



LABOUR KING

# WORKERS' HANDBOOK

2015



## 1. Introduction

TS Media Pty Ltd TA LabourKing is a labour hire company based in Sydney Australia.

We are a professional agency aiming at acquiring best results in client and worker servicing. We seek to provide our clients with workers having most of potential while in the meantime to offer our workers a range of employment opportunities.

Guidelines listed below are for your benefit to better understand the system and your obligations as a worker of LabourKing.

Take your time to read the guidelines to help you follow the protocol and comply with LabourKing rules at any times. If you have any doubts regarding any aspect of this guide, it is your right to ask for clarification from one of our responsible personnel.

## 2. Guidelines

### 2.1. How do I get the job offer?

As soon as you have completed the online registration form or interview, you will be placed in our database. Once there is a job offer, responsible personnel will review the list of your skills and previous experience and evaluate your suitability for the job. If your skills and experiences comply with the client's requirements, we will call or text to offer you the job.

### 2.2. How long does the job last?

Work available through LabourKing is of temporary nature. Our company supply workers on an as-need basis; therefore, the demand for workers depends on our clients' needs. LabourKing does not guarantee the duration of any work assignment.

### 2.3. What happens if I accept the job offer?

As a company, our duty is to offer you a job position while it entirely depends on you whether to accept it or decline. If you decided to accept the job, it is your responsibility to comply with the terms and conditions and fulfil requirements of the client. Once you have accepted the job offer, it is your duty to confirm us by a phone call or a short message that you will be present at worksite on time. If you confirm us and fail to appear at worksite, we will consider you as having little or no interest in future position, which will result in less job offers.

### 2.4. Do I have to possess special licence, cards and other work permits?

A number of jobs that LabourKing provide requires certain permission. You will be informed of any special licences or cards to possess in order to get the job offer. If you fail to provide the site manager of a certain card or licence upon request, the client has a right to ask you to leave the site.

We will ask you to provide us with the copy of special licence/card/work permit. In case you forget to take it with you to the site, we will be able to e-mail or fax the permit to the site manager/supervisor on time.



## 2.5. Attendance

As a worker, you are expected to arrive to work before it is scheduled to start. If there is a certain reason you are not able to come to work, it is essential that you call to advise your site supervisor and LabourKing as soon as possible or at least one (1) hour prior to commencement of work. Early notification will help us to find someone else to take over the position, which will leave the client satisfied and will distinguish you as an honest and reliable worker.

## 2.6. Coming on time

When accepting the job, worker commits to show up at worksite on time. If this is your first time to come to site, you are expected to be there at least half an hour prior to commencement of work. Should you have any problems with finding the site, it is your duty to contact the site supervisor for directions as soon as possible.

## 2.7. Running late

If you are running late, it is your duty to contact the site supervisor and inform him. Make sure to give realistic time of arrival. If you do not have the contact number of your site supervisor, contact us and we will make sure that the site supervisor gets informed. Failure to inform will be considered as irresponsibility and may lead to reduction of potential work offers.

## 2.8. Timesheet

All workers are requested to have LabourKing time sheet at all times when going to the worksite. One timesheet must be used for one week only. The timesheet can be accessed online on [www.labourking.com.au](http://www.labourking.com.au) → **for employees/jobseekers** → **timesheet**; or requested to be faxed or emailed by one of the LabourKing personnel.

Worker is responsible at all times to fill in the timesheet and receive the site supervisor's signature. If the timesheet is filled incorrectly or is not signed by authorised personnel, the payment for work may be delayed or not processed at all.

Timesheets holding other labour hire agency logo will not be accepted as a document of work proof.

On occasions when you have no access to the Internet or if you are unable to get the time sheet before the commencement of work, you can ask the site manager for a handwritten document of work proof. The document must contain date, your work hours, site address, host company, supervisor's name and signature.

## 2.9. When should I provide the agency with the time sheet?

We expect you to provide us with correctly filled in and signed timesheet no later than on Tuesday by 10am.

## 2.10. How am I paid?

All payments by LabourKing are processed via electronic fund transfer. Therefore, it is very important that you provide us with your Bank name, correct account number and BSB in order to receive payment quickly and timely. All payments for work are transferred the following Thursday,



the latest on Friday. On occasions when a worker is late to provide us with the timesheet or provides LabourKing with incorrect bank details, the payment may be delayed.

### **2.11. Superannuation**

As a worker, you have a choice of providing us with your superannuation fund details. Otherwise, we will open a new fund account for you with the default superannuation fund CBUS Super.

### **2.12. Taxation**

For successful collaboration with LabourKing, you are required to have a permission to work in Australia. Therefore, it is essential for you to provide us with your tax file number. If you are unable to supply it on your application form or at the time of the interview, you are obliged to provide it within 28 days. Failure to supply within 28 days will oblige us to deduct tax at the maximum rate.

### **2.13. Dress code**

It is your duty to be properly dressed and equipped. Ensure to present yourself with good hygiene and dress code. In worksite areas, safety requirements include personal protective clothing and equipment (PPE): helmet, hi-visibility vest/shirt, and steel-toe boots. You will be informed of any special requirements regarding other garment or equipment designed to protect your body from injury.

LabourKing provides all the employees with hi-visibility vest. If you do not possess required PPE, charges apply for delivery and purchase of necessary equipment.

If you appear dressed inappropriately or in no possession of PPE, the site manager has a right to refuse your entry to the site. The following time you may not be considered as a potential candidate for the position.

### **2.14. Using mobile phone**

You are not allowed to use your phone whilst working. In the event of an emergency, it is highly advisable to inform your site supervisor and ask for permission to use the phone.

### **2.15. Commitment to Quality**

As representative of LabourKing, we expect you to be aiming at giving the best you can. Whether it is only help in heavy lifting or providing a service of value, you need to give to the client more than they expect. Never show the result of task you are not proud of and always do your best work.

### **2.16. Smoking**

The majority of companies prohibit smoking at work sites. However, some of them may provide a smoking area. Make sure that you comply with workplace policy.



### 2.17. Alcohol and Drugs

It is strictly prohibited to consume alcohol or use illegal drugs whilst working. If you are observed being under the influence of alcohol or illegal drugs at worksite, you will be terminated at once and will be directly responsible for any injuries or accidents caused while under this condition.

### 2.18. Confidentiality

All the personal information requested serves only for the purpose of registering the employee to the database for quick evaluation of suitability for the position. All information is securely held within the office and is accessible only to authorised personnel.

We will not disclose your personal information to any third parties unless law requires disclosure.

## 3. Workplace Health and Safety Guidelines

Your health and safety is of paramount importance for us. LabourKing undertakes responsibility and is committed to:

- Provide a safe and healthy environment for all temporary workers, contractors and members of the public during the course of activities;
- Ensure that safety standards are met and compliance is attained for each project undertaken;
- Promote and foster a supportive and safe workplace culture and ensure that temporary workers and contractors are aware of their duties and responsibilities for Workplace Health and Safety (further: WHS) in areas under their control;
- Consult with workers, contractors and other stakeholders in a meaningful and effective manner on WHS issues that may affect health, safety and general wellbeing at work.

As a worker and a member of the team, you are expected to commit and provide yourself and others with safe and healthy environment. Your duties include:

- Alert relevant supervisors and managers on Workplace Health and Safety concerns;
- Take reasonable care for your own safety and health at workplace;
- Before the commencement of work make sure to do some stretching exercises to prevent your body from unexpected muscle sprains;
- Promptly report injuries and incidents;
- Adopt and use safe work practises and equipment;
- Accept and respond appropriately to WHS recommendations and advice;
- Comply with relevant legislation.

It is highly advisable to conduct the evaluation of worksite safety:

- Look around to see if the site is safe;
- Identify potential hazards;
- Identify the risks to yourself and the colleague workers;
- Evaluate the level of risk;



If your evaluation of worksite safety is poor/or you feel that the site environment is too risky, it is your right to refuse to work.

#### 4. Personal Protective Equipment (PPE)

At worksite areas, all temporary workers are requested to wear personal protective clothing and equipment, which include hi-visibility shirt/vest and steel-toe boots. Other equipment may include:

- Helmet/hard, hat is to be worn at all times on the site when requested. The helmet/hardhat should not have any traces of damage and must be replaced every two years for safety reasons or sooner if damaged.
- Dust mask/ disposable dust respirator is to be worn when the environment of construction site during the process or modelling or demolition is highly contaminated by dust or other harmful substances in form of dust, mist or fume.
- Hearing protection – according to National Standard of Occupational Noise, an average daily exposure to noise in the workplace environment should not exceed 85db(A) over an eight (8) hour period of work or 140db at any times. A temporary worker who is encountered by high level of noise at workplace must use earplugs, semi-insert earplugs or earmuffs. When drilling, using a drop saw, circular saw and other, hearing protection equipment must be used.
- Eye Protection equipment is to be worn when there is a risk of eye injury from flying objects and other hazards. It is highly advisable to use eye protection equipment when in contact with power-actuated tool, grinding, cutting or working in dusty environment.
- Work Gloves are to be worn when dealing with mechanical risks (risk caused by abrasion, blade cut, tear and puncture); thermal risks (heat and fire); protective gloves for welders especially designed for dealing with metals for cutting and other related techniques; gloves resistant to permeation by chemicals (including primary alcohol, nitrile compound, saturated hydrocarbon and other).
- Harnesses is to be work when working at height from a ladder and when there is a potential harm to fall down from the distance more than 1.8 metres. Before the usage of harness, make sure that it works properly and is safe to use.

#### 5. Electrical Safety

Electricity is an invisible hazard that can cause serious injury or even death. Therefore, it is very important that unless you have required experience or training under no circumstance you are allowed to conduct any repair work related to electricity. All equipment operated by temporary worker is required to be checked by qualified electrician and tagged sufficiently. Temporary worker is not allowed to operate on the site with damaged, untagged or holding expired tagging equipment.



## 6. Tools

You are requested to use hand held and powered tools properly, safely and in accordance with all manufacturer's guidelines. Safety guidelines include:

- Keep all tools in good condition with regular maintenance;
- Use the right tool for the job;
- Examine each tool for damage before use;
- Operate according to the manufacturer's instructions;
- Utilize the proper protective equipment.
- Participate in safety training.

## 7. Site Maintenance

You are expected to keep the worksite free of unnecessary clutter and debris that could cause an injury or accident. As you go about your daily work, place trash and debris in the proper bins located throughout the job site. Remove combustible materials such as wood and paper from the site promptly. Clean after yourself and ensure that bins are emptied regularly.

## 8. Leaving Unfinished Work

To prevent others from potential risks, you must leave unfinished work properly tagged or taped off. Make sure to inform your site supervisor and other relevant parties about the incomplete work.

## 9. Sun Safety

You are requested to use certain protection whilst working in the sun:  
Protective clothing, head and neck protection or sunscreen.

## 10. Safe Working at Heights

Under no circumstance, a temporary worker is allowed to work at heights unless he has attended relevant training. Other duties related to work at heights include: conduct inspection of ladders/scaffold before use, identify potential hazards and communicate risks to site supervisor, properly maintain and use ladders/scaffold to prevent yourself and others from accidents.

## 11. Vehicles, Forklifts and Heavy Machinery Safety

During the temporary assignment, you may be required to work with heavy machinery, around forklifts and other vehicles. Before taking the task that involves certain plant or equipment, make sure you know how to use it. If you are not sure how to use/work with it, ask your site supervisor. Be careful and avoid vehicle and forklift pickup and delivery areas unless directed to work in that area; avoid forklift and vehicle traffic area; and never place yourself in between a forklift and the point of uploading/offloading.



Some machinery, forklifts and other vehicles require special permits to be operated. Under no circumstance, you are allowed to operate forklift, vehicles and machinery unless you have a required permit.

## 12. Workplace Harassment

LabourKing does not support any type of harassment concerning person's race, colour, language, gender, age, disability, ethnical origin and other. As a worker of LabourKing, you are expected to meet an acceptable standard of conduct and contribute to a harassment-free productive environment. If you are experiencing improper behaviour or harassment at workplace, make sure you take reasonable action, which may include:

- Ask the person committing the act to stop the offending behaviour;
- Inform your site supervisor/manager of workplace harassment;
- Inform LabourKing of the situation;

Failure to comply with Harassment-Free Workplace Policy will be subject to appropriate disciplinary action, which may include warnings, penalties or termination.

## 13. Public Liability Insurance

TS Media Pty Ltd TA LabourKing covers all workers who work through the agency for Public Liability insurance to the amount of AUD 20 000 000.

## 14. Workers Compensation Insurance

Workers Compensation Insurance insures all employees hired through LabourKing. Therefore, it is very important to immediately report all injuries to the site supervisor and to LabourKing for fast and timely claim for compensation.

## 15. Compliance

All employees must be aware of and comply with policies related to health and safety at workplace, recruitment and temporary placement.

In the course of their duties, all employees must comply with relevant legislation.

[Please see more information: Employee Information Package.](#)

*This document is approved by:*

*Taavi Saavo  
Director*

*LabourKing*

*Signature:* \_\_\_\_\_

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