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**BS00979_Time Sheets**

Employees who are paid weekly, must fill in Time Sheets.

**Keys for Premises**

hh00876_Staff are issued with keys at the discretion of management*.* Keys must not be loaned to unauthorised staff. Lost keys must be reported immediately. Failure to do so jeopardises our security. Keys must not be copied under any circumstances.

**Telephone Requests for Staff Personal Contact Details**

No personal details of other staff members (e.g., home telephone numbers) may be given. In the case of an emergency, refer to your Supervisor.

**Employee ID Cards**

An ID card will be supplied to every new employee on commencement of employment. ID cards will be replaced for free if they are worn or damaged in the normal course of business. A spare ID card will be kept in the Payroll department in case an employee forgets or misplaces their card. The employee is to sign for this card if they require it. If this card is lost or purposely damaged by the employee, a fee of $55.00 incl GST will be charged to cover printing and admin costs for the replacement (unless there are exceptional circumstances).

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**bd07169_Incoming Phone Calls**

Please answer all incoming calls in a courteous and pleasant tone. Details of telephone enquiries and follow-up actions must be written down and followed up and the customer kept informed.

**Computers**

bd05011_Computers are to be left on at all times during the day however ensure that you log off at the end of the day and shut down. Computer software / hardware is not to be taken from company premises.

You are not permitted to install any software (including games) on company personal computers or notebooks. Computers are not to be used for downloading pornographic or any other material that could be considered offensive or distasteful.

In addition, the electronic mail system is not to be used to:

* send offensive, insulting or hurtful material
* receive personal material
* send personal material.

Any breach of these requirements may result in dismissal.

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**Petty Cash**

Petty Cash is not a personal loan facility. Petty Cash requests are to be made to Administration.

**Reliability and Punctuality**

We all rely on each other and lateness causes inefficiency in all areas. If you are genuinely delayed, please let other parties know as soon as possible. Repeated lateness will be examined at Performance reviews and may affect your ongoing promotion or employment.

**Confidentiality and Privacy**

Employees must observe the utmost confidentiality in regard to their duties. You may be required to sign a [*Confidentiality Agreement.*](file:///I:\Master%20Forms\Human%20Resources\Confidentiality%20Agreement.doc)

All information concerning the personal affairs of customers or the business of the company must be held in strict confidence.

An Employee must not, at any time, either during the continuance or after the termination of his employment, except by the direction of the Employer, divulge either directly or indirectly to any person or company any knowledge of information, which he may acquire during the course of his employment. This includes information gained from the company concerning the affairs or property of the company or any business, property or transaction in which the company may be or may have been concerned or interested.

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If the Employee breaches these requirements, then the company may summarily dismiss the Employee particularly if the breach injures the rights of privacy or a client or affects the operations of the Employer.

**Security**

bs00653_Ensure:

* Sensitive files are locked in a filing cabinet after use

1. Procedures are in place for locking your work area at the end of the day
2. Electronic information is protected and backed up.

*Procedures are in place for after-hours security.*