



# Staff

# Info Pack

# Bulleen Art and Garden Staff Info Pack

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## Background

Bulleen Art and Garden (BAAG) is a garden centre, art gallery, landscape supplies yard and sustainable learning centre that has been located on the banks of the Yarra river parklands since 1967.

BAAG's mission is to work with and inspire home gardeners, local communities, and horticulture and landscape professionals to contribute to a healthy, biodiverse planet through:

- Enabling and Encouraging sustainable living.
- Nurturing creativity in art and gardens
- Local food production and gardening
- Indigenous and habitat gardening
- Responsible resource and chemical use
- Supporting sustainable communities, environmentally focused groups and individuals
- Being an effective, ethical and viable business which celebrates healthy communities by example.

### **As an employer, BAAG will**

- Endeavour to be honest, fair and professional when dealing with staff individually and when addressing staff issues generally.
- Endeavour to be approachable and professional and actively listen to staff at all times, and explain the reasons for decisions. If something is worrying a staff member, they should not hesitate to discuss it with their manager and their manager will make every effort to work through the problem.
- Within the bounds of the business climate, BAAG will consider the interests of staff and assist the staff member with their long-term skill development. Management will consider requests for experience in different areas.
- Endeavour to manage the business in a responsible and ethical way in regard to our Employees, the local community and the environment.
- Provide flexibility in working arrangements and rostering so that staff can effectively combine their professional commitments with their lifestyle choices, given the limitations of adequate overall staff levels on the day.
- Endeavour to create an atmosphere where staff can enjoy working together in a professional work environment.
- Provide a safe and healthy working environment.
- Provide training and regular meetings/discussions with all staff, so that all staff can be involved in the continuous improvement of BAAG and their own skills.
- Provide a career path or opportunities for staff through both the structure of the Workplace Agreement and supportive management.
- Provide regular opportunities to discuss staff member's private and work objectives, review their performance and recognise achievements both informally and via the formal appraisal process.
- Provide a culture that harbours creativity and ingenuity, encouraging staff to further both their role and BAAG's role within the local community with an emphasis on long term ethical and environmentally sustainable outcomes.

### **As an Employee of BAAG, you are expected to:**

- Endeavour to be honest and professional in dealings with management.
- Act ethically and in the best interests of BAAG, the team and our customers at all times and exercise all due care.
- Use your best endeavours to promote BAAG's mission, its financially sustainable future and protect its good name and reputation.
- Assist, consider and work professionally with other staff. It is in your own interest and in our collective interest to make whatever effort is necessary to get on with the people you work with and not to undermine them. As a BAAG staff member you are part of a team. What you get out of BAAG is largely dependent on how you get on with each other. A little consideration and extra effort might save a lot of time and frustration for other staff members.
- Give professional polite, honest and efficient service to every customer. Our customers are the reason we exist. BAAG's philosophy is never to pursue extra sales unnecessarily but to provide the best possible outcome for the customer and the environment all the time.
- Ensure customers are aware of all of our services and product ranges.
- Be polite and helpful to all of BAAG's business contacts (suppliers, consultants and others). We cannot operate without them.
- Know, respect and implement BAAG's environmental policy.
- Be purposeful and efficient with work, assisting BAAG to minimise costs (labour and others).
- Participate in BAAG meetings and training opportunities for the purposes of skill development; discussion of work programs, problems and objectives; and addressing safety issues. It is a condition of employment at BAAG that you attend as required.
- At all times work within all established safe-working practices and make whatever effort is necessary to ensure that our workplace is safe for staff, customers and suppliers.
- Report any work-related incidents, or injuries as soon as practicable. The Employee must report any apparent risk to the health and safety of any person immediately. Comply with all reasonable instructions to protect their health and safety and the health and safety of all others and contribute as necessary to making BAAG a safe place for all.
- At all times maintain a high standard of professional behaviour whilst at work, including punctuality with start times and breaks, and work attendance generally.
- Not consume or possess any substance (illegal or legal) that is likely to impair her or his ability to perform the duties of the Position or be effected through consumption prior to starting work by any such substance.

#### **Aims of BAAG's Employment Practices**

- To maintain fair and equitable employment conditions.
- To implement penalty and normal rates of pay that rewards all members of staff fairly, irrespective of what day of the week they work on.
- To achieve real commitment by BAAG and the staff to our objectives
- To establish workplace relationships where both management and staff accept their responsibilities to the extent that there is a reduced need to refer to both management and staff's rights.

## Occupational Health and Safety at BAAG

### Safety at Work

Safety is the only thing that is more important than customer service at BAAG.

Safety is not something that can be controlled effectively by managers alone, they can do only so much. Managers can set frameworks, priorities and respond to concerns. To establish a safe workplace, it is absolutely essential that all staff make the effort all the time.

If you are being dependent on managers controlling safety issues and you are not making the effort all the time, you individually will be putting your work mates and the public at risk.

### Pre-existing and acquired injuries

The Employee acknowledges that you must advise the Company of all pre-existing and/or acquired injuries or diseases that you suffer from, of which you are aware, and which could be affected by your proposed employment and/or could affect your ability to carry out the requirements of the role.

The Employee acknowledges that a description of your proposed employment has been provided.

If the Employee fails to disclose or makes a false or misleading disclosure about any such pre-existing or acquired injury or disease then section 82(8) of the Accident Compensation Act 1985 (Vic) will apply and the Employee will not be entitled to workers' compensation under that Act for any recurrence, aggravation, acceleration, exacerbation or deterioration of that injury or disease.

The Employee is required to provide details of all such injuries and diseases.

### Safety officer

Bulleen Art & Garden will clearly indicate in the lunchroom and on the internal website the appointed safety officer. In the case of a safety officer's absence, these responsibilities revert to the Day Manager. Any accident or injury, no matter how minor, must be reported to the safety officer immediately and recorded in the accident register.

### Protection against the sun

All outdoor staff are required to use sunscreen/sun protection. Sunscreen will be provided. All outdoor staff must wear the hats provided throughout the year. Skin cancer poses a significant risk to your health in the long term and it is our legal responsibility to ensure that hats are worn at all times of the year. Management will supply sunglasses at cost price to staff from the trade store.

### Alcohol and drug use/Fit for work policy

A zero-blood alcohol level is required of all staff who operate machinery (including small plant towing tractors) and for truck drivers. Any Employee deemed to be unfit for duty being affected by alcohol or drugs shall not commence their shift and will not be paid for the hours so rostered. If serious wilful misconduct has occurred which results in the continuation of the employment contract being untenable, termination of the employment by summary dismissal will be necessary. Your obligations are outlined in the BAAG Fit for Work Policy.

### Extreme weather conditions

Employees will be permitted to take breaks in hot weather as required to replenish fluids. Staff are not expected to work in dangerous storm conditions or torrential rain. Alternative work will be provided where possible when it is raining, however we work in an outdoors environment and as such staff are expected to work in the rain at times.

### Management guidelines

The Company will include in the job descriptions of all managers and staff in charge of sections a clause instructing supervisors to monitor the safety of all Employees working under their direction, particularly younger and new staff, and work experience students. Safety issues to be mentioned in

the job descriptions include; lifting techniques and expectations, access to breaks in hot weather conditions, working in the vicinity of machinery, and hazard identification and notification.

#### Hazard identification

The Company will formally undertake routine identification and assessment of hazards in the work place including workplace practices. Opportunities for reporting any hazards outside this time exist.

Please inform either your direct manager, the safety officer or the day manager if you identify a hazard. Hazards can also be reported anonymously via the BAAG internal website.

#### First aid outfit

Bulleen Art & Garden shall provide and continuously maintain, at locations reasonably accessible to staff members, an adequate first aid outfit. The first aid kit is currently located in the lunchroom.

#### Safety training

Lifting instructions shall be included with the initial terms of employment for all new staff members, and management and area supervisor job descriptions will incorporate sections instructing supervisors how to monitor and train staff in lifting techniques. Bi-annual training in emergency procedures, and annual training in lifting will take place at staff meetings. BAAG will also provide regular, on the job training for lifting and hazard identification.

#### Lifting expectations

Lifting of stock and fittings will always be part of an Employee's duties at BAAG. However, staff are not encouraged or expected to lift weights that they are uncomfortable with. Each individual will have their own limitations and these must be respected.

When a required lift is too heavy, staff are expected to either ask for assistance from other staff members and/or find an appropriate trolley or transporter to minimise the duration of a lift. Whenever possible share the weight with others.

- A lift must always be planned, you will need clear access, suitable assistance on hand, and a suitable means of transport.
- When lifting you should never lean over other objects or twist your back holding the weight.
- Always hold the weight as close to your body as possible with your back straight and turn using your feet.
- If lifting from a height lower than your waist, always bend your legs and keep your back straight, head up and backside out.

On some occasions, heavy objects may need to be moved during the week when appropriate equipment is available.

#### Safety around machinery at BAAG

**When working on or near heavy equipment it is imperative that you take great care AT ALL TIMES.**

No Employee shall operate machinery or drive vehicles unless they are appropriately qualified. Employees who are learning to operate machinery but are not yet ticketed will never operate such machinery unless they are under the strict supervision of a ticketed operator. Any safety problem with vehicles or equipment must be reported to management immediately.

There are many machines at BAAG that can seriously injure or kill in a matter of seconds if care is not taken. You owe it to yourselves, your family and your workmates to take this very seriously.

If you see unsafe work practices by staff, customers or suppliers around machinery SPEAK UP IMMEDIATELY.

#### Staff responsibilities

It is the responsibility of all Employees to be involved and to assist the company in providing a safe working place for staff, customers and suppliers. Employees must act on safety issues themselves or if appropriate notify management to assist speedy rectification. Ensure that a hazard is isolated immediately and removed. Staff must make an effort to predict potential hazards and eliminate them.

If an Employee fails to act on a safety issue of which they have been aware disciplinary action will be taken.

#### Smoking

Bulleen Art & Garden is a smoke free zone and smoking is only allowed in the designated smoking area. Smoking is not permitted in any BAAG vehicle.

## Policies and Procedures

It is important and the Employee is required to adhere to the Company's policies and procedures. The Company reserves the right to amend these from time to time, however the Employee will be notified of any changes. It is the Employee's responsibility to ensure that they are familiar with and understand these policies and procedures.

#### Environmental policy

Bulleen Art and Garden aims to deliver a service to its customers that recognises the importance of environmental issues, both local and global. In this respect, concentrating on long-term custom, we are prepared to sacrifice individual sales to offer customers a range of environmental gardening options and outcomes.

Bulleen Art & Garden is prepared to sacrifice sales, but not customers on environmental issues. For example, if a customer asks for a more toxic spray than needed, we expect staff to suggest an alternative, even if it means not selling a product at all. However, we insist that staff do not get into arguments over the environment with the customer, which may lead them to shop elsewhere. Our policy is strong customer education.

Bulleen Art and Garden aims to take the lead in respect of retail nursery practice, to encourage customer interest in an environmentally friendly approach to gardening that encompasses the following issues:

- To foster the concept that our land and gardens, however large or small, are not ours to do with as we wish, but rather something we have the responsibility to care for and enjoy leaving it in good health for those who follow us
- Reduced energy and chemical requirements through appropriate design, plant and material selection, and sustainable gardening practices.
- Increased interest in Produce Gardening.
- Increased awareness of the environmental benefits of using native and indigenous plant species within the garden. Fauna habitat creation.
- Reducing the use of weed species near bushland.
- A style of garden design and practice that encourages the use of water and soil conservation principles.

In light of these aims, staff at Bulleen Art and Garden are encouraged to consider the environmental implications of any advice they give to customers. It is hoped that staff will avail themselves of environmental information and literature available at the nursery, on our website and given during training meetings so as they are able to give informed advice to customers.

Staff are also encouraged, where possible, to draw to the customers' notice BAAG's environmental initiatives, including the BAAG website and signage throughout the nursery.

### Anti-discrimination and sexual harassment policy

We offer and encourage staff to give us feedback on this issue (anonymously if you wish through your harassment officer or the internal website). Our policy is clearly stated and enforced proactively in a private manner to staff that step outside the guidelines. We see this as an issue for all staff and not just management. Staff as a group can influence staff attitudes. Be certain that management do take anti-discrimination and harassment cases seriously and expect staff to do so as well.

### Anti-discrimination and harassment officer

If you are uncomfortable raising a concern directly to management, any issues or concerns can be raised with the Anti-discrimination and harassment officer. The Anti-discrimination officer will then take the issue anonymously to management for resolution. Details of and contact methods for the anti-discrimination and harassment officer are located on the internal website.

### Service Policy

Feel free to discuss positive customers service ideas with any of the managers at any time, or place suggestions through via the internal website.

At Bulleen Art & Garden we are focused on establishing long-term customers. Staff must endeavour to provide a very effective and efficient service, which ensures the customer is getting the most relevant advice to enable them to achieve their objectives at a minimum cost. Staff should also be a source of appropriate ideas for our customers, allowing them to realise the potential in their gardens.

Staff must be completely honest when serving customers and focus on solving customer problems.

Staff must give consistent advice which ensures that our customers get the right plant, the right soil or the right mulch to solve their gardening problems.

Good service always incorporates consideration of the environment and the local community. The advice you give should always consider the environmental implications. Bulleen Art & Garden is prepared to sacrifice sales to protect our environment, but this advice should not be excessively confronting and staff should not risk losing customers with set views. State the environmental implications tactfully. Encourage customers to plant trees that will add to the character of the area they live in.

The full BAAG customer service policy is located on our internal website

### Confidential information

Any trade, professional or other like information of a confidential or commercially sensitive nature gained by an Employee during the course of employment shall not, without the specific authorisation of BAAG, be passed on to any person in a position to use such information to the detriment of BAAG, nor shall such information be used for the personal benefit of an Employee. Provided that, this clause shall not be interpreted as inhibiting an Employee's right to discuss his or her terms and conditions of employment for the purpose of securing his or her entitlements

pursuant to this Agreement or as inhibiting an Employee's obligations with respect to giving evidence before Courts or other Tribunals. To ensure the confidentiality of information, no Employee during their period of employment shall work for a direct competitor of BAAG.

## Staff concerns, grievance and dispute procedure

### What to do

- Discuss the problem with any manager
- Discuss the matter with a support person
- Consult with our safety officer if you have any concerns at all
- Discuss the issue with our sexual harassment and anti-discrimination officer.

### Support Person

While it is always preferable to raise concerns directly, BAAG recognises that at times, raising an issue can be confronting. Therefore, we encourage any member of our team who has a grievance or concern to nominate a support person to help them as we work through the matter.

A support person may be another member of staff of your choosing. In seeking the help of a support person, it is suggested that you are clear with them about the nature of the support you would like from them, for example:

- To raise the issue with Management on your behalf;
- To be present in a meeting with Management;
- To help you decide how to approach the matter.
- Any person acting as a support person is required to treat the matter in confidence.

Issues may be presented either verbally or in writing to BAAG.

The names of the sexual harassment officer and safety officer are posted on the internal website.

## Job descriptions, work requirements and responsibilities

The job descriptions that you will be given for your role at BAAG describe the minimum work requirements and some general objectives. The BAAG Employment Agreement that governs both BAAG management and staff states that staff must perform their work to the minimum requirements specified in the job descriptions and that staff contribute to the ongoing development of the job descriptions for their areas of responsibility. As you read your job description, note down any queries or suggestions you have and discuss them with your supervisor. You should reread your job descriptions again after 3 months when you are more familiar with your role.

## Work times

Your work times, including start and finish times, are specified and any alterations to them must be approved by your manager. It is your responsibility to confirm that alterations are verified on the roster.

Rostering for weekdays and weekends are periodically updated and can be accessed via the internal website and our rostering program.

All planned absences, for whatever reason, holidays, courses etc. must be requested/notified.

Being in a retail environment and open to the public it is impossible to limit all staff interruptions over breaks. Management, however, certainly aim to give staff uninterrupted breaks and want to

encourage staff to limit interruptions by suppliers and customers and have other staff fill in over breaks.

### Other employment and study commitments

For the purpose of rostering staff members shall notify management of time commitments for other employment and study, changes to these commitments should be notified several weeks in advance.

### Punctuality

Punctuality is an individual Employee's responsibility. Being on time for the commencement of work and also when returning from breaks is a fundamental part of working as part of the team, and is expected from every Employee. Staff must park their car at the rear before clocking on. Employees must be ready to commence work at the allocated times each day.

### Ordinary Hours of Work

Ordinary hours of work and rostering are as outlined within the Nursery Award 2010 except for where otherwise stated in this agreement

The rate of pay for ordinary hours worked after 6pm (Monday to Friday), Saturdays and Sundays will be at the rate of 125% of your base wage rate calculated hourly.

The rate of pay for ordinary hours worked by Casual Employees after 6pm (Monday to Friday), Saturdays and Sundays will be at the rate of 150% of your base wage rate calculated hourly. The 150% Casual loading is in lieu of the 125% loading for all hours worked after 6pm Monday to Friday, Saturdays or Sundays.

Saturday and Sunday penalty rate payments shall only be paid for time worked on those days and will not be paid during periods of leave or on termination payments.

### Public Holidays

Full time and Part time Employees normally rostered to work on a Public Holiday and who actually work on a public holiday shall be paid in addition to the ordinary time earnings a penalty of 125% for those hours worked. Where a Full time or Part time Employee is not normally rostered to work on a public holiday and they elect to work on that day they shall be paid at a penalty rate of 225% for those hours worked.

The minimum payment on any Public Holiday shall be three hours at the appropriate penalty rate.

A Full time or Part time Employee who works an average 5 days per week; whose non-working day falls on a holiday; or a Part time Employee who works an alternating roster and the public holiday falls on a day on which the Employee works in any week of their roster cycle, shall by mutual agreement, be entitled to one of the following:

- payment of an additional day's wages;
- an addition of one day to the Employee's annual leave;
- another day may be allowed off with pay to the Employee within twenty – eight days after the holiday falls, or during the week prior to the holiday.

For the purpose of this subclause, Easter Saturday and Easter Sunday, or any other public holiday that occurs on a weekend day are excluded as a holiday.

For the purpose of this subclause, for Full time Employees, "day" shall mean 7.6 hours for an Employee working 20 days in a 28 day cycle. In respect of Part time Employee "day" shall mean the

average number of hours rostered for that day of the week, for the Employee over the current and previous roster of four weeks.

A Casual Employee shall receive payment at the rate of 250% of the ordinary hourly rate for each hour worked on a public holiday. The 25% Casual loading shall not apply in addition to this rate.

### Overtime Rate

Overtime shall be paid at the rate of time and half (150%) for all ordinary hours work in excess of 86 hours during any fortnightly pay cycle by Full time and Part time Employees. A Casual Employee shall receive a 50% Casual loading in lieu of the 25% Casual loading for ordinary hours in excess of 86 hours during any fortnightly pay cycle.

### Authorisation of Overtime

All work in excess of rostered hours by over 15 minutes on any day, must be authorised and signed for by a senior manager on the staff member's timecard.

### Seasonal Variation of Hours of Work

Staff may elect to reduce their rostered hours of work during the months of May, June, July or August in each year. Such requests must be made in writing and are subject to Company approval.

### Role flexibility

From time to time, you WILL be required to carry out a wider range of tasks outside of your position descriptions.

### Standing Down of Employees

After a period of one week; BAAG shall have the right to deduct payment for any day an Employee cannot be usefully employed because of any cause for which BAAG cannot reasonably be held responsible. BAAG will endeavour to spread whatever work is available fairly among staff and to initiate projects where staff could be profitably employed. Staff would be given the option of using their annual leave in such circumstances

### Meal Break/ Rest Break

All Employees are entitled to the following meal and rest breaks as provided:

#### Working 4 or more hours but less than 5 hours

- Tea Breaks. one tea break of 15 minutes (ten minutes is paid as required and five minutes is unpaid).

#### Working 5 or more hours but less than 7 hours

- Tea Breaks. one tea break of 15 minutes (ten minutes is paid as required and five minutes is unpaid).
- Meal break. An unpaid lunch break of 30 minutes.

#### Working 7 or more hours but less than 10 hours

- Tea Breaks: 2 tea breaks of fifteen minutes (ten minutes is paid as required and five minutes is unpaid).
- Meal break. An unpaid lunch break of 30 minutes.

As to provide adequate customer service at peak times in all areas, staff may be required to take lunch break from 11:00 a.m. and an afternoon break from 2:00 p.m. if they have an early lunch

break. The 3:00 p.m. to 4:00 p.m. period on weekends is the peak trading period for the week. No staff member shall commence lunch before noon unless they have completed three hours work. Break times will be allocated by the area/weekend manager.

### Extended Hours (working 10 or more hours)

- Tea Breaks. 2 tea breaks of fifteen minutes, (ten minutes is paid as required and five minutes is unpaid.) A further 15 minute break (ten minutes is paid as required and five minutes is unpaid) for the period after 5 p.m. only when this period is going to be equal to or in excess of 4 hours.
- Meal Breaks. An unpaid lunch break of 30 minutes after four hours work and a further unpaid 30 minute break after 4 p.m.

## Leave

The Employee's actual entitlement to leave will accrue pro rata, based on their actual hours of work. Annual, Long service, public holiday, community service, personal/carer's leave and compassionate leave entitlements are as outlined within the Nursery Award 2010 except for where otherwise stated in this agreement.

### Annual leave

A period of 152 hours (4x 38 hour weeks) paid leave shall be granted annually to Full time Employees, after 12 months continuous service.

Part time Employees shall be entitled to annual leave on a pro rata basis. Where the number of hours worked vary throughout the year, entitlements to Annual leave shall be calculated upon the average number of agreed ordinary hours worked during the year of accrual, excluding any overtime hours and additional hours worked.

Annual leave shall become due and available as it accrues.

### Annual leave Applications.

Annual leave, and all other leave applications, are required to be submitted via the internal website leave requests form. For the purpose of rostering, notification of request as early as possible is to be given.

### Time of Taking Leave

The taking of Annual leave shall be by mutual agreement and, shall be taken in minimum periods of one week, except an Employee shall be allowed with the consent of his/her manager to take 5 single days of Annual leave per year. Annual leave may be taken in advance by agreement with the employer but must be taken within a period of 12 months from the date it becomes due.

Generally, only one Full time or Part time Employee from one of the major sections shall be allowed to take Annual leave at any one time or over any given period, unless otherwise approved. Annual leave shall not be taken in peak periods (ie September to December) and during major sales and stock takes. In special circumstances exceptions will be considered. Staff are encouraged to take leave in slower periods (ie. May to mid-August, January and February).

Where BAAG receives more than one Annual leave application for any given period, leave will be granted on the basis of fair allocation given the following factors;

- Leave taken in previous years;
- The importance of the leave to the individual staff member or;

- Alternatively, will accept the Annual leave application it has received first.

### Long Service Leave

The Employee shall be entitled to long service leave in accordance with the provisions of the Long Service Leave Act 1992 (Vic).

### Paid Personal and Carer's Leave

A Full time Employee is entitled to paid personal leave of ten (10) days per annum. Personal leave accrues on a pro rata basis. Unused Personal and Carer's leave accumulates from year to year, but is not payable on termination.

The Employee is required to notify the Company of their inability to attend work due to illness or injury as soon as practicable.

### Unpaid Personal and Carer's Leave

All Employees, including Casual Employees are entitled to two (2) days unpaid carer's leave if an immediate family member requires care or support because of a personal illness or injury or an unexpected emergency. Full time and Part time Employees can only get unpaid carer's leave if they don't have any paid Personal and Carer's leave left.

The Employee is required to notify the Company of their inability to attend work due to illness or injury as soon as practicable.

### Compassionate leave

The Employee is entitled to a period of two (2) days compassionate leave for each occasion where an immediate family member has died. The Company will assess each application individually.

Full time and Part time Employees receive paid compassionate leave and Casual Employees receive unpaid compassionate leave.

For the purposes of this clause, immediate family is limited to the Employee's spouse, de facto partner, child, parent, grandparent, grandchild or sibling; or a child, parent, grandparent, grandchild or sibling of the Employee's spouse or de facto partner.

### Parental Leave

The Employee is entitled to a parental leave period of 12 months unpaid leave provided that they have completed 12 months continuous service with Bulleen Art and Garden immediately prior to the expected date of birth of their child. Other parental leave entitlements and requirements are in accordance with applicable Federal or State legislation.

## Miscellaneous work requirements and benefits

### Uniforms

Staff serving customers are required to wear a uniform at all times and may be sent home if they arrive at work without a uniform. This includes a shirt, jumper and hat. We provide uniforms at no cost to all staff who require them.

It is Company policy that a good general standard of dress is required to convey a professional image to the public. If a staff member loses or damages their uniform beyond what would be caused by general wear and tear they may be required to replace it at their own cost.

BAAG will provide wet gear for outdoor workers including coats, trousers, rubber boots and sun hats to all staff on an individual basis and be replaced when required. Steel capped boots will be supplied to yard workers.

Employees must return their uniforms prior to leaving the employment of BAAG. BAAG retains the right to invoice staff for uniforms not returned or for uniforms damaged beyond fair wear and tear status.

### Lunchroom

The lunchroom is provided for staff as a place to enjoy their breaks away from customers and phones. It is the responsibility of all staff to ensure that the lunchroom is kept clean and tidy in the interests of your workmates. Staff are expected to wash any dishes they use, label and date all food that they put in the fridge and leave the table and floor as they found them.

Management provide staff with coffee, tea, green tea, milk, sugar, margarine, icy-poles and cordial as well as a fridge, water cooler, urn, microwave, toaster and sandwich maker.

### Staff carpark and bike racks

We would like to encourage staff to ride to work as much as possible. Riding to work helps out with your fitness, our limited car parking and reduces your carbon footprint. Bikes can be stored in the bike shed on site.

All staff cars must be parked in the designated staff carpark. BAAG will endeavour to maintain secure and designated parking areas for staff free from stock, nursery materials and other potential hazards.

### Mobile Phones

Staff are not permitted to use personal mobile phones during work times at BAAG. We are a retail store and mobile phones ringing or being used around customers is unprofessional and gives a poor service impression. Obviously, staff can use their phones during break times. Disciplinary action will be taken against repeat offenders.

### Staff discounts

It is Company policy that discounts are available for all Employees, their partners and parents.

When products are bought with staff discount they are never to be resold for use in private gardening jobs or for whatever other reason.

All Employees are entitled to the following discounts:

- 50% off recommended retail price on produce plants (including seeds) for staff personal use.
- 33% off recommended retail price on plants and seeds.
- 20% off recommended retail price of all other goods excluding gallery items (15% discount).
- Gardening books bought specifically for staff personal reading (not gifts) are purchased at wholesale cost.
- Water tanks at wholesale cost.

If at any time the trade discount exceeds these discounts on any goods then the trade discount applies.

BAAG retains the right to increase or decrease staff discounts at their discretion. Staff discounts are not applicable when:

- Products are on special
- The product has low margin, eg. instant turf, paving materials, cement

No Employee is permitted to run accounts with BAAG, and all goods must be paid for on purchase.

BAAG will retain the right to forfeit discounts for staff who do not pay for goods on purchase.

Employees are not permitted to use staff discounts for work they may perform for their own external clients. Trade discounts would apply in this instance.

Any abuse of the staff discount will result in discounts not being available at all.

No non-saleable plants or other products are to be taken by staff/clients/suppliers etc without the permission of their manager.

### Transport allowance

When BAAG requests an Employee to use their own motor vehicle in the performance of their duties such Employee will be paid an allowance of \$0.78 per kilometre.

## Qualifications, Educational opportunities and professional development

### Qualifications

When a particular licence or qualification (such as a forklift or truck driving licence) is required to undertake a role at BAAG, the Employee confirms that they:

- Hold the qualifications, skills and experience as represented (including in job application) to the Company; and
- Have the necessary skills to perform their Duties.

The Employee agrees to maintain their professional qualifications by undertaking all training, licensing, registration, certification and other regulatory requirements necessary to perform their Duties.

### Staff meetings

BAAG regularly schedules information and training sessions for Employees. All Employees who have customer service roles are required to attend these sessions. Further sessions in tractor and fork lift safety, general safety, hazard identification, merchandising and other areas will also, from time to time, be provided by BAAG and attendance is again compulsory for relevant staff.

Staff who are not rostered to work on the day of a meeting or training shall be paid a minimum of two hours for attendance. Attendance will be paid at normal rates of pay and shall not be included for the calculation of overtime hours.

### Professional development meetings

Professional development meetings will be conducted at least annually in autumn for all full time staff and Part time staff who work three or more full days per week.

### External education

BAAG will consider any course which offers training for relevant knowledge or skills and will pay for fees/ books/ course to the value of \$500 pa for Full time Employees or on a pro rata basis for Part time Employees working three days or more.