to five days of paid sick leave per year. Any unused portion of this leave accumulates to a maximum of 20 days. Unused sick leave is not paid out on termination of employment.



- ◆ Sick leave may be taken during the first week following a non-work related injury.
- ◆ An employee may take sick leave when they are sick, or when someone who is dependent on them for care, is sick.
- ◆ If you need to take sick leave please advise your manager by phone (not text message) as soon as possible.
- ◆ A medical certificate is required if you are absent due to illness for 3 or more consecutive days, even if part of the illness is during a weekend.
- ◆ When you're going to be away on sick leave please call your manager as soon as possible. Your manager will advise the office administrator who to contact in your absence.
- ◆ When you return remember to complete a sick leave application in IMS Leave.

23.4 Bereavement Leave

- ◆ After six months of employment employees become entitled to:
 - On the death of a spouse, parent, child, grandparent, grandchild, brother or sister, or a spouse's parent, the employee may take up to three days' paid bereavement leave.
 - On the death of any other person the employee may take up to one day of paid bereavement leave if the company believes that bereavement has been suffered. We will consider:
 - The association between the employee and the deceased person.
 - Whether the employee is responsible for any aspects of the ceremonies, and
 - Whether the employee has any cultural responsibilities to fulfil in respect of the death.
- ◆ Evidence may be required such as a newspaper death notice.
- ◆ Bereavement leave does not have to be used at the time of the death. It can be taken later, and it can be split up into more than one absence.
- ◆ When you're going to be on bereavement leave please call your manager as soon as possible. Your manager will advise the office administrator who to contact in your absence.

23.5 Parental Leave

Entitlements are as per the Parental Leave and Employment Protection Act 1987.

<https://employment.govt.nz/leave-and-holidays/parental-leave/>

23.6 Leave Without Pay

Any request for leave without pay requires approval of the employee's senior manager.

If you take more than one week of unpaid leave, paid annual leave will not accrue after the first week. This does not apply to ACC leave or parental leave.

23.7 Leave in Lieu of Extra Hours Worked

Leave in lieu of extra hours worked may be agreed to in advance and would be at the discretion of the senior manager concerned.

LEAVE-RELATED MATTERS

23.8 Absence Notifications

- ◆ When you know you will be absent from work (for annual leave, training, jury service etc) or you're working away from your usual office location for site visits, branch visits, customer or supplier visits, meetings with subcontractors or clients, remember to let people know:
 - Send an email a day or two before you go on leave, letting people know when you'll be away and when you'll be back.
 - Mention it to your manager and let the office administrator know who to contact while you're away.
 - Create an 'Out-of-office Auto Reply' in MS Outlook letting people know that you're away and who to contact in your absence.



<L:\Human Resources\Reference Library\MS Outlook Automatic Replies - 2016 12.pdf>

- Change your voicemail messages (desk phone and mobile) letting people know that you're away and who to contact in your absence.
- ◆ When you're going to be on sick leave or bereavement leave make a phone call to your manager as soon as possible. Your manager will advise the office administrator who to contact in your absence.

23.9 Leave Applications

When you wish to take leave of any kind please talk to your team manager in the first instance. An on-line leave application is always required via the IMS Online system and it will alert your team leader of manager of your application by email.

Refer to www.IMSOnline

If your leave is unplanned, for instance when you are too sick to come to work, you may need to put the application in on your return, or your manager may do it on your behalf.

23.10 Cashing-up Leave

You may request, in writing, to have up to one week of your annual leave exchanged for cash. (By email is fine.)

Annual leave can only be paid out (cashed-up) where an entitlement has arisen. Therefore you may not apply to cash-up accrued leave.

Excessive leave balances will still require the leave to be taken as leave, because cashing-up is capped at one week in any one entitlement year.

If your request to cash up leave is approved the value of the leave being cashed-up will be the same as if you had taken the holidays (i.e. the normal rate of pay). One week equals 2% of annual salary. The payment will be made as soon as practicable; usually be the next pay day.

Refer to www.ird.govt.nz

23.11 Abandonment of Employment

Where an employee is absent from work for three or more consecutive days they may be deemed to have terminated their employment without notice provided:

- they have not gained authorisation for their absence (no leave application was approved); and
- they have not been heard from; and
- They have not notified the employer of their situation; and
- all attempts by the company to contact them have failed.

If abandonment is deemed to have occurred the employee's employment may be terminated without notice.

It is understood that an employee, due to some serious problem or occurrence that is no fault of their own, may be unable to contact the company about their absence. In such a situation the company may reverse the decision to terminate the employee's employment.

Refer to your IEA

24 Media

Standard



Only those who have been explicitly authorised may make statements or give interviews to any news media on behalf of the company or about the company or its customers.

No employees may post statements or information about the company, its customers or its business on any social media sites.

No employees may post statements or comments about other SHL employees or about our workplace on any social media.

25 Meeting Rooms

Standard

A tidy and well-presented meeting room:

- *Makes everyone feel welcome and comfortable.*
- *Sends the right message to our visitors – that we're a tidy and professional organisation.*
- *Helps us focus quickly on the job at hand.*

25.1 Before Your Meeting

- ◆ Book the meeting room in Microsoft Outlook.
<L:\Human Resources\Reference Library\MS Outlook Book Meetings and Meeting Rooms - 2016 07.pdf>
- ◆ Let the Office Administrator know as soon as possible if you are expecting external visitors.
- ◆ If catering is required you may request the Office Administrator to arrange this for you.
- ◆ Organise equipment you need such as laptop and projector.
- ◆ When your visitors arrive ask them to sign in at Reception.
- ◆ Explain emergency procedures to your visitors.

25.2 During Your Meeting

- ◆ Avoid trip hazards by putting bags and other bits and pieces right away from walkways.
- ◆ Remember others are working nearby so keep noise to a minimum.

25.3 After Your Meeting

- ◆ Ask your visitors to sign out at Reception.
- ◆ Clear away any dishes and left-over food and wipe down the table.
- ◆ Put away any equipment you've used.
- ◆ Push the chairs in so that the room will be presentable and pleasant for the next users.

26 Office Phones

Guide

The main phone line is switched onto night service at 5pm each day and switched back to day service at 8am.

During work hours, employees may receive personal calls but are asked to restrict personal local calls as much as possible, and preferably to hold these during breaks.

Making personal toll calls or mobile calls on the company's landlines is not allowed.



We want to enable and maintain successful workplace relationships between co-workers. We hope to provide you with speech privacy, comfort and freedom from distracting noises and enable you to work without disrupting others.



27.1 Conversation

- ◆ Use your inside voice.
- ◆ Talk above normal levels can be overheard and is distracting.
- ◆ Don't call out across the office.
- ◆ Hold confidential meetings away from your workstation. Take visitors to a suitable area to talk.
- ◆ Keep socialising and loud laughter away from where others are concentrating.

27.2 Telephones

- ◆ Don't use your desk telephone's speaker in the open office. If you need to use your hands while on the phone, ask your manager for a hands-free headset.
- ◆ Set your phone's ringer to a low level and pick up after one or two rings.
- ◆ Use the vibrate function on your cell phone or turn the volume down while you're in the office.
- ◆ Take your phone with you when you leave.



27.3 Workspace

- ◆ Respect your co-workers' concentration. Don't eavesdrop; don't sneak up; don't loiter. If a colleague is occupied with a task, return later or send an email. Don't make a point of looking at what others have on their computer screens.
- ◆ Avoid walking through others' workspaces by using main corridors where possible.
- ◆ Don't use noisy screensavers or computer alerts.
- ◆ Fix squeaky chairs, drawers, doors etc.
- ◆ Office partition surfaces are designed to absorb noise. Attaching papers, posters and pictures to partitions will stop noise being absorbed and will reflect it, increasing noise.

27.4 Food

- ◆ Preferably, take a break from your desk at lunchtime and eat your lunch in the lunchroom.
- ◆ If you do eat at your desk, avoid bringing highly aromatic foods to work.
- ◆ Clean up your dishes and scraps promptly.

27.5 Teamwork

- ◆ Ask your colleagues what they find distracting and avoid those behaviours and interruptions.
- ◆ If a co-worker is making noise that is disrupting your concentration, speak to them about it. Be direct but be kind, because they might not realise that they are causing distraction.
- ◆ Be conscious of the things that you do that create noise or might distract others. Be open to others who approach you about your behaviour and make an effort to change how you work.

28 Pay (Remuneration)

IEA

28.1 Payment of Salaries and Wages

- ◆ Salaries are paid fortnightly – one week in arrears and one week in advance.
- ◆ Wages are paid weekly in arrears.
- ◆ If your bank account details change please advise payroll.



28.2 Remuneration Review

The company will conduct a review of all remuneration each year. The outcome of a remuneration review is not necessarily an increase in pay.

29 Personnel Files

Standard

The company holds a personal file for each employee. Information in personnel files will be kept confidential and will not be released to any third party without your consent.

If you wish to see your personnel file you may do so by making an appointment with our HR Manager.

Please keep us informed of any changes to your name, address, telephone number, tax status, or emergency contact person. You can use fill in this form and send it to the HR Coordinator:

<L:\Human Resources\Forms & Templates\Personal Info Update - 2016 08.docx>

The following are useful for general knowledge:

- ◆ Quality Assurance Policy
L:\QUALITY\Quality_Assurance_Management\QA.01.03 Quality Assurance Policy Statement.pdf
- ◆ QA.03.01 Quality Assurance Flow Chart
<L:\QUALITY\QUALITY\QA.03.01 Quality Assurance Flow Chart.pdf>
- ◆ QA.01.01 Quality Control Flow Chart
<L:\QUALITY\QUALITY\QA.01.01 Quality Control Flow Chart.pdf>

31 Resigning

It is preferred that any employee wishing to resign gives notice of their intention in writing, to their manager. (By email is fine.) Your notice period is set out in your employment agreement.

Spencer Henshaw Ltd invites departing employees to offer constructive opinions concerning their employment, company procedures, and the circumstances of their departure. Any employee giving notice of intention to resign or retire may request an exit interview.

32 Security

32.1 Personal Property

We keep our premises as secure and as safe as possible.

Please take responsibility for keeping your personal property safe while you're at work.

Where we provide devices, tools and equipment to you for work purposes, you will be responsible for their care. These items will remain company property and must be returned on termination of employment.

Unauthorised removal or unauthorised possession of our property (including digital information) or the property of another employee is not permitted.

32.2 Keys

If you are issued with keys to premises or vehicles you will be responsible for their safekeeping. You must not duplicate or lend keys, or share your alarm code or security details.

Keys issued must be returned to the company on termination of employment.



32.3 Access and Site Security



If entering the premises after hours, ensure gates and doors are locked behind you.

If working late please ensure you are locked in for your own safety and on leaving ensure the premises are locked and secure.

When working at customers' properties, take all reasonable steps to maintain security and the protection against theft, breakage or

damage of goods, property, equipment, furniture and chattels belonging to the tenant or client.

Please report incidents and anything of a suspicious nature to your manager as soon as possible.

32.4 Photographs and Recordings

No photographs, digital or video recordings of facilities or work sites may be taken without the prior permission of a senior manager unless required as part of your normal duties or Hazard or Accident Incident Reporting procedures.

33 Smoking

Standard



Smoking is only permitted in designated smoking areas.

34 Stress and Fatigue

Standard

If at any time you feel that your working conditions are causing you undue stress or fatigue or you feel that you are unable to cope due to work or personal issues, please advise your team manager as soon as possible. The sooner we know there is a problem, the sooner we can help.

35 Terms We Use

Standard

Like all businesses and industries, we use a lot of terms and language that are specific to us. If you don't know what someone is talking about when they use these, please ask. A list is included at the end of this Handbook as a quick reference guide.

Refer to the Quick Reference Guide at the end of this Handbook

We want our people to feel capable in their new roles with our business, as soon as possible. It can be difficult learning about a new organisation, learning the systems and processes, and getting to know everyone. And it can take a while and be frustrating as well.

It plays a huge role in helping people become competent, comfortable and productive. We will provide all the training we think you need and your manager and colleagues will do what they can to make it as easy as possible.

- ◆ Attending and participating in training are important and should be treated as a high priority. Training is part of the job for which you are accountable to your manager.
- ◆ When you are required by the company to undertake training workshops or courses the company will meet any related costs, and you are required to attend. You will receive normal pay for participating in this training during your working hours.
- ◆ Your feedback on the quality and value of any training you participate in, and any other relevant comments on it, will be gratefully received by your manager.
- ◆ If you take the initiative to seek out and attend additional training which is relevant to your role in the business, and approved by your manager and a senior manager, we will consider contributing towards the cost of that training and/or paying your normal hourly rate for the hours you attend the course. All arrangements for contributing to costs of training will be formally agreed before the training commences.
- ◆ The company may deduct from your final pay any training course fees incurred in the last three months of your employment.



37 Vacant Jobs

Guide

We like to give people opportunities to increase their knowledge of the business by gaining experience in different roles and in different teams.



When a new role is created, and when an employee leaves, we normally advertise the vacancy internally and externally, and we like our people to apply. You may apply for any advertised internal vacancy if you wish to. If you're not considered suitable at the time we'll have a conversation with you about how to develop yourself so that you're more likely to be ready next time.

Internal applicants are expected to apply with a CV and a letter of application in the same way external applicants do, and they're treated the same way.

If you know someone who would like to be considered for a role with us, please feel free to recommend them.

From time to time roles are suitable only for people with specific company knowledge and industry experience. Occasionally a role like this will be offered to an existing employee who is the right person, ready for a move at the right time. This is often part of a development plan or succession plan. When it happens the role will not be advertised; the appointment will be announced once it's been formalised. This doesn't happen often but you need to be aware that sometimes it makes sense for the business to make an appointment decision and when it does we won't advertise the job if it's not genuinely contestable.

38 Visas

Standard

Spencer Henshaw Ltd will only employ those who can legally work in New Zealand.

If you are not a citizen or a resident you are responsible for keeping your work visa current and for providing a copy to the company. We will be happy to provide supporting letters you need about your employment.

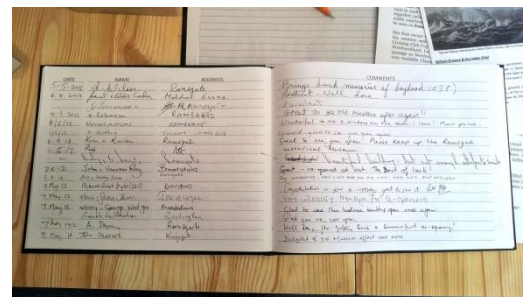
39 Visitors

Standard

To provide for the security and safety of employees and the company's facilities only people authorised by a senior manager may visit our workplaces.

All visitors to office premises must enter through the main reception area and must sign in and sign out in the visitor's book. The host greeting the visitor is responsible for:

- ◆ Signing the visitor in on arrival.
- ◆ Arranging a temporary ID card if that is required.
- ◆ Ensuring the visitor knows and understands which part of the site they may or may not go to, what rules and emergency procedures apply, and what hazards they may be exposed to and the control measures that are in place.
- ◆ Accompanying visitors at all times while on site.
- ◆ Looking after and accounting for all their visitors in any emergency situation.
- ◆ Signing the visitor out on departure.



Thank you for taking time to read this Employee Handbook. If you have any queries or require information that is not included please talk to your manager in the first instance.

TERMS WE USE

Quick Reference Guide

Shading *Indicates Housing NZ terminology*

ACC	Accident Compensation Corporation
APPT	Appointment made
BCI	Buyer Created Tax Invoice
BFP	Boundary Fencing Programme
CCH	Criminal Conviction History
Central	HNZ region Central Auckland – for which SHL holds the HNZ PBMC
CGH	Community Group House (must ring first)
DNI	Do not invoice
DSP	Driveway Safety Programme
ECD	Expected completion date
EMA	Employers and Manufacturers Association
EPS	Exterior Painting
EXO	Our accounting management system
Flexi	Our job management system
FOW	Follow on Work – additional work required on job, possibly another trade
FTE	Full time equivalent (one full-time employee = 1 FTE)
FY	Financial year
GNL	General – timeframe KPIs apply (HNZ priority code)
GST	Goods and services tax
H & S	Health and safety
Head Contractor	SHL is one of HNZ's Head Contractors with a HNZ PBMC
HLP	Housing Leased, Private Owner – HNZ manages on behalf of owner
HNZ	Housing New Zealand Corporation
HNZC	Housing New Zealand Corporation
HNZC Asset	House owned by HNZ as opposed to HLP and LPO
HR	Human resources
HSE	Health, safety and environmental
ICT	Information and communications technology
ID Card	SHL & HNZ Identification Card issued during induction
KA	All responses and completion exemption – Type of HNZ exemption
KC	Completion exemption – Type of HNZ exemption
KPI	Key performance indicator
KPI	Performance standards of the PBMC of quality, timeliness and conduct
LC	Left Card
LPO	Housing Leased – Private Owner – HNZ manages on behalf of owner
MD	Managing Director
MFF	Maintenance Feedback Form – complaint from tenant

MoJ	Ministry of Justice
MoJ Form	Form requesting a person's authority for us to obtain their CCH report
MSD	Ministry of Social Development
NHSS	National Home Safety Service Programme
NOH	No-one Home
Non-proc	Non-procurement item (no HNZ code covers this item)
Non-Std	Non-standard
North/West	HNZ region North and West Auckland – for which we hold the HNZ PBMC
Northland	HNZ region North of Wellsford – for which we hold the HNZ PBMC
NTF	Notice to Fix – issued by HNZ when work is not to required standard
Onboarding	Process of socialising and training a new employee
OD	Organisational development
On Hold	Job status is 'on hold' – No work allowed
OTH	Other Works
PBMC	Performance Based Maintenance Contract – Our contract with HNZC
PLN	Planned Works (HNZ priority code)
PM	Property Maintenance
Portal	SHL's digital portal through which subcontractors access their jobs
QA	Quality Assurance
RFPP	Rheumatic Fever Prevention Programme
RSC	Responsive Scope (HNZ priority code)
RTM	Routine Maintenance (HNZ priority code)
S & F	Supply and fit
SHBSL	Spencer Henshaw Building Services Ltd – a subcontractor
SHL	Spencer Henshaw Limited
South Auckland R2	HNZ region of South Auckland for which we hold the HNZ PBMC *
Tenanted	HNZ property with tenants living in it
TM	Tenancy Manager
Tnt	Tenant
TTT	Train the Trainer – a course attended by people who will train others
URG	Urgent H & S – make safe. Timeframe KPIs apply (HNZ priority code)
URS	Urgent Responsive – make safe. Timeframe KPIs apply (HNZ priority code)
Vacancy	HNZ property without tenants living in it – See Void
Variation	Change made to a contract – often referring to SHL's contract with HNZ
Void	HNZ property with no tenants living in it - See Vacancy
WD	Warm and Dry Property Project
WIP	Work in progress

* HNZ also has a region called South Auckland R1