

**REGISTER OF
ENTERPRISE AGREEMENTS**

ENTERPRISE AGREEMENT NO: EA01/285

TITLE: BOC Gases Australia Limited Sydney Gassurance Enterprise Agreement, 2000

I.R.C. NO: 2001/1966

DATE APPROVED/COMMENCEMENT: 10 August 2001/1 July 2000

TERM: 36 months

**NEW AGREEMENT OR
VARIATION:** New. Replaces EA99/222

GAZETTAL REFERENCE: 12 October 2001

DATE TERMINATED:

NUMBER OF PAGES: 21

COVERAGE/DESCRIPTION OF

EMPLOYEES: Applies to all team members engaged as Sales Service Providers or Team Leaders employed in Sydney

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



**BOC Gases Australia Limited
Sydney Gas Assurance Enterprise Agreement
2000**

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1. Title

This Enterprise Agreement will be known as the BOC Gases Australia Limited Sydney Gassurance Enterprise Agreement, 2000.

2. Arrangement

Clause Subject Matter

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3. Application of Agreement

This Agreement will apply to Gassurance team members employed in Sydney who are not salaried staff employed on individual contracts.

This Agreement will interface with the Transport Industry Mixed Enterprises Interim (State) Award 1984 ("the Award") in respect of those team members to whom this Agreement applies and who are covered by that Award, provided that where there is any inconsistency, this Agreement will apply.

4. Parties Bound

This Agreement will be binding on:

- (a) BOC Gases Australia Limited ("Gassurance");
- (b) All team members engaged as Sales Service Providers (SSPs) or Team Leaders, whether members of the Union or not, whose employment is, at any time when the Agreement is in operation, subject to this Agreement ("team members");
- (c) Transport Workers' Union of Australia, New South Wales Branch ("Union").

5. Duration and Renegotiation of Agreement

This Agreement will operate from the first pay period after 1st July 2000, and will remain in force until 1st July 2003.

The parties agree to commence negotiations for a new collective Agreement to succeed this Agreement at least 3 months before the nominal expiry date of this Agreement. The parties intend to conclude these negotiations prior to the nominal expiry date.

Should negotiations for a new collective Agreement not be finalised prior to the nominal expiry date of this Agreement, the Agreement will continue to be observed for all team members by the parties, subject to the rights of the parties under the Act.

6. Purpose of the Agreement

Goals

This Agreement will support the establishment of an environment where all team members work together to achieve the business goals of BOC Gases Gassurance, thereby securing positive outcomes for BOC Gases, its team members and its customers.

These goals are:

People	Attract, develop and maintain a diverse team of motivated and talented individuals working in a team environment that fosters high involvement, innovation, respect and the chance to achieve full potential.
Growth & Profitability	Achieve business growth and profitability, which maximises shareholder value.
Product & Service Information	Innovate, develop and maintain products and services which lead the market in new directions.
Market Orientation	Provide customer service levels which are the best in the industry.

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Resource Utilisation	Create value through effective use of all resources and facilities.
Corporate Responsibility	Demonstrate by our actions a commitment to the health and safety of our team and our customers. Contribute to protection of the environment and the communities in which we live and work.
Process Improvement	Constantly review and improve the way we do things.

The parties are committed to the following principles as the means of achieving these goals:

- (a) Effective communication, consultation and participation in workplace problem solving;
- (b) Providing excellent service to both external and internal customers "on time and in full";
- (c) Achieving continuous improvement of processes, systems and procedures;
- (d) Full co-operative participation in effective performance management and assessment;
- (e) Training and multi-skilling to maximise job satisfaction, employability and BOC Gases business performance;
- (f) Innovative, effective and open workplace relations built on flexibility, trust and mutual respect;
- (g) Safe, healthy and environmentally conscious practices throughout Gassurance;
- (h) Acting ethically, responsibly and co-operatively as BOC Gassurance team members with one another, our customers and business associates;
- (i) Developing an achievement orientated work environment where recognition and reward, are based on the individual and team contributions to the Gassurance culture, goals and success.

7. Consultation and Participation

Recognising that Gassurance has the responsibility to initiate business changes, organisational changes and continuous improvement and the right and obligation to manage the business, a consultation process will be used comprising Toolbox Meeting Teams. Such teams will be established with an appropriate and balanced representation.

The role of such teams may include:

- (a) Developing improved customer focus;
- (b) Monitoring organisational performance against established targets;
- (c) Identifying general learning needs and making recommendations for the use or development of programs to meet those needs;
- (d) Reviewing productivity and correcting any problems through co-operation and consultation;
- (e) Planning and initiating action to address issues identified;
- (f) Monitoring unplanned absences and identifying solutions and opportunities for improvement.



8. Information Sharing / Communication

The parties agree to work together to develop and maintain a two-way flow of information and to share the following information:

- (a) Gassurance's strategic direction, key goals, and the role of each team member in achieving the goals set out in this Agreement;
- (b) Gassurance's relative strengths and weaknesses in comparison with our competitors, and best practice;
- (c) Customers' needs and expectations, and the extent to which they are being satisfied;
- (d) Consistent with our goals, channels of communication will include:
 - Regular team briefings
 - News bulletins
 - Notice boards
 - Orientation and training material
 - Display of performance measures
 - Regular review of business performance
 - Informal communication channels

9. Policies and Procedures

A range of matters relating to employment is regulated by BOC Gases policies and procedures which are summarised in the Welcome to BOC handbook, which is provided to all employees. These policies and procedures are changed from time to time as BOC Gases considers it necessary and appropriate. BOC Gases will ensure that all relevant items are covered during orientation and other training for team members.

9.1 Safety Health & Quality Policies

BOC Gases acknowledges its responsibility for providing a safe and healthy working environment. To this end, BOC Gases will provide safe systems of work, ensure that there are no unsafe conditions and provide necessary training and information for team members.

Team members are required to acknowledge their responsibility for working in a safe manner and taking reasonable care of their own and others' safety while at work. Team members will co-operate with BOC Gases initiatives to improve safety and follow all required health and safety policies and procedures.

9.2 Rehabilitation

To enable speedy and effective rehabilitation strategies to be established and reviewed (for both work related and non-work related injuries and related conditions), team members may consult their own medical physician or specialist. However, when required or requested by BOC Gases, team members will consult a BOC Gases nominated medical practitioner in accordance with the prevailing State Act. To maximise the opportunity for injury recovery, return to work programs may ideally be conducted on day shift.

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9.3 Protective Clothing

All protective clothing and equipment will be supplied by BOC Gases and such clothing and equipment will be worn and/or used by team members. Failure to comply will involve the team member in performance counseling. Protective clothing or equipment will be replaced on a needs basis, when unserviceable.

10. Team Member Duties

SSPs and Team Leader will carry out the functions as set out in the position descriptions included in Appendix 4. Duties include the need for all team members to be sufficiently skilled to be able to transfer and/or relieve across multiple Gassurance markets. Gassurance will provide the training and development to support team members in meeting their duties and to achieve the required flexibility to work in multiple market segments.

The parties agree that Gassurance has the flexibility to conduct its operations within the full scope offered by this Agreement. Team members will work as requested performing work as efficiently as possible, limited only by skill, competence and training.

11. Hours of Work

11.1 Rostered Hours

The Gassurance operation is diverse in terms of market segments, customers and delivery vehicles. Recognising this, the goals of Gassurance, particularly safety, growth, profitability, market orientation and resource utilisation are more likely to be achieved by developing an optimal set of runs. A run is defined as a consistent workload planned in advance to a set of customers on a specific vehicle and day. A roster of team members will be maintained in advance to service the runs.

Generally, each run will be designated as part of a five (5) day or four (4) day week and team members can expect to be rostered to either. Team members can elect to nominate their preferred market segment and run. Where practical, the runs will be rostered accordingly and, all things being equal, seniority must apply.

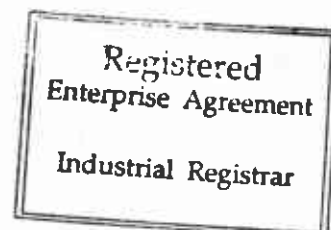
In the case of runs which are part of a five (5) day week, team members will be rostered to work five days averaging 45 hours per week on an annual basis, exclusive of unpaid meal breaks. In the case of runs which are part of a four (4) day week, team members will be rostered to work four days averaging 45 hours per week on an annual basis, exclusive of unpaid meal breaks.

The actual number of hours worked on any one day will vary and will be determined by operational and customer requirements. Team members will be required to be available to work a reasonable number of additional hours on any day (Monday to Friday) which may be necessary to service the customers of absent team members, to complete jobs, to attend meetings or for training. The annual salary set out in Clause 12 provides for team members to work an average of 45 hours per week exclusive of unpaid meal breaks. The salary provides for flexibility in the length of any working day (Monday to Friday) and provides for either four (4) day or five (5) day working weeks.

Recognising the seasonal nature of some markets serviced by Gassurance, it is understood that some runs will be subject to heavier than usual workloads during their busy seasons, balanced by lighter workloads during their low seasons.

11.2 Span of Working Hours

Excluding call out, the following spans of hours apply:



- day work is defined as any shift the rostered hours of which start at or after 5:00AM and finishing at or before 6:00PM

11.3 On-Call Arrangements

In order to satisfy essential operational or customer service requirements, a team member will be required on a rostered on-call basis to attend to unscheduled servicing and/or delivery requirements. This includes after hours, weekends and public holidays.

With the exception of new starters, all team members are expected to join the on-call roster if requested to do so by Gassurance. Training will be provided by Gassurance.

Team members are expected to arrange their normal work to ensure the need for call outs is minimised in their customer base.

11.4 Shift Arrangements

During the period of this Agreement, further shifts may be rostered after discussion between the team members and Gassurance on how best to service customer needs within a shift structure. Unless circumstances are beyond the control of Gassurance, seven (7) days notice of change of shift patterns will be given.

A base hourly rate is set out in Appendix 1 upon which any shift allowances will be calculated if so required.

11.5 Safety Net

To ensure SSPs are not asked to work excessive hours, the following safety net arrangements will apply:

- A system to record and track hours worked will be maintained by Gassurance.
- Handwritten daily team member activity records will be retained for at least two years.
- An up-to-date output of hours worked will be provided to each team member on a three-monthly basis.
- Hours worked by team members will be reviewed by the Toolbox Meeting Team on a three-monthly basis. This meeting will recommend actions to address any anomalies, which may include changes to rosters, runs or manning.
- An additional review of hours worked by each individual will be undertaken on a twelve-monthly basis. If an employee has averaged more than 45 hours per week over the twelve-month review period, he/she will be allocated time off in lieu on an hour for hour basis for any excess hours.
- Time off in lieu for the twelve-month period from the inception date of this agreement, and for each twelve-month period thereafter, will only become available to employees after each twelve-month review is completed.
- In the event that an employee averages less than 45 hours per week over a twelve month period, that employees hours will be considered as having averaged 45 hours per week for the year and he will not be deemed to owe hours to BOC. Any hours worked record will be reset to zero for the next twelve month period.
- If an employee leaves BOC for any reason and has averaged less than 45 hours per week over a twelve month (or less) period, that employee will not be deemed to owe hours to BOC. If the employee who leaves BOC averages greater than 45 hours per week he/she will be paid for the excess hours at normal time.

At the end of twelve months, discussions will be held over the continuation of the safety net clause.

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12 Remuneration

12.1 Full Time Team Members

Remuneration to be paid to full time team members may include, on-call allowance and incentive payment.

12.1.1 Salary

Annual salaries, as set out in Appendix 1, will be paid monthly by EFT into team members' nominated bank accounts. The salaries are inclusive of all the Award allowances and penalty rates (eg. overtime rates, call-out hours, annual leave loading, rostered days off, meal allowances, kilometre allowances, Union's picnic day, shift allowance for afternoon on-call coverage etc). The salaries will be the base upon which superannuation contributions and paid absences (eg. Annual Leave, Sick Leave, Long Service Leave etc) will be calculated.

12.1.2 Salary Adjustment

There will be a salary increase of 4.0% from the first pay period on or after 1st July 2000, a further increase of 4.0% from the first pay period on or after 1st July 2001 and a further increase of 4.0% from the first pay period on or after 1st July 2002.

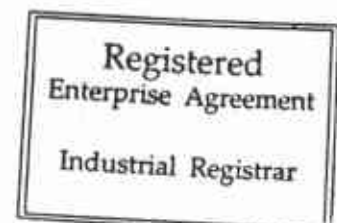
12.1.3 GST Impact

During the second year of this Agreement, the parties may review the impact of the implementation of the GST on the annualised CPI once 12 months published CPI data, post GST, is available. If as a result of the GST, the annualised CPI has increased to a level that is not more than balanced by the beneficial impacts of the wage increases in this Agreement and the general reductions in taxation, then the team members and the union have a right to enter discussions with the Company about a wage increase over and above the schedule increases specified in this Agreement. This will not constitute a reopening of the terms of the Agreement, however, it provides the mechanism for a further payment to be made as a result of this clause during the life of the Agreement. If agreement cannot be reached between the parties, the matter will be referred to the NSW Industrial Relations Commission for determination. Clause 13 of this agreement will be adhered to.

12.1.4 On-Call Allowance

The on-call allowance, as set out in Appendix 1, will be paid following team members' completion of a week of on-call service and submission of a callout advice form for approval.

An additional on-call payment, as set out in Appendix 1, will be paid to team members rostered on call on public holidays.



12.1.5 Incentive Scheme

Objectives

The scheme has been established to encourage the achievement of superior business results and provides a mechanism to recognise and reward superior team performance.

Rules and Regulations

- (a) The incentive scheme will be calculated and reported monthly.
- (b) The KPIs upon which the incentive scheme will be based are as set out in Appendix 2.
- (c) The amounts to be paid are as set out in Appendix 2.
- (d) All payments are subject to PAYG tax and will be paid through payroll.
- (e) Payments will be made in June (for the October to March period) and December (for the April to September period).
- (f) Full time team members must work a minimum of two months during each payment period to qualify for any pro-rata payment of the scheme.
- (g) Full time team members who leave the Company during a period are not entitled to any pro-rata payment calculation for that period.
- (h) Full time team members on paid annual, sick or long service leave will continue to have payments calculated under the scheme.
- (i) Team members on unpaid leave will not have payments calculated under the scheme during the period of unpaid leave.

12.2 Part Time Team Members

Team members who are employed as part time Sales Service Providers (SSPs) will be paid an all inclusive salary on a pro rata basis for the hours worked. The parties agree that should part time team members be required during the life of the Agreement, the matter will be discussed.

12.3 Casual Team Members

Agency contract staff or casual Gassurance team members will be used from time to time. The payment for casual team members will be based an hourly rate calculated from a full time SSP annual salary. An additional 15% casual loading and 8.33% loading in respect of annual leave for ordinary hours worked Monday to Friday will apply. Award penalty rates will be applied directly to the rate for all hours worked in excess of 8 ordinary hours on weekdays, and for hours worked on shift, weekends or public holidays.

12.4 Special Events

There may be planned operational requirements outside of normal working hours. These requirements will be met either by:

- (a) Team members who are not on call who will receive a payment as set out in Appendix 1 for any hours worked up to 4 hours (which may include more than one job) a payment as set out in Appendix 1 for any hours worked between 4 and 8 hours (which may include more than one job) or;
- (b) Casual team members (paid as per clause 12.3) or;
- (c) An agreement between the parties on an alternative arrangement which may include shiftwork.



13 Uninterrupted Service to our Customers

All parties commit to resolving issues in accordance with the following procedure and continue providing service to our customers without interruption or delay.

Procedure:

- (a) Grievances or disputes are to be discussed promptly between team members and their immediate Manager with every attempt to identify issues and find solutions;
- (b) If matters cannot be resolved, the National Gassurance Manager may be involved. At any stage of this process, team members may elect to have a nominated representative involved, which may be the accredited Union representative;
- (c) In the event of no Agreement, a mutually agreed mediator may be used to assist in achieving a resolution;
- (d) In the event of no resolution using the mediator, the parties will refer the dispute to the NSW Industrial Relations Commission for final resolution. The parties will accept the determination of the Commission.

Essential Services and Customers:

It is agreed that certain essential operations (including but not limited to medical, safety, food/hygiene, environmental, continuous operation processes) and agreed priority customers will continue to be serviced and supplied during any industrial action, including stoppages resulting from matters outside the direct control of the Company. A list of agreed essential and priority customers will be maintained by BOC and reviewed annually with the TWU delegates.

14 Workplace Change

The parties agree that Gassurance needs the flexibility to conduct its operations within the full scope of this Agreement to remain competitive. Working arrangements will, through the term of this Agreement, meet customer service and operational requirements and will be varied as necessary during the Agreement term to meet those objectives. Workplace change will be addressed through Toolbox Meeting Teams.

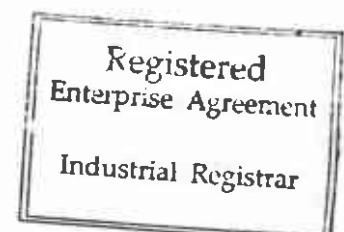
15 Redundancy

Where a decision has been made by BOC Gases that a full time or part time position is no longer required to meet business needs and there is an employee in the position, the conditions set out in Appendix 3 will apply.

16 Union Access

A nominated representative or official of the Union is entitled to enter the site to interview and consult with team members, without unreasonably interfering with Gassurance business. It is expected that the Union official will:

- (a) Give adequate notice to the Manager so that any meeting arranged can be scheduled to minimise disruption to customer service;
- (b) Inform the Manager concerned upon arrival at the site;
- (c) Comply with all site security and safety requirements.



17 No Net Detriment

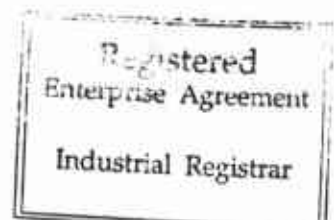
In keeping with the requirements of Section 35 of the New South Wales Industrial Relations Act 1996, this Agreement provides no net detriment to team members covered by this Agreement when compared with the aggregate package of conditions of employment under the Award that would otherwise apply to team members. The reference classification at present for team members under the Award is Transport Worker Grade 4.

18 No Extra Claims

The Union undertakes that during the period of operation of this Agreement, any increases in the Award granted will be absorbed except for those provided under the terms of this Agreement.

19 No Duress

No party has entered into this Agreement under duress.



20 Signatories

THIS ENTERPRISE AGREEMENT IS SIGNED FOR AND ON BEHALF OF THE EMPLOYEES OF BOC GASES AUSTRALIA LIMITED.



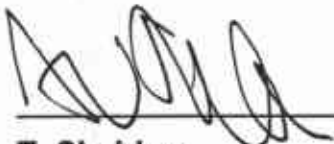
R. Williams
Gassurance Team Member
& TWU Delegate

Date: 10/11/00



M. Henderson
Gassurance Team Member
& TWU Delegate

Date: 9/11/00



T. Sheldon
State Secretary, TWU

Date: 8/2/01



S. O'Brien
Organiser, TWU

Date: 15/2/01



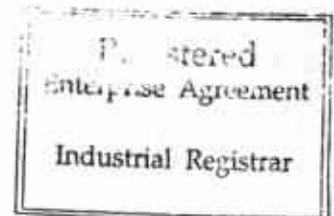
J. Martin
BOC Gases Australia Limited

Date: 9/11/00



J. Edwards
BOC Gases Australia Limited

Date: 2/3/01



Appendix 1 - Job Classifications, Rates Of Pay and Allowances

Job classifications and rates of pay for full time team members are as follows:

Title	Salary 01/07/00	Salary 01/07/01	Salary 01/07/02
SSP (not participating in on-call roster)	\$44,836	\$46,629	\$48,495
SSP (trained and participating in on-call roster)	\$47,846	\$49,760	\$51,750
Team Leader	\$52,846	\$54,960	\$57,158

Base Hourly Rates	1/7/00	1/07/01	1/7/02
	\$15.67	\$16.30	\$16.95

Allowances are as follows:

Allowance	Standard Rate	Public Holiday Rate
On Call Allowance (Per Day)	\$50	\$250
Special Event Payment (Up To 4 Hours Work)	\$125	\$250
Special Event Payment (4 To 8 Hours Work)	\$250	\$350



Appendix 2 - Incentive Scheme KPIs and Payments

KPIs for the incentive scheme are as follows:

Score	Sales Growth (Including Delivery Charges)			Reducing Factors
	(A) HOSPITALITY	(B) CRYOSPEED	(C) OXYCARE	
10	Last Year + 13.0%	Last Year + 13.0%	Last Year + 13.0%	One AMVA will result in a 25% reduction in bonus. Two AMVAs will result in a 50% reduction in bonus. Three AMVAs will result in no bonus. Mobile phone charges greater than \$2000 pa will be deducted from final bonus payment.
9	Last Year + 10.5%	Last Year + 10.5%	Last Year + 10.5%	
8	Last Year + 9.0%	Last Year + 9.0%	Last Year + 9.0%	
7	Last Year + 8.0%	Last Year + 8.0%	Last Year + 8.0%	
6	Last Year + 7.0%	Last Year + 7.0%	Last Year + 7.0%	
5	Last Year + 6.0%	Last Year + 6.0%	Last Year + 6.0%	
4	Last Year + 5.0%	Last Year + 5.0%	Last Year + 5.0%	
3	Last Year + 4.0%	Last Year + 4.0%	Last Year + 4.0%	
2	Last Year + 3.0%	Last Year + 3.0%	Last Year + 3.0%	
1	Last Year + 1.5%	Last Year + 1.5%	Last Year + 1.5%	
0	Last Year + 0.0%	Last Year + 0.0%	Last Year + 0.0%	

Notes:

Each market (Hospitality, Cryospeed, OxyCare) will be scored out of 10. The scores for each of these will be totalled to give a score out of 30.

Incentive payments will be calculated as follows:

Total Score	Maximum Annual Payment
30	\$4,785
29	\$4,626
28	\$4,466
27	\$4,307
26	\$4,147
25	\$3,988
24	\$3,828
23	\$3,669
22	\$3,509
21	\$3,350

Total Score	Maximum Annual Payment
20	\$3,190
19	\$3,031
18	\$2,871
17	\$2,712
16	\$2,552
15	\$2,393
14	\$2,233
13	\$2,074
12	\$1,914
11	\$1,755

Total Score	Maximum Annual Payment
10	\$1,595
9	\$1,436
8	\$1,276
7	\$1,117
6	\$957
5	\$798
4	\$638
3	\$479
2	\$319
1	\$160



Appendix 3 - Redundancy

- (a) Where a decision has been made by BOC Gases that a full time or part time position is no longer required to meet business needs and there is an employee in the position, discussions will take place between BOC Gases and the employee affected.
- (b) Where the intention of the Company is to reduce the number of people performing work of the same kind, the Company may call for expressions of interest in voluntary redundancy from employees in the area(s) affected.

Acceptance of volunteers will be at the Company's discretion, having regard to the competencies the Company wishes to retain.

- (c) Before the employment of an employee is terminated as a result of being in a redundant position, alternative employment opportunities for the employee within the Company will be investigated. These alternatives may include transfer to another position, or transfer to another location within the Company.

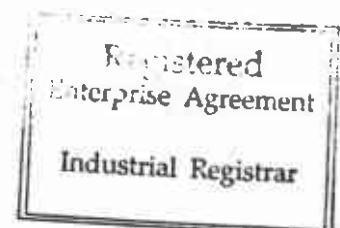
Selection of employees for alternative positions will be based on the competency and work performance of employees, and on the basis of best fit with the requirements of the position and the employing business unit.

Where the rate of pay for the alternative position is lower than the employee's current rate of pay, the current rate will be maintained until such time as the appropriate rate of pay for the incumbent in the alternative position exceeds his/her current rate of pay.

An employee appointed to an alternative position will be trained to ensure they can fully meet the requirements of the position.

Acceptances of offers of alternative employment will be subject to a three-month trial/probationary period, where positions are not substantially the same. At the end of this time an employee will retain his/her eligibility for redundancy payments if the Company or the employee determines that the position is not suitable.

- (d) An employee whose employment is to be terminated due to redundancy will receive notice (or payment or forfeiture of payment in lieu of notice) in accordance with the notice of termination clause of this Agreement/The Transport Industry Mixed Enterprises Interim (State) Award 1984.
- (e) In addition to the period of notice, an employee whose employment is terminated due to redundancy will receive the following severance pay:
 - (i) the payment of 6 weeks pay, plus 3 weeks pay for each completed year of continuous service with pro-rata payment for any additional continuous service of less than a completed year;
 - (ii) the rate of pay used to calculate this payment is the employee's rate of pay in the relevant classification in Schedule A;
 - (iii) the payment from (i) above will not be more than the equivalent of 52 weeks pay
 - (iv) An additional loading will also apply to employees Age 45 or more.



The loading is as follows:

Age	Loading %
45+	5%
46+	10%
47+	15%
48+	20%
49+	25%

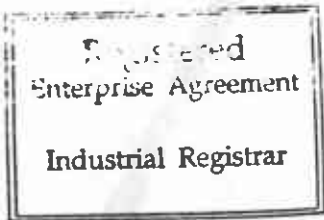
- (f) If the period of when an employee is advised of his/her position being redundant is greater than the period specified in the notice of termination clause of this Agreement / Transport Industry Mixed Enterprises Interim (State) Award 1984, he/she will only receive severance pay if his/her last day of service is during the notice period specified in this Agreement's/the Award's or some other mutually agreeable date.
- (g) A career counselling service will be provided, as deemed appropriate by the Company in the particular circumstances of each case.
- (h) During any period of notice given to an employee whose employment is to be terminated due to redundancy, the employee may take reasonable time off to attend job interviews at times mutually agreed between the employee and his/her immediate manager.

Appendix 4 – Position Descriptions

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ROLE DESCRIPTION – GASSURANCE TEAM LEADER, LIDCOMBE

TITLE	Gassurance Team Leader Lidcombe
REPORTING TO	Gassurance Manager, NSW
PURPOSE & SCOPE	<ul style="list-style-type: none"> To deliver products safely to Gassurance customers. To grow sales revenue and gross profit within a nominated territory by acquiring new business and improving the profitability of existing business. To provide coaching and guidance to SSP's.
ACCOUNTABLE FOR	TYPICAL MEANS OF DELIVERY
Service	<ul style="list-style-type: none"> Delivers products on time to point of use. Changes over cylinders / equipment. Sets up equipment, services equipment. Provides urgent same day deliveries if required. Provides after hours call-out if required. Works to flexible start / finish times if required. Follows up issues on behalf of customers (eg invoicing issues). Maintains a territory call plan to help prevent stock-outs. Provides customers with training and/or brochures if required. Works with the CSC. Is trained or can be trained in all Gassurance markets. Ensures SSP's work to the above standards
Safety	<ul style="list-style-type: none"> Drives defensively to avoid accidents and promotes defensive driving. Complies with all legal requirements of driving (eg driving hours). Complies with company driver safety program. Completes vehicle pre-travel checks daily. Organises scheduled and breakdown maintenance for vehicle. Wears required PPE at all times and ensures all SSP's do so. Uses and promotes use of safe manual handling techniques. Performs safety checks at customer sites (Eg checks for gas leaks, larger volumes than normal, ice on Gasmatics, Cellaguard monitors working, safety signs in place).
Cost	<ul style="list-style-type: none"> Records daily KPI data. Assists with management of labour and fleet costs and recommends improvements where appropriate. Organises deliveries in territory as efficiently as possible. Categorises customers in terms of service requirements (ie ranging from minimalist service to a fully managed gas supply).
Sales Effectiveness	<ul style="list-style-type: none"> Provides monthly reports. Regularly makes contact with location manager. Cross-sells other gas, equipment and safety products to existing customers. Participates in sales promotions. Provides quotes (for smaller customers). Signs up new accounts (for smaller customers). Accepts COD. Liases with sales reps to achieve larger sales. Liases with sales reps for technical advice. Provides feedback regarding the market and competitor activity. Follows up leads generated by CSC or telemarketing. Coaches SSP's on achievement of the above.
Pricing Effectiveness	<ul style="list-style-type: none"> Maximises profitability of existing business. Coaches SSP's in price negotiation
Cylinder Holdings	<ul style="list-style-type: none"> Maintains accuracy of cylinder holdings through accurate paperwork and weekly stock counts. Ensures cylinder deliveries to and from SOC are complete and that required paperwork is completed correctly and on time.



Professional Standards	<ul style="list-style-type: none"> • Well presented at all times. • Wears appropriate PPE. • Keeps yard clean and tidy • Keeps vehicle clean and tidy. • Polite to customers. • Friendly, service oriented, 'can do' attitude. • Maintains a current drivers licence and DG licence. • Leads/participates in group meetings.
KEY PERFORMANCE CRITERIA	<ul style="list-style-type: none"> • Service Level (stock-outs are considered as service failures) • Zero avoidable accidents • Cost at or below plan • Core sales • Cross sales
DIMENSIONS	<ul style="list-style-type: none"> • Sales budget: TBA • Geography: Sydney Metro/Wollongong & Blue Mountains
SKILLS / KNOWLEDGE	<p>Minimum Requirements:</p> <ul style="list-style-type: none"> • Good driving record. • Strong time management and organisation skills. • Strong oral and written communication skills. • Strong influencing/motivation skills • Strong negotiation skills • Track record of on-target or better performance <p>Preferable:</p> <ul style="list-style-type: none"> • Relevant market or industry experience. • Experience in a customer contact role. • Experience in a leadership/coaching role • Knowledge of SAP
KEY COMPETENCIES	<ul style="list-style-type: none"> • Functional Capability (ie sound level of technical skill) • Customer Orientation (ie primary focus on customers) • Teamwork (ie works collaboratively with others to deliver a common goal) • Performance Orientation (ie maximises one's own contribution, self-motivated) • Organisational Commitment (ie works with other areas to achieve overall business goals) • Influencing (ie able to persuade others)
MAIN BUSINESS CHALLENGES	<ul style="list-style-type: none"> • To operate safely with zero accidents. • To ensure products and services are supplied to customers on time, within specification and in full. • To develop the sales capabilities of SSP's. • To manage stocks on customers' sites and schedule replenishment. • To achieve revenue targets. • To develop a well motivated team culture



ROLE DESCRIPTION - SALES SERVICE PROVIDER (SSP)

TITLE	Sales Service Provider (SSP)
REPORTING TO	Gassurance Manager
PURPOSE & SCOPE	<ul style="list-style-type: none"> To deliver products safely to Gassurance customers. To grow sales revenue and gross profit within a nominated territory by acquiring new business and improving the profitability of existing business.
ACCOUNTABLE FOR	TYPICAL MEANS OF DELIVERY
Service	<ul style="list-style-type: none"> Delivers products on time to point of use. Changes over cylinders / equipment. Sets up equipment, services equipment. Provides urgent same day deliveries if required. Provides after hours call-out if required. Works to flexible start / finish times if required. Follows up issues on behalf of customers (eg invoicing issues). Maintains a territory call plan to help prevent stock-outs. Provides customers with training and/or brochures if required. Works with the CSC. Is trained or can be trained in all Gassurance markets.
Safety	<ul style="list-style-type: none"> Drives defensively to avoid accidents. Complies with all legal requirements of driving (eg driving hours). Complies with company driver safety program. Completes vehicle pre-travel checks daily. Organises scheduled and breakdown maintenance for vehicle. Wears required PPE at all times. Uses safe manual handling techniques. Performs safety checks at customer sites (Eg checks for gas leaks, larger volumes than normal, ice on Gasmatics, Cellaguard monitors working, safety signs in place).
Cost	<ul style="list-style-type: none"> Records daily KPI data. Organises deliveries in territory as efficiently as possible. Categorises customers in terms of service requirements (ie ranging from minimalist service to a fully managed gas supply).
Sales Effectiveness	<ul style="list-style-type: none"> Provides monthly reports. Regularly makes contact with location manager. Cross-sells other gas, equipment and safety products to existing customers. Participates in sales promotions. Provides quotes (for smaller customers). Signs up new accounts (for smaller customers). Accepts COD. Liases with sales rep to achieve larger sales. Liases with sales rep for technical advice. Provides feedback regarding the market and competitor activity. Follows up leads generated by CSC or telemarketing.
Pricing Effectiveness	<ul style="list-style-type: none"> Maximises profitability of existing business.
Cylinder Holdings	<ul style="list-style-type: none"> Maintains accuracy of cylinder holdings through accurate paperwork and stock counts.
Professional Standards	<ul style="list-style-type: none"> Well presented at all times. Wears appropriate PPE. Keeps vehicle clean and tidy. Polite to customers. Friendly, service oriented, 'can do' attitude. Maintains a current drivers licence, forklift licence and DG licence. Participates in group meetings.



KEY PERFORMANCE CRITERIA	<ul style="list-style-type: none"> • Service Level (stock-outs are considered as service failures) • Zero avoidable accidents • Cost • Core sales • Cross sales
DIMENSIONS	<ul style="list-style-type: none"> • Sales budget: TBA • Geography TBA
SKILLS / KNOWLEDGE	<p>Minimum Requirements:</p> <ul style="list-style-type: none"> • Good driving record. • Strong time management and organisation skills. • Strong oral and written communication skills. <p>Preferable:</p> <ul style="list-style-type: none"> • Relevant market or industry experience. • Experience in a customer contact role.
KEY COMPETENCIES	<ul style="list-style-type: none"> • Functional Capability (ie sound level of technical skill) • Customer Orientation (ie primary focus on customers) • Teamwork (ie works collaboratively with others to deliver a common goal) • Performance Orientation (ie maximises one's own contribution, self-motivated) • Organisational Commitment (ie works with other areas to achieve overall business goals) • Influencing (ie able to persuade others)
MAIN BUSINESS CHALLENGES	<ul style="list-style-type: none"> • To operate safely with zero accidents. • To ensure products and services are supplied to customers on time, within specification and in full. • To respond to after hours calls. • To manage stocks on customers' sites and schedule replenishment. • To achieve revenue targets.

