

REGISTER OF ENTERPRISE AGREEMENTS

ENTERPRISE AGREEMENT NO: EA05/195

**TITLE: Linfox - NUW (NSW Branch) Processing Centre
(Operations) Enterprise Agreement 2005**

I.R.C. NO: IRC5/619

DATE APPROVED/COMMENCEMENT: 4 April 2005 / 1 January 2005

TERM: 24

**NEW AGREEMENT OR
VARIATION:** New.

GAZETTAL REFERENCE: 19 August 2005

DATE TERMINATED:

NUMBER OF PAGES: 14

COVERAGE/DESCRIPTION OF

EMPLOYEES: The agreement applies to all employees employed by Linfox Australia Pty Ltd, employed at Westpac Banking Corporation facility, located at 750 Princes Highway, Tempe, who fall within the coverage of the Storemen and Packers, General (State) Award.

PARTIES: Linfox Australia Pty Ltd -&- the National Union of Workers, New South Wales Branch

LINFOX - NUW (NSW BRANCH) PROCESSING CENTRE (OPERATIONS) ENTERPRISE AGREEMENT, 2005

SECTION 1

INTRODUCTION

1. Title

This agreement will be known as the 'Linfox - NUW (NSW Branch) Processing Centre (Operations) Enterprise Agreement, 2005'.

2. Arrangement

Clause No. Subject Matter

24.	Abandonment of Employment
10.	Allowances
27.	Annual Leave
44.	Anti-discrimination
2.	Arrangement
1.	Title
22.	Casual Employees
43.	Code of Conduct
7.	Confidential Information
45.	Employee Operational Efficiency Improvement
19.	Flexible Lunch Arrangements
18.	Flexible Start Times
48.	Further Commitment
39.	Future Technology
17.	Hours
26.	Housekeeping and Maintenance
38.	Labour Flexibility
37.	Labour Portability
40.	'Leading Change' Improvements
29.	Long Service Leave
25.	Management Operational Assistance
20.	New Employments
16.	No Extra Claims
46.	Occupational Health and Safety Improvement
9.	Overtime
30.	Parental Leave
3.	Parties to the Agreement
14.	Payment for Meeting and/or Training
13.	Payment of Wages
5.	Period of Operation
23.	Permanent Part Time Employees
21.	Probationary Employees
42.	Procedures for the Prevention and Settlement of disputes
15.	Public Holidays
4.	Purpose of the Agreement
33.	Redundancy
35.	Rehabilitation
6.	Relationship to Company Policies and Procedures
41.	Service Levels
11.	Shift Loadings
28.	Sick Leave
47.	Sick Leave Incentive

- 31. Superannuation
- 32. Termination of Employment
- 36. Time In Lieu of Overtime
- 12. Uniforms and personal Protective Equipment
- 8. Wage Rate
- 34. Work and Family

3. Parties to the Agreement

This agreement is binding on:

- (a) The National Union of Workers (NSW Branch) (the Union), its officers and members: and
- (b) Linfox Australia Pty Ltd (Linfox)

In respect of employees of Linfox employed at Westpac Banking Corporation facility, 750 Princes Highway Tempe (whether members of the Union or not) whose employment is regulated by the Storeman and Packers General (State) Award, as varied from time to time.

4. Purpose of the Agreement

This agreement, together with the Employees' letters of the appointment, constitutes the terms and conditions of employment.

This agreement replaces all previous enterprise agreements and shall be read and interpreted wholly in conjunction with the Storeman and Packers General (State) Award (the award) as varied from time to time, provided that this agreement:

- (a) Shall prevail to the extent of any inconsistency with the award; but
- (b) Shall not reduce or limit any right, benefit, remedy, discretion, authority or power available to Linfox under the award.

5. Period of Operation

- (i) This agreement shall operate from 1st January 2005. The initial period of operation shall be 2 years.
- (ii) Renegotiation

Negotiations will commence on a new Agreement three months prior to this Agreement's expiration, but the document will stay in force until replaced.

6. Relationship to Company Policies and Procedures

This Agreement is supported by policies and procedures determined by the company from time to time. Such policies and procedures will not reduce any employee's substantive entitlements contained with this Agreement, but provide guidelines for the fair and efficient administration of the employment relationship.

7. Confidential Information

The Employees must not reveal or use, either for their own benefit or anyone else's, any confidential information that they acquire during their employment. Confidential information refers to any matter (written or oral) not publicly available. This obligation will still apply after their employment with Linfox has ended.

SECTION 2

WAGES & RELATED MATTERS

8. Wage Rates

The employees will have their own rates of pay adjusted from the first full pay period as set out in Table 1: Process Operator Weekly (and Hourly) Wage Rates.

(i) Initial Wage Increase

Rates of pay will increase from the first full pay period on and from 1st January 2005, as tabled.

(ii) Second Wage Rate

Rates of pay will increase from the first full pay period on and from 1st January, 2006, as tabled.

Table 1 - Process Operator Weekly (and Hourly) Wage Rates

Process Operator Grade	Commencement Wage Rates \$	Wage Rates 1/01/2006 \$
Grade 1 (Per Hour)	530.04	551.24
Grade 2 (Per Hour)	575.68	598.70
Grade 3 (Per Hour)	622.37	647.26
Grade 4 (Per Hour)	690.41	718.02
Grade 5 (Per Hour)	719.11	747.87

Note 1: The duties and responsibilities for each Process Operator grade are listed in the attachment. The Company will ensure that the most equitable new grade is assigned to each employee relevant to his/her current wage, experience and competencies.

Note 2: Employees who are currently employed at the Tempe Processing Centre and whose wage rates exceed the initial Wage Rate for their grade will not incur a wage reduction.

9. Overtime

The company may require its Employees to work reasonable overtime, and each Employee is to work overtime in accordance with such needs. An Employee working overtime will be paid at the rate of:

Time and a half for the first two hours on any one day, Monday to Friday, and double time thereafter.

Time and a half for the first two hours on Saturdays and double time thereafter, and

Double time all day on Sundays.

When overtime is worked, the employee will have ten consecutive hours off duty between the ordinary work on one day and the ordinary work on the next day.

10. Allowances

Employees performing specific and additional activities may receive the following allowances, in addition to their relevant clause 8 - Wage Rates rate:

All Employees who are nominated to work more than 10 hours on the one shift will receive a meal allowance of \$9.80 for the shift.

All Employees who are qualified and nominated by the company to act as first aid attendants will receive an allowance of \$9.10 per week.

Grade 1, Grade 2 and Grade 3 Employees who are qualified and nominated by the company to act as forklift Operators will receive an allowance of \$24.40 per week.

Grade 1, Grade 2 and Grade 3 Employees who are qualified and nominated by the company to act as forklift Operators on a temporary or part-time basis will receive an allowance of \$0.65 per hour.

Grade 4 Employee wages include a Leading Hand Allowance of \$24.95 per week plus the forklift Operator Allowance, as appropriate.

Grade 5 Employee wages include Leading Hand Allowance of \$31.20 per week, plus the Forklift Operator Allowance, as appropriate.

An employee required to replace a Grade 4 or grade 5 Employee for at least a week, or otherwise at manager's discretion, may be paid at the next higher grades as higher duty allowance (i.e., A grade 3 Employee will be paid the Grade 4 wage for the period that the Grade 4 or Grade 5 is absent. The Higher Duty is only relevant to the Employee assuming the principal additional responsibilities.

11. Shift Loadings

Employees required to routinely work afternoon shift hours (i.e., starting after 4.00pm) will be paid 17% shift loading for the actual hours worked, and Employees required to routinely work night shift hours (i.e., starting after 10.00pm) will be paid 26% shift loading for the actual hours worked. Employee shifts may be changed by the company, by providing seven days notice, or otherwise agreed.

12. Uniforms and Personal Protective Equipment

Employees will be entitled to personal protective equipment and an annual allocation of uniforms in accordance with company policy, as amended from time to time, and the special recommendations of the Tempe Health and Safety Committee. Employees issued with uniforms and/or personal protective equipment are to wear them as required by the company and the New South Wales Occupational Health and Safety legislation, and are to ensure that their uniforms and equipment remain clean and serviceable at all times.

13. Payment of Wages

Employees will be paid weekly by Electronic Fund Transfer (EFT). The company will normally pay wages to nominated accounts by the close of business each Wednesday, except where public Holidays or other circumstances outside the company's control require that the payday varies, without penalty.

14. Payment for Meetings and/Or Training

Employees will generally attend meetings or training sessions during normal working hours. When required to attend meetings or training sessions outside normal working hours, employees will receive seven days prior notice (or as otherwise agreed) and be paid at the base hourly rate. Employees will generally attend Toolbox Meetings during normal working hours.

15. Public Holidays

The following Public Holidays will be observed: New Year's Day, Australia Day, Good Friday, Easter Saturday, Easter Monday, Anzac Day, Queens Birthday, Labour Day, Christmas Day and Boxing Day plus any other day which may be gazetted for the State of New South Wales.

Employees not rostered to work on the Public Holiday that falls between Monday and Friday will be entitled to be paid for 7.6 hours at the relevant clause 8 - Wage Rates rate. Employees who work a Public Holiday will be paid at double time and a half. The Company and its Employees may agree to transfer a public holiday to another day better suited to the needs of the Employees and/or the business. The public holiday payment will then defer to the more suitable day.

Employees who are absent from duty on the days or part thereof immediately adjacent to a Public Holiday, without the Company's permission, will not be entitled to the Public Holiday payment, unless providing an acceptable medical certificate or similar explanation upon their return to work.

16. No Extra Claims

There will be no further wage increase during the life of this Agreement, and wages paid pursuant to it are inclusive of State Wage Case determinations, unless a decision of the Industrial Relations Commission provides for an increase to flow on to this Agreement as an over-award payment. It is agreed that specific productivity gains will be paid only once.

SECTION 3

TERMS AND CONDITIONS OF EMPLOYMENT

17. Hours

The ordinary hours of work will be from 6.00am to 6.00pm, Monday to Friday. To enhance client needs and ensure effective operational coverage, innovative working hours may be maintained by agreement, and each Employee will be prepared to commence duties at times to provide process operator services in a timely manner. Employees may work up to ten hours per day or up to 152 hours per four-week period at normal rates of pay. Shifts may be staggered to ensure that working hours complement needs of the business.

18. Flexible Start Times

To complement customer needs and efficiencies, start times may be adjusted to maintain a flexible and speedy service, provided that Employees are notified, and agree. Whenever possible, Employees will receive a seven days prior notice of any change of hours.

19. Flexible Lunch Arrangements

To improve supplier and customer service and loading dock operations, Employees will arrange their meal breaks to complement relevant activities. Accordingly, meal breaks may be varied to ensure they are taken at a more convenient time during the shift.

20. New Employees

New employees commencing process operator duties at the Tempe site will enjoy terms and conditions no less favourable than those provided by this Agreement.

21. Probationary Employees

New employees will be subject to a three month probationary period and, whilst under probation, be paid at the clause 8 - wage rate, unless otherwise agreed, with holidays, sick leave and all other entitlements to accrue from the commencement date. Probationary Employees will receive appropriate supervised training and induction, and their performances will be reviewed and discussed on an ongoing basis. Probationary Employees who prove unsatisfactory may be terminated by provision of one week's notice. Similarly, if the

new employee is not satisfied with any working arrangements, the employee may resign within the probationary period on one week's notice. Probationary Employees who successfully complete the probationary period will be classified as permanent weekly Employees.

22. Casual Employees

Casual employees will be paid at the relevant Clause 8 - Wage Rates rate, plus 15% casual loading and 1/12th in lieu of Annual Leave. Casuals are not eligible for recalls, public holidays, sick leave, annual leave, bereavement leave, jury service or redundancy. Casuals will receive a minimum payment of four hours for each start.

23. Permanent Part Time Employees

The company may employ Permanent Part Times Employees who are permanently appointed to work fewer hours each week than full-time Employees. The company and its Permanent Part Time Employees will agree the hours to be worked at the relevant Clause 8 - Wage Rates rate. Permanent Part Time Employees will work up to the rostered daily ordinary hours prescribed for full-time employees working on that shift and shall be paid at the normal rate. Hours worked in excess of these hours will be paid at the applicable overtime rate. Permanent Part Time employees will be entitled to all other entitlements on a pro rata basis.

24. Abandonment of Employment

Employees who are absent from work for three consecutive rostered days without the consent of the Company and who fail to notify their supervisor, will be deemed to have abandoned their employment. After the company has made reasonable efforts to contact the absentee, the Employee's employment will be terminated and the Employees entitlements paid up to the last day worked.

25. Management Operational Assistance

The parties agree that Management Operating Assistance (MOA) will apply when the situation is critical eg, when the failure of management to handle product with significantly damage customer relations, or for essential health and safety reasons.

26. Housekeeping and Maintenance

Employees will ensure that their equipment and work areas are maintained in a safe, clean, tidy and efficient state, and may be requested to undertake other general yard cleaning and housekeeping duties, as and when directed.

27. Annual Leave

During normal business activities, a maximum of two employees may proceed on Annual Leave from any department simultaneously. During reduced activities period, Employees may be required to take leave to suit the needs of the business. Employees may also be directed to take Annual Leave when they have accumulated entitlements in excess of 20 working days. Other annual leave will be taken by mutual agreement. The submission of an Annual Leave request does not constitute the approval of the leave, and the company will inform the employees within seven days of the submission of the application of the approval or non-approval of the requested leave.

i. Annual Leave Loading

Employees will receive a loading of 17.5% on annual leave accrued and taken after 01/01/2005.

28. Sick Leave

Employees will be entitled to 5 days sick leave in their first year of service, and 8 sick days leave per year, thereafter. Absenteeism is a significant, detrimental cost to the business and, to reduce such occurrences, the parties agree that sick leave for two or more consecutive days, or sick days adjacent to a weekend, must be confirmed with a medical certificate.

In addition, every day of sick leave absence after a total of four days sick leave have been taken during the year (from the sick leave entitlement anniversary), will also need to be supported by a medical certificate. Failure to provide a certificate for such absences will result in non-payment of wages for the period during which the employee was not at work. Failure to provide the Company sufficient prior notice of an absence may result in disciplinary action.

Employee may access up to 5 days of accrued sick leave each year, if required to provide care or support for members of their immediate family or household. The same requirements for provision of proof of illness shall apply. The company may, at site management discretion, grant additional sick leave to assist its employees when considered appropriate. Such additional sick leave will also need to be supported by a medical certificate or similar notification.

29. Long Service Leave

Employees will be entitled to long service leave on full pay, subject to, and in accordance with, the provision of the Employees relevant state legislations.

30. Parental Leave

Employees will be entitled to Parental Leave subject to, and in accordance with the provisions of part 4 - Parental Leave of the New South Wales *Industrial Relations Act*.

31. Superannuation

Employees will be paid superannuation contributions as required under the *Superannuation Guarantee (Administration) Act* 1992, as varied from time to time, to a complying fund.

32. Termination of Employment

The company may terminate an Employee's employment, and the Employee may resign from employment, by giving notice. The amount of notice to be given by the Company and the Employee will be based on the period of continuous employment, as follows:

Less than 1 year	1 week
More than a year but less than 3 years	2 weeks
More than 3 years but less than 5 years	3 weeks
5 years and over	4 weeks

In addition, employees over 45 years of age at the time of the giving notice with not less than 2 years continuous service will be entitled to an additional week's notice. The notice of termination required to be given by the Employee will be the same as that required of the Company, except that there is no additional notice based on the age of the Employee.

33. Redundancy

Linfox views redundancy as an absolute last resort where redeployment to another Linfox site or operation is unavailable. In the unlikely event that redundancies become necessary, normal Linfox practice will apply.

34. Work and Family

The company is committed to helping it Employees to balance their work and family commitments. This end, the company confirms that it will:

Take into account the Employee's family responsibilities when rostering work hours,

Allow the Employee to make reasonable, short, personal telephone calls from work, and

Be receptive to Employee requests to take leave during school holiday periods, where the demands of the business permit such flexibility.

35. Rehabilitation

The Company will assist its sick and injured Employees to return to work with dignity and a minimum of time, effort and discomfort. Employees who are required by their doctor to take time off to recover from work-related injuries or illnesses will promptly notify their supervisor of the need for their workers compensation claim and medical certificates to be processed by the Company. The site's Return To Work (RTW) coordinator will liaise with each Employee and their doctor to arrange their rehabilitation program, including suitable duties. Employees must cooperate with their rehabilitation program.

Employees shall arrange treatment appointments close to the ends of shift time so as to minimise the impact of their absence on the performance of work.

36. Time in Lieu of Overtime

The company recognises that some Employees may prefer to take time away from the workplace without using their leave entitlements, and may individually negotiate with the company to accrue time in lieu of overtime. Employees may take time off in lieu of overtime on an hour-to-hour basis, by agreement with their department supervisor.

37. Labour Portability

To remain cost-efficient and competitive, the company must retain the capacity to quickly and effectively relocate employees and equipment from one site to another at short notice. Employees willing to relocate will be given priority, subject to their qualifications, capability and specific skills constraints. Otherwise, employees with the least time working for the company will normally be relocated, subject to relevant circumstances. Relocated employees will be subject to new site's Employee conditions of employment instrument.

38. Labour Flexibility

Employees, as and when directed by the company, will make themselves available to work in other activities within their skill, competency and background, to gain experience in other tasks and functions associated with the Company's operational activities and will undertake any necessary training to facilitate multi-skilling. Employees may be specifically required to be cross-trained in the site's warehousing, special distribution and mail service activities.

39. Future Technology

The company will work closely with Westpac to develop new work processes, involving new technologies, to enhance customer service. The company and its Employees agree that any change of work methods brought about by process redesign and/or new technology will be implemented in a consultative and cooperative manner.

40. 'Leading Change' Improvement

The 'Leading Change' doctrine actively promotes management inspiration, a strong leadership example, and effective personnel decision-making, participation, initiative and reward. The Company and its Employees embrace these principles, and will actively foster the introduction of productivity improvement initiatives. The Employees accept that the Company needs to measure and benchmark processing performances and may alter work practices, systems and processes to improve productivity through a consultative process.

41. Service Levels

The parties will establish procedures to routinely meet and exceed the customer's service level and performance measurement requirements.

SECTION 4

EMPLOYEE PROGRAMS

42. Procedures for the Prevention and Settlement of Disputes

The parties are committed to doing everything possible to avoid disruption to the operations of the company and, as such, it is a strict requirement of this Agreement that adherence to the dispute procedure occurs, and normal work continues while the procedure is observed. The parties will abide by the following procedure:

- (a) The employee and the appropriate supervisor shall attempt to resolve the matters in issue in the first place.
- (b) If the matter is not resolved, the representative of the Union at the workplace and the appropriate supervisor shall attempt to resolve the matters in issue.
- (c) In the event of failure to resolve the dispute at workplace level, the matter shall be the subject of discussion between a full-time official of the Union and the workplace manager.
- (d) Should the dispute still remain unresolved the Branch Secretary of the Union or senior representative shall confer with senior management.
- (e) In the event of the dispute remaining unresolved, it shall be notified to the Industrial Relations Commission.

All work shall continue as directed by the management while attempts are being made to resolve the matter in accordance with this procedure.

Nothing in this agreement in any way limits or detracts from Linfox's rights at law, whether under common law or statute.

43. Code of Conduct

The company and its Employees acknowledge that the Code of Conduct principles and guidelines are to ensure that employees clearly understand their responsibilities and obligations relating to acts of dishonesty, company policy and general discipline.

General. Employees are required to:

Effectively perform their duties in support of business objectives and award/agreement policies, rules and procedures,

Treat customers and colleagues with honesty, courtesy and respect,

Attend work when required and report absences immediately, and

Perform consistently in a safe and healthy manner.

Acts of Dishonesty. The following are examples of behaviour that employees recognise as dismissible offences:

Proven cases of theft and pilferage (stealing)

Falsifying time sheet and similar documents to gain a benefit (overtime) that the employee is not entitled to,

Any malicious violence during Company time directed towards the Company's property, customers or their property, a member of the public and/or fellow employee,

Refusal to carry out a lawful and responsible request given by a Company representative,

Use or possession of illegal drugs, alcohol or other substance in Company time and/or Company property, noting that prescription drugs should be brought to the attention of the employee's supervisor.

Misconduct. The following are examples of behaviour that may lead to disciplinary action being taken against the employee:

Driving a vehicle in the yard complex at excessive speed,

Mishandling (throwing, kicking) and, thereby causing damage to freight,

Not approaching and treating employees in a reasonable and civil manner,

Failure to notify the Company when arriving at work later (within one hour) than the normal starting time,

Unacceptable attendance, continual lateness, patterned absences, failure to notify the Company of a pending absence (prior to rostered starting time),

Failure to wear company uniform while representing the Company while effecting deliveries and pick-ups,

Failure to effectively perform duties,

Under the influence of alcohol when reporting to work,

Failure to work in a safe and healthy manner, and/or

Failure to comply with operating procedures leading to injury/damage to properties/persons or loss of productivity.

General Conduct. In cases of serious misconduct, employees may be given a verbal warning, a written warning or be dismissed, depending on following criteria:

The circumstances and work relevance of the misconduct,

The seriousness of misconduct,

The employees explanation of his/her conduct, and

The employee's past conduct and personal situation.

Note 1: At the discretion of the Company, an employee involved in misconduct (other than acts of dishonesty) may be stood down on normal pay, pending a full investigation.

Note 2: Letters of Warning for misconduct (other than acts of dishonesty) will remain on an employee's file for 9 months (for first warning), 12 months (for second warning) or 24 months (for final warning). The employee will be required to sign Letters of Warning to confirm that the content that the content is understood.

Note 3: The employee has the right to have witness of choice present during all of the above steps.

44. Anti-Discrimination

The parties are determined to comply with Anti-Discrimination legislation to prevent and eliminate discrimination in the workplace. This includes discrimination on the grounds of race, colour, sex, sexual preferences, age, marital status, disability, family responsibilities, pregnancy, religion, political opinion, national extraction, social origin or transgender identity. In fulfilling their obligations the parties will take all

reasonable steps to ensure that the operation of the provisions of this Agreement are not directly or indirectly discriminatory in their effects.

45. Employee Operational Efficiency Improvement

The Company and its Employees agree to discuss and implement measures that will assist to significantly improve operational efficiencies and productivity, and minimise wastage. Such measures will be developed in consultation with the Employees.

46. Occupational Health and Safety Improvement

The company recognises the importance of preventing workplace accidents and injuries, and will commit substantial time, effort and resources in order to heighten employee safety awareness and improve workplace systems, resources and equipment. The Company encourages the active Health and Safety Committee to develop appropriate measures. Failure to demonstrate competency and safe working practises will be subject to disciplinary action. These measures will not contradict safety principles or worker's compensation regulations, particularly those relating to the reporting of incidents and misses.

47. Sick Leave Incentive

The Company and its Employees recognise the importance of minimising unplanned and unauthorised staff absences caused by sick leave abuse and agree that, under relevant circumstances, a sick leave incentive scheme is warranted to influence Employee attendances. The following incentive scheme will apply for the duration of this Agreement.

The company will accrue up to 5 days of an Employee's unused sick leave each year, and may then pay out the balance of the Employee's annual sick leave entitlement. Specifically, Employees who take no sick leave during the year will be paid for three days. Employees who take only one day of sick leave will be paid for two days. Employees who take only two days of sick leave will be paid for one day, and/or

The Company may pay out up to five days of accrued sick leave each year once an Employee has accrued a minimum of 20 days sick leave.

The Sick Leave Incentive will be paid to eligible Employees once year, at a time to be mutually agreed. Employees who attend the workplace while ill and/or with non work-related injuries and who decline to take sick leave, will be required to absent themselves from the workplace.

48. Future Commitment

The company commits to the inclusion of union picnic day and sick leave provisions in accordance with the Storeman and Packers General (State) Award in any new Enterprise Agreement for this site, to be operational no earlier than 1 January 2007.

Agreement Signatories:

Signed for and on behalf of
Linfox Australia Pty Ltd

Date:

Signed:
Linfox General Manager

Witnessed:

Signed for and on behalf of
National Union of Workers (NSW Branch)

Date:

Signed:

Witnessed:

LINFOX AUSTRALIA PTY LTD - WESTPAC, TEMPE PROCESSING CENTRE:

PROCESING OPERATOR CLASSIFICATIONS

Grade 1 Processing Operators:

Grade 1 Processing Operators comprise personnel who are inexperienced and are generally employed on probation, followed by a period of on-the-job training. Such employees will demonstrate normal processing capabilities, including:

Working under direct supervision with regular checking of progress

Applying knowledge and skills to a limited range of tasks where the choice of actions required is clear

Work within established routines, methods and procedures which involve the exercise of some discretion and minor decision making

Reasonable numeracy and literacy skills,

Safe materials handling techniques and awareness,

Potential materials handling equipment competency,

Effective comprehension of verbal and written instructions,

Awareness of the various processing operations, and

Positive, enthusiastic and courteous approach to work and team environment.

Grade 2 Processing Operators

Grade 2 Processing Operators comprise personnel with effective competency in at least one processing discipline, such as warehousing and, preferably, and understanding of the other disciplines. These employees will demonstrate effective processing capabilities, including:

Working under routine supervision with intermittent checking

Applying knowledge and skills to a range of tasks. The choice of actions required is usually clear, with limited complexity in the choice

Working with established routines, methods and procedures, which involve the exercise of some discretion and minor decision making

Effective numeracy and literacy skills,

Safe materials handling techniques and awareness,

Materials handling equipment competency,

Good comprehension of verbal and written instructions,

Effective multi-skilling in the various processing operations, and

Positive, enthusiastic and courteous customer service approach.

Grade 3 Processing Operators:

Grade 3 Processing Operators comprise very experienced operators with strength in at least one processing discipline and significant knowledge of another (i.e., warehouse and/or mailroom and/or special distributions).

These Employees may, in addition to their own work, monitor the work and conduct of other Employees. These Employees will demonstrate effective processing capabilities, including:

- Working under limited supervision with checking related to overall progress
- Being responsible for the co-ordination of the work and conduct of other employees
- Applying knowledge with depth in some areas and a broad range of skills
- Working within routines, methods and procedures where some discretion and judgement is required
- Potential leadership and communication skills,
- Strong numeracy and literacy skills,
- Safe materials handling techniques and awareness,
- Materials handling equipment competency,
- Sound comprehension of verbal and written instructions,
- Effective multi-skilling in the various processing operations,
- Ability to instruct others in the effective use of workplace systems and process, and
- Positive, enthusiastic and courteous customer service example.

Grade 4 Processing Operators:

Grade 4 Processing Operators comprise Employees who are appointed by the company to act as Operations Support Supervisors or as Team Leaders responsible for up to 10 personnel and who have a strong competency in at least one processing discipline and a good background in the other disciplines. These Employees will in addition to their own work, supervise the work and conduct of other employees. These supervisors will demonstrate effective processing capabilities, including:

- Working without supervision, with general guidance on progress and outcomes sought
- Applying knowledge with depth in some areas and a broad range of skills.
- Working on a wide range of tasks where the range of actions required is usually complex
- Applying competencies with routines, methods and procedures where discretion and judgement is required, for both themselves and others
- Effective leadership and communication skills,
- Strong numeracy and literacy skills,
- Safe materials handling techniques and awareness,
- Materials handling equipment competency,
- Sound comprehension of verbal and written instructions,
- Effective multi-skilling in the various processing operations, and
- Positive, enthusiastic and courteous customer service example.

Grade 5 Processing Operations:

Grade 5 Processing Operators comprise Employees who are appointed by the Company to act as Operations Support Supervisors or as Team Leaders responsible for up to 24 personnel and who have a strong competency in all processing disciplines. These employees will, in addition to their own work, supervise the work and conduct of other Employees. These supervisors will demonstrate effective processing capabilities, including:

Being supervised by professional staff

Being responsible for the planning and management of the work of others

Applying knowledge with substantial depth in some areas, and a range of skills which may be varied or highly specific

Applying knowledge and skills independently and non-routinely

Applying judgement and initiative

Strong leadership and communication skills

Strong numeracy and literacy skills,

Safe materials handling techniques and awareness

Materials handling equipment competency,

Sound comprehension of verbal and written instructions,

Effective multi- skilling training abilities, and

Positive, enthusiastic and courteous customer service example.