

ENTERPRISE AGREEMENT

NO. EA 98/149
.....

DATE REGISTERED 1. 4. 98
.....

PRICE \$ 42-00
.....

**REGISTER OF
ENTERPRISE AGREEMENTS**



ENTERPRISE AGREEMENT NO: EA98/149

TITLE: Brambles Industrial Services - Newcastle, BHP Crane Operators' Agreement 1997

I.R.C. NO: 98/1281

DATE APPROVED/COMMENCEMENT: 1 April 1998 and commenced 13 March 1997

TERM: 36 months

**NEW AGREEMENT OR
VARIATION: New**

GAZETTAL REFERENCE:

DATE TERMINATED:

NUMBER OF PAGES: 21

COVERAGE/DESCRIPTION OF

EMPLOYEES: Employees of Brambles Industrial Service Newcastle, engaged under the Transport Industry (State) Award, for work associated with the BHP Newcastle Crane Contract.

PARTIES: Brambles Australia Limited -&- Transport Workers' Union of Australia, New South Wales Branch



3.0 PARTIES BOUND

This Agreement shall be binding upon:

- 3.1** Brambles Australia Limited trading as Brambles Industrial Services (Newcastle) hereinafter referred to as "the company".
- 3.2** The Transport Workers' Union of Australia (New South Wales Branch), its officers and people eligible to be members employed by the company for the BHP Newcastle Crane Contract.

4.0 APPLICATION AND INCIDENCE OF AGREEMENT

- 4.1** The industry and callings covered by this agreement are those generally referred to as transport.
- 4.2** The general terms and conditions of employment of persons covered by the Agreement shall be those prescribed by the Transport Industry (State) Award as varied.
- 4.3** Provided that the terms of the Agreement shall apply to the extent of any inconsistency with the provision of the aforementioned awards.

5.0 DURATION OF AGREEMENT

This Agreement shall come into operation from the date of acceptance and shall operate for the period of 36 months.

6.0 DURESS

This Agreement was not entered into under duress by any party to it.

7.0 PRINCIPLES OF AGREEMENT

- 7.1** In accordance with the terms of the State Wage case decision dated 31 December 1993 (IRC 2736 of 1993), the parties have:
 - 7.1.1** Considered immediate and future measures designed to achieve real and demonstrable gains in productivity, efficiency and flexibility:
 - 7.1.2** Developed a framework for implementing an ongoing commitment to improvements;



7.1.3 Reached agreement in respect to the implementation of a number of measures which are detailed in this Agreement; and

7.1.4 Further agreed that issues with national implications for both the employer and the union which require award variation will be considered and processed by the State Office of the Union.

7.2 The parties have agreed that the enterprise should be implemented by adopting a structured and package approach, and should be aimed at working smarter by:

7.2.1 Assessing/reviewing existing classification structures in accordance with workplace operating requirements and quality control systems.

7.2.2 Establishing training to suit workplace requirements, incorporating skills definitions as may be appropriate for the Transport Industry (State) Award as varied;

7.2.3 Establishing/improving flexibility in working arrangements arising from award provision;

7.2.4 Improving the level of skill and the exercise of responsibility of employees including those relating to quality control. Significant progress was made in this regard via the State Wage Case decision dated 31 December 1993 structural efficiency principle (IRC 2736 of 93) and demonstrated in the classification structure of the Transport Industry(State) Award as varied.

7.2.5 Establishing work practices aimed at increasing productivity and efficiency;

7.2.6 Improving the work environment with a view to shared objectives, consultative mechanisms, problem solving emphasis, quality control, occupational health and safety and workplace flexibility in the context of award standards; and

7.2.7 Improving the opportunity for workers to advance in secure, healthy and safe jobs.

8.0 MATTERS AGREED

- 8.1 The parties agree that the following issues are included in the Agreement.
- 8.1.1 Safety Net Adjustment of \$8.00 outlined in the State Wage Case 31 December 1993 was passed on in the previous Agreement to all employees covered by the TWU and is, therefore, included in this agreement.
 - 8.1.2 That the Location Allowance paid from 1 June 1989 was absorbed into the phase one wage increase of the previous agreement and is, therefore, included in this agreement. The Location Allowance previously represented a payment of \$6.00 per day.
 - 8.1.3 Meals will be taken on the job wherever possible rather than return to the main lunch room.
 - 8.1.4 Hot seat changeover will be required to be undertaken from time to time to effect smooth transition of equipment use to satisfy customer needs and the needs of the business. In these cases, employees will usually be required to start work at the customers premises within BHP. Employees to be replaced will continue operating for up to one (1) hour or longer by agreement. The appropriate overtime rate will be paid after normal finish time.
 - 8.1.5 The practice of wash up time shall be abolished when required.
 - 8.1.6 The requirement for a full yard meeting on site of all Brambles' TWU employees shall be called only on petition of 18 employees and with the agreement of the Union. The meeting shall discuss only nominated agenda items unless an issue deemed to be significant by the organiser is raised at the meeting.
 - 8.1.7 The past practice of payment of make up pay for less than a 10 hour break shall cease after double shifts. The parties agree to the provision of an eight hour break after a double shift prior to the employee commencing the next shift without make-up pay. If required to start at 7.30am payment for ½ hour at time and one half will apply.
 - 8.1.8 Casuals to be paid as per the Transport Industry (State) Award as varied.

8.1.9 The practice of payment for public holidays excluding Christmas Day and Good Friday at time and one half plus payment of eight hours for the public holiday shall cease and payment shall be on the basis of eight hours at ordinary time for the public holiday plus for all time worked, the first two at time and one half with the balance at double time rate.

8.1.10A component of 1.79% was included in the phase one wage increase of the previous agreement as recognition for past productivity improvements on site and is, therefore, included in this agreement.

9.0 DISPUTE AVOIDANCE PROCEDURE

The objectives of the procedure shall be to promote the resolution of disputes by measures based on consultation, co-operation and discussion; to reduce the level of industrial confrontation; and to avoid interruption to the performance of work and the consequential loss of production and wages.

9.1 Dispute Avoidance

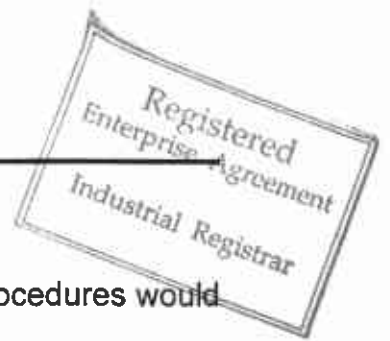
9.1.1 Profit/Cost Centre managers will have a quarterly meeting with their employees to discuss any issues. Profit Centre Managers to provide feedback on profit centre performances, future directions and other relevant issues.

9.1.2 The Area Manager will have half yearly meetings with all employees, either as a mass meeting or in separate working groups, to discuss any branch issues and provide feedback on branch performance and future branch issues.

9.1.3 These meetings will normally be held just before or just after a shift and all employees would be expected to attend and would be paid at the appropriate rate.

9.1.4 Minutes would be kept of each meeting and posted on noticeboards. Issues to be acted on would be followed up at the next meeting, if applicable. Company is to provide a person to take minutes.

9.1.5 Attendance and participation by union officials at any of these meetings would be at their discretion.



9.2 Dispute Settlement

9.2.1 Any dispute not avoided through the preceding procedures would be dealt with in the following manner;

9.2.1.1 An individual employee with a grievance shall raise the matter with his supervisor. The supervisor will make every effort to respond within 24 hours. The employee may be represented by the Union representative.

9.2.1.2 In the event of any industrial dispute, the representative of the Union on the job and the relevant Supervisor shall attempt to resolve the matters in issue in the first place.

9.2.1.3 In the event of failure to resolve the dispute at job level, the matter shall be the subject of discussions between an organiser of the union and the relevant Manager.

9.2.1.4 Should the dispute still remain unsolved, the Sub-Branch Secretary of the Union or his representative will confer with the Area Manager.

9.2.1.5 Status Quo applying immediately prior to the issue shall apply until resolution. This will not apply in relation to disciplinary issues where the code of conduct has been followed.

9.2.1.6 In the event of no agreement being reached at this stage, the dispute will be referred to the Industrial Commission of New South Wales for resolution

9.2.2 In order to allow for the peaceful resolution of disputes, the parties are committed to no stoppages of work, lock outs, or any other bans or limitations on the performance of work while the procedures of negotiation and conciliation set out herein are being followed.

9.2.3 If the dispute resolution procedures fail to settle a claim, issue or dispute and industrial action is intended which will interrupt or delay BHP Long Products Division operations, then no such industrial action will occur until the expiry of 10 days from the time a written notice of such intended action has been given to the Company by the relevant union official.



9.2.4 When Brambles' employees are working within the boundaries of BHP Long Products Division operations and the BHP employees enter upon direct industrial action, Brambles' employees will continue to work normally where:

9.2.4.1 The work is in the terms and specifications of a specific fixed price contract, whether described by BHP as "capital", "maintenance" or "service" work and;

9.2.4.2 Work can be continued without carrying out any work of the BHP employees on strike.

9.3 Understanding Procedure

The Company and Union will undertake a joint education process to ensure all employees understand the above procedures.

10.0 MULTI-SKILLING

It is the intention at Brambles Industrial Services Newcastle that all employees be given the opportunity to achieve their full potential and enrich their working life by acquiring a wide range of skills relevant to their branch.

10.1 Employees will have the ability, through company provided training to develop and extend their skills. Where availability and resources permit, employees shall be given the opportunity to spend time in other vehicles to train on them.

10.2 Employees would be paid their normal pay rate while filling a short term vacancy, unless the position they are filling has a higher rate, in which case they will get that rate.

11.0 PAYMENT OF WAGES

Wages shall be paid weekly by means of Electronic Funds Transfer to approved financial institutions and accounts nominated by the employees.

12.0 APPOINTMENT, TRANSFER AND PROMOTION

- 12.1 The initial criteria for appointment, transfer or promotion will be that of merit of the candidate. Such merit will be measured in terms of skills, qualifications and overall best fit for the position.
- 12.2 Where two or more candidates are considered of equal merit then other relevant criteria such as seniority would be considered.
- 12.3 In the event of business decline leading to reductions in workforce then employees will be given the option of relocating to available Brambles' sites within Australia or taking redundancy.
- 12.4 If employees or potential employees are given a practical test in assessing their merit, then they may have a union representative observe this test if they wish. Allocation of equipment. All things being equal seniority applies.



13.0 HOURS OF WORK

By agreement employees can be given different start times to suit the workload of the business. This will only apply in the morning with the earliest start to be 4.00am and no later than 7.30am and the first eight hours will be worked at single time.

Ordinary hours will be 8 hours per day, Monday to Friday between 4.00am and 4.00pm.

Casuals and part-time employees can have start times later than 7.30am.

14.0 CODE OF CONDUCT

14.1 Aims

This Code of Conduct aims to provide a system for identifying and maintaining acceptable employee behaviour and rectifying persistent poor work performance in a positive way by:

- 14.1.1 Identifying to the employee behaviour that is unacceptable to Brambles Newcastle.
- 14.1.2 Providing employees, through a counselling and disciplinary process an opportunity to correct unacceptable behaviour and/or to rectify poor work performance.

-
- 14.1.3** Ensuring that where unacceptable behaviour or poor work performance persists, despite counselling and disciplinary action, that any termination that may ensue is conducted in a manner that is demonstrably fair and just.

14.2 Obligation of Employees

All employees of Brambles Newcastle are expected to:

- Carry out their duties and responsibilities to the limit of their competency and skill.
- Positively contribute to the achievement of the work objectives of their respective business unit.
- Positively participate in approved, relevant training and to provide on the job training to others where appropriate.
- Comply with work practices that are designed to promote the objective of a safe and healthy workplace.
- Comply with all reasonable and lawful instructions.
- Treat peers, other employees of Brambles Newcastle, clients, associates and members of the general community with due respect.
- Comply with the terms, conditions and commitments of the Enterprise Agreement.



Unacceptable behaviour or poor work performance may include but not be limited to the following:

- Consistent, absenteeism without valid reason.
- Lack of application to duties and responsibilities.
- Derogatory speech or action.
- Failure to comply with legal, safe and reasonable instructions.
- Illegal, dishonest acts or acts which directly conflict with the interest of Brambles Newcastle.

-
- Intimidatory acts or assaults.
 - Drunkenness, intoxication and illicit drug use

14.3 Disciplinary Procedures

The following disciplinary procedure shall apply for breaches of the Code of Conduct.

For breaches of the Code of Conduct all Brambles Newcastle employees shall be subject to a process of:

- Verbal warning/counselling
- Written warnings/counselling/training/re-training
- Termination



14.4 Warnings

When issuing warnings (verbal or written) the following matters should be taken into consideration:

- a) Employees are to be given the opportunity to have a witness or union delegate in attendance.
- b) Employees are to be advised of the nature of the specific issue generating the warning and Company's expectations in respect to that issue.
- c) Employees are to be given an opportunity to respond to the matter(s) raised in (b).
- d) Employees are to be advised that disciplinary action will continue should the problem(s) identified not be remedied. In this regard employees should be aware that termination of their contract of employment may ultimately occur.
- e) Employees are to be made aware that any written warnings issued will be placed on their personnel file.
- f) Employees are to be asked to sign a copy of the warning, any refusal to do so should simply be noted on the warning document.

14.5 Summary Dismissal

In circumstances of serious misconduct i.e. misconduct of a kind such that it would be unreasonable to require the employer to continue the employment during the notice period; the Company may summarily terminate an employees contract of employment.

15.0 HOUSEKEEPING

Employees shall as necessary and as directed comply with the following:

15.1 Paperwork

All paperwork requirements of the Company will be completed on a daily basis with acceptable attention to detail, accuracy, neatness etc.



15.2 Presentation

15.2.1 Personnel

All employees will wear so far as practicable the company issued uniforms, and safety gear and will be well spoken to customers, helpful, informative and co-operative.

15.2.2 Equipment

Cranes to be cleaned, gear checked regularly, defects reported on D.V.R.'s and minor maintenance on cranes and gear be undertaken as required.

15.2.3 Yard and Ancillary Vehicles

These to be kept clean, checked for water, lubricant, fuel levels and tyre pressures. A written defect report shall be submitted as required. It is the responsibility of all employees, if required, to wash and clean these vehicles. The Company will provide suitable facilities and consumables to encourage the cleaning of the vehicles.

15.3 Depot

All facilities to be kept clean and equipment stowed and parked properly. This work to include general yard clean up duties.

16.0 PERFORMANCE INDICATORS

- 16.1** The parties are committed to the aims of Enterprise Bargaining and have agreed to have the Consultative Committee develop Performance Indicators on an ongoing basis in areas as may be identified from time to time that are of benefit to all parties to this agreement.

The following will be the initial Performance Indicators to be monitored but others may be added or deleted over the life of the agreement as decided by the Consultative Committee and management. These agreed Performance Indicators will be displayed monthly and the Consultative Committee will meet quarterly to review their progress and examine ways to improve results if required.

- 16.2** Improve safety performance.

How measured:

- Number of reported incidents
- Lost time injury rate
- Vehicle damage costs

Base measure:

- Last 12 months figures.

- 16.3** Improve customer satisfaction.

How measured:

- Number of Non Conformance Reports (NCR's)

Base measure:

- Last 12 months figures

- 16.4** Improve business performance.

How measured:

- Total cost per hour of hire

Base measure:

- Last 12 months figures



17.0 OVERTIME

17.1 Employees will work back on overtime when requested to complete the job they are on where it is likely that job will be finished in approximately one hour.

17.2 Employees shall not work more than:

- 16 hours on any one day (16 hour shift = "Doubler")
- Two 16 hour shifts on consecutive days. (2 "Doublers" in a row).
- A maximum of 72 hours in any one week (7 days)

It is acknowledged that circumstances may arise where for safety reasons variations to this requirement shall apply. Employees will inform their supervisor if they believe such a variation is likely before it occurs.

18.0 MEAL TIMES

18.1 Meal breaks on day work shall be 30 minutes, taken between the hours of 12.00noon and 2.00pm or as otherwise agreed to suit the client departments' reasonable requirements. Day work meal breaks shall be taken as unpaid time.

Meal breaks on all other shifts shall be 20 minutes which shall be paid time. Meal breaks shall be taken to suit the operating conditions at each department where a crane is working.

18.2 Morning and Afternoon Tea Breaks

In the event that the client department allows a morning or afternoon tea break, the break shall be taken on the job and at a time to suit the operations of the department in which the crane crew is providing the service.

In the event that the taking of a morning tea break cannot be accommodated by the department then the service shall continue without break. Employees will not absent themselves from the work site for the purpose of taking a tea break that has not been authorised by the Department.

19.0 CASUALS

Casuals will be engaged for a minimum period of 4 hours with the exception of casuals employed at date of acceptance of this agreement or any permanent at date of acceptance who may be laid off and returned as a casual.

20.0 SAFETY PROCEDURES

Employees will perform all equipment inspections and other safety related duties as required by Workcover, Brambles and BHP.

These duties will include but will not be limited to:

1. Pre-start checks
2. Crane Log Book
3. Inspection of chains and slings
4. Completion of DVR reports
5. O H & S reports



21.0 EQUIPMENT MAINTENANCE

Employees will carry out minor maintenance on cranes and equipment including regular greasing, replacing light bulbs and other duties they have the required skills to perform.

22.0 REDUNDANCY

22.1 Should there be a need to reduce labour due to a reduction in the contracted crane service over the life of this agreement then the concept of "last on-first off" shall apply to any forced redundancies. The applicable redundancy payment will be 3 weeks pay for each year of service, plus pro-rata entitlement for completed months in the final year up to a maximum of 52 weeks. All other accrued leave shall be paid as per statutory requirements.

22.2 Payments for the period of notice

Payment in lieu of notice shall be 4 weeks for employees with more than 12 months service or pro-rata if less than 12 months.

In addition, employees over 45 years of age at the time of the giving of the notice with not less than two years continuous service, shall be entitled to an additional week's notice.

23.0 USE OF R.D.O. HOURS

If it is found during a day there is not enough work to keep all employees gainfully occupied for the full day (due to rain, cancellations etc.) then employees can be asked to go home with the remaining ordinary hours of the day to be taken from the accrued R.D.O. hours.

This can only be done with the employees agreement.



24.0 OTHER YARD PRACTICES

The existing practice of any duty that is peripheral to or ancillary to crane operators shall be continued to be carried out as an integral part of this Agreement. This may include but is not limited to the following:

- Dogman's duties
- Rigging duties
- Rigging audits
- Labouring duties e.g. mats, planks etc.
- Temporary supervisory duties
- Site inspections
- Assistance in crane assembly and disassembly
- Minor mechanical maintenance and assistance with repairs
- Driving of trucks

Which shall continue to be undertaken provided the employee has the skills to carry out these duties. Whilst these ancillary and peripheral duties are being carried out the employee shall remain at the pay rate of their existing classification unless the function is a higher classification than existing.

25.0 QUALITY ACCREDITATION

The parties to this Agreement commit themselves to maintaining, improving and following the Quality Assurance programs and procedures.

26.0 CUSTOMER SERVICE

The parties to this Agreement commit themselves to adhering to the "Charter for Customer Service" as attached in Appendix 1.



27.0 TRAINEES

All employees covered by this agreement will assist in providing on-the-job experience to trainees to the best of their ability.

28.0 REGULAR MEETINGS

To facilitate and assist good communications between the J.C.C. and employees regular meetings as required (but not more than once per month) may be called. All employees not on a job are encouraged to attend.

Such meetings will be prior to or after normal working hours and be for a maximum of one (1) hour which will attract no payment.

29.0 INDUCTIONS

It is a requirement of BHP to attend inductions and refresher inductions to be able to work on site at all BHP departments.

Employees will keep track of their inductions and inform their supervisor in advance of inductions falling due for renewal.

Employees will make themselves available for inductions outside of normal working hours when necessary and the first two hours each year would be unpaid.

30.0 WAGE RATES

30.1 Previous Agreement

The following wage adjustments occurred with the previous agreement.

Classification	Base Rate	Phase 1 14/9/94	Phase 2 14/9/95	Phase 3 Dec. 1996
Grade 1 (Hoists 50ft)	\$442.00	\$502.52	\$525.08	\$530.33
Grade 2 (Hoists 75ft)	\$465.20	\$522.20	\$544.76	\$550.21
Grade 3 (Hoists 90ft) (Cranes 0-20T)	\$490.40	\$550.85	\$573.39	\$579.12
Grade 4 (Cranes 20-40T)	\$503.60	\$564.03	\$586.59	\$592.46
Grade 5 Cranes (40-80T)	\$516.50	\$576.93	\$599.49	\$605.48
Grade 6 (Cranes 80- 200T)	\$582.40	\$631.40	\$665.39	\$672.04
Leading Hand	\$514.80	\$585.23	\$607.79	\$613.87

- * Note: \$57.00 payment includes \$8.00 safety net.
- * Note: Grade 6 highest - Grade 1 lowest.

30.2 This Agreement

The following wage adjustments shall apply in this agreement.

Payment of special contract allowance of \$20.00 per day will commence at the commencement of this agreement. This allowance covers all industry, site, disadvantage or other allowances currently applicable or that may become applicable over the life of this agreement.

This allowance shall be payable for every day upon which an employee works or reports for work in accordance with the employer's requirements but shall not be taken into account in calculating overtime, penalty rates, annual leave, sick leave or RDO's.

This agreement will provide an initial increase of 5% on acceptance of the agreement, a further 5% 12 months from this date and a final 5% 24 months from this date.

The Grade 4 rate as at December 1996 will be used as the basis of the 5% increase with all employees receiving the same dollar increase. (See following table)

Registered
Enterprise Agreement
Industrial Registrar

Classification	Base Rate Dec.'96	Initial Increase 5%	12 months 5%	24 months 5%
	Grade 4 Base			
		\$29.62	\$31.10	\$32.66
Grade 1 (Hoists 50ft)	\$530.33	\$559.95	\$591.06	\$623.72
	\$13.96	\$14.74	\$15.55	\$16.41
Grade 2 (Hoists 75ft)	\$550.21	\$579.83	\$610.94	\$643.60
	\$14.48	\$15.26	\$16.08	\$16.94
Grade 3 (Hoists 90ft) (Cranes 0-20T)	\$579.12	\$608.74	\$639.85	\$672.51
	\$15.24	\$16.02	\$16.84	\$17.70
Grade 4 (Cranes 20-40T)	\$592.46	\$622.08	\$653.19	\$685.85
	\$15.59	\$16.37	\$17.19	\$18.05
Grade 5 Cranes (40-80T)	\$605.48	\$635.10	\$666.21	\$698.87
	\$15.93	\$16.71	\$17.53	\$18.39
Grade 6 (Cranes 80-200T)	\$672.04	\$701.66	\$732.77	\$765.43
	\$17.69	\$18.46	\$19.28	\$20.14
Leading Hand	\$613.87	\$643.49	\$674.60	\$707.26
	\$16.15	\$16.93	\$17.75	\$18.61

31.0 MANNING 200T CRANE

31.1 A two man crew on the 200T crane will be paid the same rate provided both people are fully qualified and can operate the crane safely.

31.2 Three men will be used when required for setting up counterweights, flies and other configurations.

31.3 Also when a rigger is required, three men will be used.

31.4 If the crane is required to work outside BHP then the same manning procedures will be followed.

32.0 EXTRA CLAIMS

32.1 The parties to this agreement will not make claims for improvements in wages and conditions except where consistent with the processes identified in this agreement.

32.2 Any wage adjustments defined in accordance with future State Wage Case decisions which may be concerned during the life of this agreement will be absorbed into any increases paid or allowable under this agreement.

33.0 SINGLE BARGAINING UNIT

33.1 An enterprise committee made up of employer and employee representatives was established for the purpose of implementing enterprise bargaining in accordance with the State Wage Decision dated 31 December 1993 (IRC 2736 OF 1993)

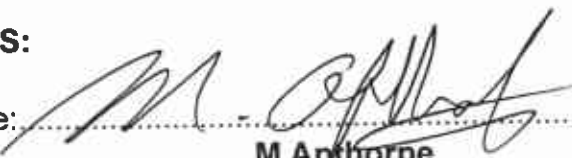


34.0 RENEGOTIATION OF AGREEMENT

The parties will meet to commence negotiations on a new agreement 6 months prior to the expiration of this agreement.

This Agreement has today been accepted by the company and the employees it covers and all parties agree to abide by this agreement from this date and work towards a speedy formal registration of the agreement with the Industrial Commission.

for **BRAMBLES INDUSTRIAL SERVICES:**

Signature: 
M Apthorpe
Regional Manager - Northern NSW

Signature: 
K Austin
BHP Crane Contract Manager



for **EMPLOYEE ENTERPRISE BARGAINING COMMITTEE:**

Signature: 
G Nicholes

Signature: 
D Wand

Signature: 
A Scheinecker

Signature: 
J Alvos

Signature: 
C McGowan

Signature: 
A Lyall
Newcastle Sub-Branch Secretary

for **T.W.U:**

BRAMBLES INDUSTRIAL SERVICES
BHP CRANE CONTRACT
CHARTER FOR CUSTOMER SERVICE



All employees of Brambles Industrial Services recognise that to maintain and grow our business requires excellent working relationships to be developed with our customers. Although our contract is with one overall customer, BHP, there are many departments that make up our actual day-to-day customers. It is only through an excellent relationship with each of these departments that we satisfy the overall customer. The observance and following of a few major factors are critical to these relationships that we rely upon so much.

- Always be courteous to the customer (even though sometimes they may not return this.)
- Be helpful in assisting them to solve their problems. But if you don't know call for assistance.
- Do not complain about our company in front of customers or third parties. Everything is not always right but it doesn't do our business any good telling that to others. Use internal channels of communication to solve our differences.
- Tell anyone who wishes to listen about the good things happening in our company.
- Get on with the job. Customers and others do not like seeing expensive machinery and people idle. If nothing to do then find something productive to do. i.e. clean the equipment.
- Wear uniforms in a neat and tidy manner.
- Always act in a safe and professional way.
- Do what you tell people you will do. Don't make promises you cannot keep.
- If a mistake is made then admit it and then go about fixing the problem.
- Work as a team.