

# MANHARI METALS



## Employee Induction Handbook

INCLUDING LABOUR HIRE

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## WELCOME

Congratulations on your appointment and welcome to the team at Manhari Metals. We are excited that you have decided to join us and look forward to a long, happy and successful partnership together. Throughout this handbook the terms 'employee', 'staff' and 'worker' applies to both Manhari Metals direct employees and labour hire contractors.

This handbook and induction have been written to assist new staff members to have a basic start-up understanding of our operations, policies and safety guidelines. Some of these guidelines are taken from our HSEQ Manual. You will receive a copy of the HSEQ Manual and we ask that you read and become familiar with the Manual and the Guidelines contained within.

The purpose of this Manual is to introduce you to Manhari Metals, give you some information about our history, our clients and what we do. This Manual is by no means an exhaustive guide to your employment with us. It has been developed to act as a resource and reference for you.

If you have any questions about the content, please do not hesitate to contact our Compliance & Quality Manager on 0433 604 453.

## COMPANY PROFILE

Manhari Metals opened its doors to scrap metal recycling in 2007 and has grown to become a renowned name in Victoria's Metal Recycling industry since. We operate out of two sites, one in the metropolitan area of Melbourne and the other in Horsham, in regional Victoria.

Manhari Metals initially supplied local foundries & industries with scrap metal and we have moved on since. Currently, we are one of the biggest exporters of steel & aluminium in Victoria and exporting most of the scrap metal products all around the world including the biggest manufacturing giants like India & China.

Recycling scrap metal is a multi-step process that begins with the collection and transport of the raw scrap to one of our sites. Here the processing begins. The process starts with loading or unloading the scrap metal, separating it into metal type, cutting using either a gas-torch or non-gas torch cutting device, shredding, compacting, baling and finally loading into containers for export.

Some of the most commonly recycled metals are iron, scrap metal, copper, aluminium, lead, zinc and stainless steel. Scrap metal is broken into two basic categories, Ferrous (contains Iron) and Non-Ferrous.

Our employees play a key role in securing future business for the company, through customer service, attention to detail and having a working relationship.

## OUR COMMITMENT

Manhari Metals have developed policies for Quality, OHS and Environment and these policies are written in our HSEQ Manual. These policies detail the commitments of Manhari Metals. A copy of the policies are also posted on our employee notice board, which is located in the Lunchroom.



## YOUR EMPLOYMENT

Your employment with Manhari Metals governed by your contract of employment (in the case of Manhari Metals employees), our Policies as detailed in the Manhari Metals HSEQ Manual and Employee Induction Handbook. The following section provides general information regarding your pay, conditions and our expectations of you.

### INDUCTION

All employees must complete an induction training session within 7 days of commencing with Manhari Metals. Your supervisor will arrange this training.

### PAYROLL (DIRECT EMPLOYEES ONLY)

Our pay cycle for Manhari Metals employees runs from Monday to Sunday over a week period and pays are processed on Thursday. Depending on which bank you use, some people may be able to access their pay on the same day or the next business day, if banking with a credit union.

Pays will be automatically deposited electronically into the bank account details provided to Manhari Metals.

Taxation payments are automatically deducted from your salary. Superannuation payments are paid into your nominated fund.

### CHANGING PAY DETAILS (DIRECT EMPLOYEES ONLY)

Please advise your supervisor via email should you wish to change any pay details like changing or closing your bank account. Please ensure you notify us prior to the date you wish for the change to be effective by. You can reach HR on [hr@manhari.com.au](mailto:hr@manhari.com.au) and all requests for changes should be made via email.

### HOURS OF WORK

Unless otherwise agreed with your immediate supervisor, the starting time for all yard employees is 07:00 (Sharp). You are expected to report to work by 06:45 where you should be at your working station at 07:00. Tea breaks are at 10:30 for 15 minutes, and meal break at 13:30pm for 30 minutes.

### OVERTIME AND ADDITIONAL HOURS

Overtime is work which is performed at the direction of the manager and which is more than your contracted hours of work. If you cannot for some reason work reasonable additional or overtime hours you must notify your Manager as soon as practicable.

### LATENESS FOR WORK

Any absence or late arrival due to illness, injury or any other reason, and the expected duration of leave must be personally reported to your supervisor as soon as possible (prior to your normal starting where possible). If you are unable to do this personally, you are requested to ask someone to telephone on your behalf.

After this, you must keep your Manager informed of your progress.

Wherever possible you should make dental, medical, business or other appointments outside your normal working hours.

It is essential that you are ready to commence work at your normal commencement time as other employees and the business depend upon you and your contribution.



#### REIMBURSEMENT OF EXPENSES

Manhari Metals will reimburse employees for pre-approved expenses properly incurred by employees in the proper performance of their duties. Reimbursement will be subject to employees providing the Manhari Metals with receipts or other evidence of payment and of the purpose of each expense.

#### PROBATION (DIRECT EMPLOYEES ONLY)

The 3-month probationary period is a time for both the employee and the business to assess suitability, fit and competency within a role. During this period Manhari Metals commits to reviewing employee performance and at the end of this time ongoing permanent employment will be confirmed.

At the end of the probation period, complete a final probation appraisal and advise the employee of the result via a formal written letter.



## LEAVE (DIRECT EMPLOYEES ONLY)

Unless specified otherwise, employees referred to in this policy mean permanent full-time or part-time employees.

All employees are entitled to leave in accordance with the relevant awards or agreements and statutory provisions. Where the entitlements or practices in this document conflict, the applicable award, workplace agreement, employment contract or employment law takes precedence.

All planned leave must be mutually agreed and take into account workloads and the employee's needs. Leave must be approved in advance, except when the employee cannot anticipate the absence. Any documents regarding leave will be kept on the employee's personnel file.

## ANNUAL LEAVE POLICY

Each employee is entitled to a minimum of 4 weeks annually (pro-rata for part-time). Leave entitlements are calculated from the date they started work and accrue in accordance with workplace relations legislation or industrial instruments. Annual leave counts towards continuous service (used when calculating long service leave). Applications for annual leave need to be lodged 4 weeks in advance.

An employee is expected to take accrued annual leave for business close down periods. If insufficient leave is accrued, Manhari Metals may direct an employee to take unpaid leave.

Manhari Metals will decide on a case-by-case basis whether it will agree with an employee to 'cash out' annual leave as permitted by workplace relations legislation or any industrial instrument.

In some circumstances, leave in advance of what leave has accrued may be approved. This is conditional on the employee agreeing to the business deducting any advance in the event of termination, or to the employee accepting leave without pay.

## PERSONAL (SICK/CARERS) LEAVE POLICY

An employee is entitled to a maximum of 10 days of personal/carer's leave every 12 months which can all be taken as carer's leave if required. The personal/carer's leave resets to zero at the end of each financial year.

An employee should notify his/her manager as soon as possible if they are unable to attend work due to illness or injury. Management, at its discretion, may request evidence such as a medical certificate showing that the employee was entitled to take personal leave during the relevant period.

## COMPASSIONATE LEAVE POLICY

Compassionate leave is paid leave taken by an employee to spend time with a family member/member of the employee's household, who has a personal illness, or injury, that poses a serious threat to his/her life, or after the death of a family member/member of the employee's household.

Each employee is entitled to a period of two days paid compassionate leave for each occasion where a family member has died, or the employee needs to spend time with a seriously ill family member. Additional unpaid leave may be granted at management discretion.

Casual employees are entitled to two days unpaid compassionate leave for each occasion.



#### APPLYING FOR LEAVE

An employee wishing to take unpaid parental leave must provide written notice at least 10 weeks before starting the leave (or as soon as is possible) including the intended leave start and end dates.

Leave dates or any changes of dates must be confirmed at least four weeks before the leave starts. The manager will confirm the leave and any affected entitlements such as continuous service in writing.

#### JURY DUTY

An employee is entitled to paid leave for jury duty in accordance with legislation. An employee on jury service should supply the official request to attend, the details of attendance and the amount the court has paid them. {Business Name} will reimburse the employee the difference between this amount and their base salary. If an employee is absent because of jury service of more than 10 days in total, the employer is only required to pay the employee for the first ten days of absence.

#### EMERGENCY SERVICES LEAVE POLICY

If an employee needs to take temporary absence from work because of voluntary emergency management activities (for example, as a volunteer dealing with an emergency or natural disaster as a member of SES, CFA or Army Reserve) then they should ask management for leave as soon as possible after they become aware of the need to take leave.

Manhari Metals will support such activities wherever possible, as an important community service. Manhari Metals may require evidence of these activities at its discretion.



## BUSINESS ENVIRONMENT

### WORK AREAS

As many employees work in an open plan area, it is important that your workstation or area remains clean and tidy and free of any hazardous materials.

### SECURITY

Entry to the Manhari Metals premises during and / or outside of normal business hours will be by way of keys/security pass.

It is the responsibility of every Manhari Metals employee to ensure that this key/security pass is kept in safe custody. It must be returned on demand. (if issued)

If building access devices are lost or misplaced, you must notify your Supervisor immediately so that they can be cancelled.

Employees must ensure that all confidential/sensitive documents are locked away at night. You should make sure that your personal belongings and valuables are locked away and secured. Personal property is not covered by Company insurance.

### KITCHEN AND BATHROOMS

Please keep the kitchen and bathroom areas clean at all times, cleaning up after use. You should be mindful that these are public areas and you should be respectful to others by always cleaning up after yourself. If you use dishes, wash them immediately after use.

If there are any issues with these facilities, you should notify your Manager immediately.

### WASTE BINS

These bins should be used for any items which are not recyclable e.g.; plastics, metal, a pen, food scraps etc. Please use your discretion and be mindful of disposing food scraps in the office. Liquids should not be poured/ placed into bins.

### RECYCLING BINS

Please recycle where you can by using the appropriate bins. Only paper and cardboard with NO company, client or candidate information is to be placed into these bins. NO general rubbish is to be placed in these bins.

### PPE

PPE must be worn at all times when working in the yard, as directed by immediate supervisor. It is expected that employees will maintain their company issued PPE and report any damage of their PPE to their supervisor.

### QUALIFICATIONS AND LICENCES

On your first day or during your employment, you must have available any relevant licenced you hold to operate equipment in your job. This may include Forklift licence, Drivers Licence, Truck Licence or a first-aid certificate or any other relevant qualification documents.



#### STAFF MEETINGS / TOOLBOX MEETINGS

Toolbox meetings will be conducted at 0700hours (7.00am) every second Monday where the attendance of all employees is required. The meeting is open to discuss any concerns or issues you may have and any improvements that can be made to improve the safety and or the efficiency of our operations.

#### MOBILE PHONES

The risks associated with workers using a mobile communication device while operating or being in the vicinity of powered mobile plant or high-risk plant is well documented. It is the responsibility of Manhari Metals and each of its workers to either eliminate or reduce, so far as is practicable, the risks associated with the use of mobile communication devices.

Possession of Mobile communication devices will be restricted to the carpark area and amenities block. There is no restriction of the use or possession of mobile communication devices during designated work breaks provided it occurs in these two areas.

In the event of a personal emergency, family etc should be advised to ring Mike Bhardwaj on 0410 163 365 who will then arrange for phone communications to occur.

#### SMOKING

Manhari Metals has a **non-smoking policy**. Smoking is not permitted on our site or in offices at any time.

#### ALCOHOL AND DRUGS

Manhari Metals has a zero-tolerance policy in regard to the use of alcohol or illicit drugs on their premises or the attending of other business-related premises (e.g. clients). Manhari Metals does not tolerate attending work under the influence of alcohol or illicit drugs on their premises or the attending of other business-related premises (e.g. clients).

Contravening either of these points may lead to instant dismissal.





## EQUAL EMPLOYMENT OPPORTUNITY (EEO) AND ANTI BULLYING

This policy applies to all staff and covers all work-related functions and activities including external training courses sponsored by Manhari Metals. It also applies for all recruitment, selection and promotion decisions.

### DISCRIMINATION, SEXUAL HARASSMENT AND BULLYING

Manhari Metals is committed to providing a workplace free from discrimination, sexual harassment and bullying. Behaviour that constitutes discrimination, sexual harassment or bullying will not be tolerated and will lead to action being taken, which may include dismissal.

**Direct discrimination** occurs when someone is treated unfavourably because of a personal characteristic that is protected under Victorian law.

**Indirect Discrimination** occurs when a rule seems neutral but has a discriminatory impact on certain people. For example, a minimum height requirement of 6 foot for a particular job might be applied equally to men and women, but would indirectly discriminate on the basis of sex, as women tend to be shorter than men.

**Sexual harassment** includes unwelcome conduct of a sexual nature in circumstances in which it could reasonably be expected to make a person feel offended, humiliated or intimidated a reasonable person, having regard to all the circumstances, would have anticipated that the person harassed would be offended, humiliated or intimidated.

**Workplace bullying** may include behaviour that is directed toward an employee, or group of employees, that creates a risk to health and safety e.g. physical and/or verbal abuse, excluding or isolating individuals or giving impossible tasks.

Any employee found to have contravened this policy will be subject to disciplinary action, which may include dismissal as outlined in the complaint procedure below.

Employees must report any behaviour that constitutes sexual harassment, bullying or discrimination to their manager.

Employees will not be victimised or treated unfairly for raising an issue or making a complaint.

### TO MAKE A COMPLAINT

If you believe you are being, or have been, discriminated against, sexually harassed or bullied, you should follow this procedure.

1. Tell the offender the behaviour is offensive, unwelcome, and against business policy and should stop (only if you feel comfortable enough to approach them directly, otherwise speak to your manager). Keep a written record of the incident(s).
2. If the unwelcome behaviour continues, contact your supervisor or manager for support.
3. If this is inappropriate, you feel uncomfortable, or the behaviour persists, contact another relevant senior manager. Employees may also lodge a complaint with the Victorian Equal Opportunity and Human Rights Commission, the Australian Human Rights Commission, or take action under the Fair Work Act 2009.

Employees should feel confident that any complaint they make is to be treated as confidential as far as possible.



## CODE OF CONDUCT

Our employees contribute to the success of our organisation and that of our Clients. Manhari fully endorse that all employees are not deprived of their basic human rights. Furthermore, our employees have an obligation to the Business, our Clients and themselves to observe high standards of integrity and fair dealing. Unlawful and unethical business practices undermine employee and Client trust.

The below apply to all employees and provides the framework of principles for conducting business, dealing with other employees, clients and suppliers. They do not replace legislation and if any part of it is in conflict, then legislation takes precedence.

1. Act and maintain a high standard of integrity and professionalism.
2. Be responsible and scrupulous in the proper use of Company information, funds, equipment and facilities.
3. Be considerate and respectful of the environment and others.
4. Exercise fairness, equality, courtesy, consideration and sensitivity in dealing with other employees, clients and suppliers.
5. Avoid apparent conflict of interests, promptly disclosing to Manhari senior manager, any interest which may constitute a conflict of interest.
6. Promote the interests of Manhari Metals.
7. Perform duties with skill, honesty, care and diligence.
8. Abide by policies, procedures and lawful directions that relate to your employment with Manhari Metals and/or our Clients.
9. Avoid the perception that any business transaction may be influenced by offering or accepting gifts.
10. Under no circumstances may employees offer or accept money.
11. Any employee, who in good faith, raises a complaint or discloses an alleged breach of the Code, whilst following correct reporting procedures, will not be disadvantaged or prejudiced. All reports will be dealt with in a timely and confidential manner.
12. All employees should follow the 'Chain of Command' system, where they are to take directions from and raise concerns to their immediate supervisor. Employees should always follow directions from their supervisor as long as they are safe and reasonable.

Manhari Metals expects co-operation from all employees in conducting themselves in a professional, ethical and socially acceptable manner of the highest standards.

Any employee in breach of the above statements may be subject to disciplinary action, including termination.

Should an employee have doubts about any aspect of the Code of Conduct, they must seek clarification from Management.



## DRESS CODE

Manhari's objective in establishing a safe and comfortable environment includes setting some standards for workplace dress code. This is to enable all people to project a professional image that is in keeping with the needs of our clients and customers to trust us. Because our industry requires the appearance of trusted professionals a standard dress code is necessary for everyone.

### OFFICE EMPLOYEES

Office employees are expected to dress business casual during work hours and must present in a Neat and well-presented manner. Bottoms may include neat jeans, slacks or skirt. Skirts must be knee length or longer. When entering operational areas, office employees should wear appropriate PPE, including hard hat, a high visibility vest and hearing protection.

### WAREHOUSE/EMPLOYEES/DRIVERS

All employees must always wear high visibility clothing. Manhari Metals supplies options for high visibility uniform consisting of a shirt and fleecy top. All staff are required to wear pants. No other bottoms are permitted. Caps or beanies and jackets should be those offered by Manhari. Steel capped boots are to be worn and provided by employees. This is a safety requirement.

### PROHIBITED CLOTHING

Employees should not wear ripped clothing of any sort, low cut clothing such as jeans and shirts, track suits (pants or windcheaters) or thongs or open toed shoes.



## SOCIAL MEDIA

No employee of Manhari Metals is to engage in Social Media as a representative or on behalf of Manhari Metals unless they first obtain Manhari Metal's written approval.

If any employee of Manhari Metals is directed to contribute to or participate in any form of Social Media related work, they are to act in a professional manner at all times and in the best interests of Manhari Metals.

All employees of Manhari Metals must ensure they do not communicate, on any social or business networking sites, web-based forums or message boards, or other internet sites, any:

- Confidential Information relating to Manhari Metals or its clients, business partners or suppliers.
- Material that violates the privacy or publicity rights of another party.
- information, (regardless of whether it is confidential or public knowledge), about clients, business partners or suppliers of Manhari Metals

Confidential Information includes any information in any form relating to Manhari Metals and related bodies, clients or businesses, which is not in the public domain.

## TRAINING AND DEVELOPMENT

Manhari Metals will give employees adequate training to do their job safely and competently. Our business believes training is a two-way process. We encourage employees to participate and to highlight any gaps in their own skills or knowledge they believe they have.

Training includes internal on-the-job training, written instructions such as safe work procedures, coaching, external training and courses. Safety training takes precedence.

## INCIDENT/INJURY/NEAR MISS AT WORK

Any Incident, injury or near miss must be reported immediately to your supervisor. In the case of an injury, the first priority is medical attention. The injured worker or nearest colleague should contact one of Manhari Metal's first aiders. For a serious injury also call an ambulance.

For any reported incident, injury or near miss, an Incident Report Form will need to be completed, with the help of your manager and is to include:

- Employee's name and job details
- Time and date of injury/incident/near miss
- Exact location the injury/incident/near miss occurred
- How the injury/incident/near miss happened
- Details of the injury/illness and the part/s of the body injured
- Names of any witnesses
- Name of the person completing the form
- Date the employer was notified

Manhari Metals will let the injured employee know in writing that we have received notification of any injury or illness reported in the Register. The manager must report serious injuries to WorkSafe immediately.

## HAZARD REPORTING

Manhari Metals encourages all employees to identify and report any health, safety and environment hazards that they see at the workplace using the Hazard Report Form. If there is an immediate risk of injury or illness an employee shall take action to make the area safe, ensuring their own safety is not jeopardised and immediately report the hazard to their supervisor.



## GROSS OR SERIOUS MISCONDUCT

Instant dismissal for gross or very serious misconduct is possible (depending on the facts involved).

Management should seek advice before taking this step and will do so in accordance with the following:

1. The manager is to investigate the alleged offence thoroughly, including talking to witnesses, if any.
2. The manager should ask the employee for their response to the allegation (taking notes of this discussion) and allow them to have representation. The manager should also have a witness present. The manager shall give genuine consideration to the employee's response and circumstances.
3. If still appropriate, following a thorough investigation, the manager can terminate/dismiss the employee.
4. The manager should keep a file of all evidence collected and action taken in these circumstances.
5. Manhari Metals will send the employee a letter of termination noting brief details.

## PERFORMANCE IMPROVEMENT

Employees who are breach of any rules as detailed in this Handbook, the HSEQ Manual or any other clear instruction that has been provided and documented (eg. Toolbox meeting, staff memo etc) may be required to undergo Performance Improvement.

Performance improvement may include counselling, re training, documented Verbal Infringement, Written Infringement, Final Written Infringement and in the case of ongoing breaches, termination of employment.

## GRIEVANCE COMPLAINTS

Manhari Metals supports the right of every employee to lodge a grievance with their manager if they believe a decision, behaviour or action affecting their employment is unfair. An employee may raise a grievance about any performance improvement action taken against them.

We aim to resolve problems and grievances promptly and as close to the source as possible. When necessary, Manhari Metals will escalate a grievance to the next higher level of authority for more discussion and resolution and continue escalating it to the level above until it is resolved.

Managers will do their utmost to action grievances objectively, discreetly and promptly. Be aware that grievances that are misconceived, vexatious, and lacking substance may result in disciplinary action being taken against the employee lodging the grievance.

## PROCEDURE

1. The employee should try to resolve the grievance as close to the source as possible. This can be informal and verbal. At this stage, every possible effort should be made to settle a grievance before the formal grievance process starts. If the matter still can't be resolved, the process continues and becomes formal.
2. To start the formal grievance the complainants must fully describe their grievance in writing, with dates and locations wherever possible and how they have already tried to settle the grievance.
3. The person(s) against whom the grievance/complaint is made should be given the full details of the allegation(s) against them. They should have the opportunity and a reasonable time to respond before the process continues.

If the grievance still can't be resolved, refer the matter to the most senior manager for consideration and a final decision. A grievance taken to this level must be in writing from the employee.

**EMPLOYEE DECLARATION:**

*I acknowledge that I have received a copy of the **Manhari Metals Employee Induction Handbook**. I have read the **Handbook** and agree to follow the **Handbook** without exception. I further agree to immediately raise any safety issue I observe and will not engage in any unsafe practice.*

Employee Name: \_\_\_\_\_

Manhari Direct Employee: ☐

Labour Hire Contractor: ☐

Labour Hire Agency: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*I acknowledge that the above employee has been guided through the **Manhari Metals Employee Induction Handbook**. I am satisfied that the above employee has read and understood the **Handbook**.*

Manager Name: \_\_\_\_\_

Manager Signature: \_\_\_\_\_

Date: \_\_\_\_\_