

## **REGISTER OF ENTERPRISE AGREEMENTS**

**ENTERPRISE AGREEMENT NO:** EA05/341

**TITLE:** **Reckitt Benckiser Enterprise Agreement 2004-2005**

**I.R.C. NO:** IRC5/5476

**DATE APPROVED/COMMENCEMENT:** 1 November 2005 / 1 March 2004

**TERM:** 27

**NEW AGREEMENT OR  
VARIATION:** Replaces EA00/2.

**GAZETTAL REFERENCE:** 6 January 2006

**DATE TERMINATED:**

**NUMBER OF PAGES:** 55

### **COVERAGE/DESCRIPTION OF**

**EMPLOYEES:** The agreement applies to all employees employed by Reckitt Benckiser (Australia) Pty Ltd, located at 44, Wharf Road, and 33 Hope St. West Ryde within any of the operational units listed in subclause (i) of cl.2, who fall within the coverage of the following awards: Drug Factories (State) Award, Miscellaneous Workers' - General Services (State) Award, Security Industry (State) Award, Metal, Engineering and Associated Industries (State) Award, Food Preservers (State) Award.

**PARTIES:** Reckitt Benckiser (Aerosol) Pty Ltd , Reckitt Benckiser (Australia) Pty Limited, Reckitt Benckiser (Household) Pty Ltd -&- the Automotive, Food, Metals, Engineering, Printing and Kindred Industries Union, New South Wales Branch, Communications, Electrical, Electronic, Energy Information Postal, Plumbing and Allied Services Union - NSW Telecommunications and Services Sub-Branch (Formerly known as The NSW Plumbers and Gasfitters Union), Liquor, Hospitality and Miscellaneous Union, New South Wales Branch, The Australian Workers' Union, New South Wales

# RECKITT BENCKISER

## Agreement

2004-2005

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### 1. TITLE

This Agreement is the Reckitt Benckiser Enterprise Agreement 2004-2005 (the "Agreement").

### 2. PARTIES AND PERSONS BOUND TO THIS AGREEMENT

The following are parties to this Agreement:

- i) Reckitt Benckiser (Australia) Pty Ltd [ACN 003 274 655], Reckitt Benckiser (Household) Pty Ltd [ACN 008 419 501] and Reckitt Benckiser (Aerosol) Pty Ltd [ACN 000 301 244] (collectively known as the "Company").
- ii) The Australian Workers' Union, New South Wales Branch (the "AWU");
- iii) The Automotive, Food, Metals, Engineering, Printing and Kindred Industries Union (the "AFMEPKIU");
- iv) The Communications, Electrical, Electronic, Energy, Information, Postal, Plumbing and Allied Services Union (the "CEPU"); and
- v.) The Australian Liquor, Hospitality and Miscellaneous Workers Union (the "LHMU").

collectively known as the unions.

This Agreement binds all employees employed by the Company to work at its premises at 44 Wharf Road and 33 Hope St West Ryde within any of the operational units listed in (i) and whose employment would be wholly regulated by any award listed in (ii) in the absence of this Agreement:

- i)
  - the Household Factory;
  - the Aerosol Factory;
  - the Warehouse Factory; and
  - Quality Assurance.

ii)

- Drug Factories (State) Award;
- Miscellaneous Workers General Services (State) Award;
- Security Industry (State) Award;
- Metal Engineering and Associated Industries Award (the “Metals Award); and,
- Food Preservers Award 2000.

collectively known as the “Awards”.

### 3. GEOGRAPHICAL APPLICATION

This Agreement applies at the Company premises located at Wharf Road, West Ryde in the state of New South Wales.

### 4. TERM OF AGREEMENT

This Agreement comes into operation on the date of approval by the Industrial Relations Commission and remains in force until 1 June 2006.

### 5. INCONSISTENCY BETWEEN THE PARENT AWARD AND THIS AGREEMENT

To the extent that there is any inconsistency between the Agreement and the Awards then the terms of this agreement will prevail.

Where this agreement is silent then the conditions of the parent Award shall apply.

The intent of this Agreement is to replace all previous agreements.

### 6. RENEGOTIATION

The parties to this agreement agree to commence negotiations for a new agreement no later than 6 months prior to the expiry of this agreement. The parties agree that they shall bargain collectively in relation to industrial matters ,extension, variation or renegotiations of this agreement.

### 7. OBJECTIVES

The parties to this Agreement recognise that for the West Ryde site to continue as the major centre of manufacturing it must be competitive. It-must be cost effective within the Reckitt Benckiser global organisation and responsive to the needs of local customers. To support this objective the parties agree to the matters set out below.

### 8. WAGE INCREASE

The parties agree that a wage increase of 3.5% shall apply to current wage rates effective from the first full pay period on 11 March 2004 and another wage increase of 3.5% will apply from the first full pay period on 5th May 2005. This shall be applied to all current rates and any allowances historically related to wage movements. Rates of pay are set out in Annexure B.

Wages and allowances will be paid weekly by Electronic Funds Transfer to the employee's nominated account or accounts.

In addition to their ordinary hourly rate, employees covered by this Agreement are entitled to a Service Payment for each completed year of service up to a maximum of ten years. The Service Payment will continue to be made in line with current practices.

## 9. CLASSIFICATION STRUCTURE/TRAINING - PRODUCTION

The parties agree to the principle of the need to develop a mutually agreed simplified, more transparent structure, which meets the needs of the business and its employees.

The parties agree to the following principles:

- Work shall commence immediately towards the development and implementation of a new classification structure.
- No employee shall be disadvantaged by loss of wages and/or conditions as a result of the changes.

During the life of the Agreement, the parties will work towards the finalisation and implementation of a new structure. This will involve consultation between the union(s) and Company representatives. In the event agreement cannot be reached any party may seek assistance under the dispute procedures of the agreement. The new structure shall be implemented and registered by the parties.

Implementation of the new structure will not automatically give rise to an additional general wage movement.

### RECLASSIFICATION OF TRADES PERSONNEL

All Trade's employees are encouraged to support the process of improvement through the use of their particular skills and experience.

Reclassification for Trades-persons shall be in accordance with the relevant principles of the Metal, Engineering and Associated Industries Award 1998 and Metal Industry Competency Standards.

### TRAINING AND DEVELOPMENT

The parties recognise the importance of on-going training for continuous improvement. Training may occur in various ways.

- On-the-job as part of learning about an area or process.
- In-house company based courses (e.g. Company knowledge, quality, continuous improvement and safety practices)
- Formal industry and Nationally accredited courses (e.g. technical training)

Where an employee is required to undertake training at the request of the Company such training shall be as far as practicable be conducted during normal work hours.

Where it is necessary for an employee to attend training outside of work hours the employee shall be paid for such attendance and extra travel as time worked.

Fees, material and any other reasonable costs shall be reimbursed by the Company.

This clause shall apply equally to apprentices and trainees.

## 10. UNION REPRESENTATIVES

An employee appointed as a Union Delegate shall upon notification thereof to the Company, be recognised as the accredited Representative of the Union(s).

An accredited Union Delegate shall be allowed the necessary time during working hours to:

- a) Interview the Company or its Representative on matters affecting the employees whom they represent;
- b) Discuss with employees at the workplace Union matters and matters pertaining to the work they perform, provided that such discussion does not unduly interfere with the work performed by an employee.
- c) Should it be necessary that the Delegate leave the work area then they are required to notify the relevant supervisor. Such absences shall be for an agreed period.

## 11. POSTING OF UNION NOTICES

The employer shall permit the posting of notices dealing with legitimate union business in a suitable place on a notice board provided by the employer on the employer's premises.

## 12. RIGHT OF ENTRY

The Company agrees that duly accredited Representative(s) of the NSW Branch of the Unions shall have the right to enter any workplace or premises for the purpose of legitimate union business, including investigating suspected breaches of this Agreement or the Industrial Relations Act 1996 or the Workplace Relations Act, 1996 so long as the Representative does not unduly interfere with the work being performed by an employee during working time. Twenty-four (24) hours notice will be given by officials wherever possible. Officials shall report to the office on arrival and sign the visitors book and will comply with all sites safety regulations.

## 13. TRADE UNION TRAINING LEAVE

An employee who is the recognised union representative, or nominated replacement, shall be allowed a maximum of 10 days per annum for attendance at accredited Union courses, without loss of pay.

In all instances applications will be assessed taking into account the needs of the business.

The employee must give the company at least 2 weeks notice of his or her intention to attend a course and, if required, shall provide proof of attendance at such a course.

## 14. EMPLOYMENT FLEXIBILITY

The parties agree that a competitive business requires employees to support each other in the performance of work and in meeting customer needs. Therefore, employees should be ready, willing and able to help in emergency situations, by carrying out duties that are within their classification skills, competence and training. It is recognised that such work must be carried out in a safe manner.

The company agrees that this work if performed by employees who are not covered by this Agreement (referred to as "staff") will only be of a nature of assistance to the employees now

performing that employment. Such flexibility will not be used to reduce employment performed by employees who are covered by this agreement.

It is agreed that any difficulties in implementing this clause will be dealt with through the disputes procedure detailed in Clause 22. Grievance Procedure of this agreement.

Previously agreed flexibilities between trades production and distribution employees will also continue.

## 15. CONSULTATIVE FORUM

The Company also agrees to the establishment of a combined consultative forum consisting of one official and appropriate delegates for each union party to this agreement plus two senior representatives of the Company. This may be convened by a union or the Company on seven (7) days notice. In such circumstances, the party initiating the meeting will advise the other participants of the subject matter to be discussed and provide any relevant background information. The parties agree that size of the Consultative Forum (union and Company representation) will not exceed the size of the Enterprise Agreement negotiating group.

## 16. BUSINESS ETHICS

The Company respects human rights as an absolute and universal standard. The Company subscribes to the United Nations Universal Declaration of Human Rights and the Conventions on the Rights of the Child. The Company will aim to support progress on human rights in accordance with what can reasonably be expected of a commercial organisation.

Local Content -

The parties are committed to promoting the Australian Manufacturing Industry and shall wherever possible use local goods and services.

## 17. SUPERANNUATION

17(a) The Company will contribute the amount required by the superannuation guarantee legislation, currently 9% of ordinary time earnings, on behalf of employees to a Superannuation Fund as specified in sub-clause (e) of this clause, as required to comply with the Superannuation Guarantee (Administration) Act 1992 as amended from time to time.

(b) Participation in Fund

(i) The Company shall provide each employee who is not a member of the Fund with a membership application form upon commencement of employment.

(ii) Each employee shall be required to complete the membership application and the Company shall forward the completed application to the Fund by the end of the calendar month of commencement of employment.

(c) Additional Employee Superannuation Contributions

(i) An employee may make contributions to the Fund as specified in sub-clause (e) of this clause in addition to those made by the Company.

- (ii) An employee who wishes to make additional contributions must authorise the employer in writing to pay into the Fund, from the employee's wages, a specified amount in accordance with the Fund Trust Deed and Rules.
- (iii) If the Company receives written authorisation from the employee, it must commence making payments into the Fund on behalf of the employee within 14 days of receipt of the authorisation.
- (iv) An employee may request their rate of pay to be reduced by the amount which they elect in writing to sacrifice each pay period to the Fund as specified in sub-clause (e). This will enable the Company to make superannuation contributions equal to this amount for the benefit of the employee to the fund. This reduction in pay for superannuation purposes will be known as a 'salary sacrifice' arrangement. This contribution will be treated as an employer contribution and taxed accordingly. Employees may review their salary sacrifice arrangements as required. The Company recommends employees seek independent financial advice before making a decision to salary sacrifice for superannuation. For all payments of annual leave, long service leave, overtime and other paid leave, termination and redundancy payments the pre-salary sacrifice rate of pay shall apply.
- (d) **Additional Employer Superannuation Contributions**  
The Company will continue to contribute an additional 1.5% of ordinary time earnings, on behalf of employees who were members of the West Ryde Award Fund at the time of the transfer to the Successor Fund.
- (e) The "Fund" shall mean the West Ryde Award Fund and the Australian Retirement Fund ("the Successor Fund") from the date the West Ryde Award Fund is transferred to the Successor Fund."

## 18. LABOUR HIRE/CONTRACTORS FOR SEASONAL AND FLUCTUATION WORKLOADS IN MANUFACTURING AND DISTRIBUTION.

Reckitt Benckiser is a marketing, selling and manufacturing Company that must be very responsive to its customer needs. As a result production and warehouse work load may fluctuate on a daily or seasonal basis as a result of customer demands, leave or training employees or the launch of new products. The Company will not use labour hire/contractors in situations where full-time permanent employment is available. The use of such labour hire/contractors will be reviewed by the parties prior to the conclusion of six months from the date of engagement.

From 2002 the Company has taken steps to improve the utilisation of its own employees in preference to using labour hire / contractors. It will continue to place emphasis on the efficient use of its employees during the life of this agreement. Our employees will naturally be given preference in relation to skill development and overtime situations.

In these fluctuations or seasonal circumstances additional labour is required to support our full time manufacturing and distribution workforce. This system allows flexibility for the company and gives greater security to both the people being used to cover these situations and to our employees.

The Company agrees:

- That it will only use reputable Labour Hire/Contract firms (i.e. those who comply with the terms of this Agreement, statutory and award obligations).
- That contract labour will be notified of any vacancies within our Company.



- The Company will actively assist in resolving any industrial disputes involving labour hire/contract.
- The Company agrees to provide the appropriate union representative with information about the number, purpose and expected duration of contractors prior to their use and to respond to any concerns promptly. It is recognised that emergency and urgent situations may require departure from this requirement. The parties will review the adequacy of these arrangements at the expiration of the Agreement.
- That the Company is prepared to resolve any difficulties in accordance with the avoidance of industrial disputes procedures and to ensure that contract staff comply with these procedures.

## 19. CASUAL'S, LABOUR HIRE & CONTRACTORS

Casuals, labour hire and contractors engaged for purposes specified in Clause 18 of this Agreement shall be paid no less than the ordinary time hourly rate for the appropriate classification contained in the relevant Award plus the casual loading contained in the award.

Casual employees shall be entitled to the following conditions, contained in this Agreement:

- (i) Clause 8, Wage increases;
  - (ii) Sub-clause 33(a), Hours of work;
  - (iii) Sub-clause 33(h), Meal Allowance;
  - (iv) Sub-clause 33 (j), Comfort Breaks;
  - (v) Sub-clause 33 (k), Wash up time;
  - (vi) Sub-clause 33 (l) , Morning and afternoon tea breaks;
- b) Sub-clause 33 (o), Special Allowances.

## 20. AVOIDANCE OF INDUSTRIAL DISPUTES

The parties to this Agreement will use the Avoidance of Industrial Disputes procedure set out in Clause 22 of this Agreement. The parties agree that any conciliation, arbitration, interpretation or enforcement proceedings will be pursued under the Industrial Relations Act 1996 (NSW) or its successor Acts.

## 21. GRIEVANCE PROCEDURE

Any grievance, dispute or claim shall be dealt with in the following manner:

- a) Should any matter arise which gives cause for concern to an employee he or she shall raise such matter with his immediate supervisor.
- b) If the matter remains unresolved it shall be referred to the union delegate who shall consult with the appropriate representative of the management and arrange a meeting.
- c) If the matter remains unresolved it shall be referred to the secretary of the union (or his or her representative). This official and Delegate(s) shall discuss it with a senior representative of the Company.
- d) If the matter remains unresolved the senior representative(s) of the Company shall notify the relevant employer association whose appointed representative shall discuss the grievance with the appointed union representative.

- e) If the matter remains unresolved it may be submitted to the Industrial Commission of New South Wales for resolution by either party or jointly.
- f) If the above procedure is being followed, work shall continue normally in accordance with the Agreement.
- g) No party shall be prejudiced as to final settlement by the continuance of work normally in accordance with this clause.
- h) In the event of a party failing to observe these procedures the other party may take such steps as are open to it to resolve the matter.
- i) The parties shall, at all times, confer in good faith and without undue delay.
- j) During the discussions, "the status quo" shall remain and work shall proceed without stoppage or the imposition of any ban, limitation or restriction. "Status quo" shall mean the situation existing immediately prior to the dispute or the matters given rise to the dispute.

## 22. DISCIPLINE PROCEDURE

Any disciplinary action will follow the procedures set out in the Company's "Behavioural Improvement System".

The Objective of this system is:

"to help employees understand the Company's expectations of them in the workplace. It provides an opportunity (s) for employees to improve their performance and rectify behaviors that do not reflect our vision and values, and the employees' obligations under their contract of employment,.

The system emphasises identification of problem areas, consultation, discussion and agreement on the steps to address the issues involved and a clear understanding of what is expected in the future."

The system normally requires:

- i) A formal counselling with emphasis on remedial action and proper documentation.
- ii) A First written Warning
- iii) A Final written Warning

prior to any disciplinary action such as dismissal or other penalty. Warnings will have a life of up to twelve months to ensure that the performance or behavioural problem is not repeated.

Employees must be informed of their right to union representation. Proper documentation of counselling and warning sessions must be kept and supplied to the employee (and his/her union upon request). The parties reserve their right to seek the assistance of the Industrial Relations Commission of New South Wales during the disciplinary process in accordance with Clause 22 Grievance Procedure of this Agreement.

Employees who are suspended during the investigation process shall not suffer any loss of pay.

The Company is not obligated to follow the counselling and warning system in cases of serious and wilful misconduct. In such cases the Company may summarily dismiss the employee.

## 23. JOB SECURITY

The Company, its employees and the Unions have negotiated a 'Security of Employment Agreement'. This is attached as Appendix A.

The provisions of Appendix A do not apply where there is a transmission of business, where -

- (i) The business of the Company, or any part thereof is, or is to be transmitted (in this sub clause called the ("Transmittor") to another entity (in this sub clause called the ("transmittee")); and
- (ii) An employee who at the time of transmission is an employee in the employ of the Transmittor becomes, or is to become, an employee of the Transmittor.

In this sub-clause, "Transmission", includes transfer, conveyance, assignment, or succession whether by agreement or by operation of law.

Where there is a transmission of business this Agreement will bind the Transmittor.

An employee who has become or is to become an employee of the Transmittor during the term of this agreement shall be subject to the following terms.

- a) the continuity of an employee's contract of employment is taken not to have been broken;
- b) for the purposes of this Agreement (including any Appendix) the employment of an employee will be taken not to have been terminated by the Transmittor;
- c) a period of service with the Transmittors to be taken as a period of service with the new employer;
- d) a period of service with the Transmittor includes service that is taken to be service with the Transmittor as a result of any previous transfer of business.

These provision do not entitle an employee to claim a benefit from more than one employer in respect of the same period of service.

In this clause 'Company' has the meaning given to it at clause 2, Parties bound by this Agreement.

## 24. NO AWAS

The parties agree that no employee, including apprentices and trainees, shall be employed other than under the terms of this agreement and a workplace certified agreement. To avoid doubt, this means that no employee covered by this enterprise agreement shall be offered an Australian Workplace Agreement.

## 25. Income Protection Insurance

The Company will pay 1% of each employee's ordinary time earnings into an external sickness and accident benefits scheme provided by Holdfast Insurance. or an agreed successor fund The 1% is paid on the basis that all employees join the Holdfast scheme.

This payment replaces and negates the Company's Extended Sick Leave policy with the exception that the Company agrees to consider a request from an employee for extended sick leave should their

insurance through Holdfast be declined due to a pre-existing illness during the original six month waiting period.

## 26. UNION MEMBERSHIP

The Company and Unions will abide by their obligations as set out in the Industrial Relations Act 1996. It is agreed that during the life of this Agreement the parties will work together to minimise demarcation through the acquisition of skills and consultation. Existing flexibility arrangements between the parties will continue.

### Union Picnic Day

In consultation with the parties, a Picnic Day shall be nominated.

All Union members shall be given and shall take this day as a Picnic Day and shall be paid to the extent to which they would ordinarily have been paid had the day been a working day. Any Union member required to work on this day shall be paid at the rate of double time and a half not less than four hours work.

Members of relevant Unions named in this, agreement may be required to produce evidence of Union membership (i.e. membership ticket) to the Company prior to payment for the Picnic Day being made.

## 27. PAYROLL DEDUCTIONS

The company agrees to continue to provide facilities for payroll deductions when authorised by an employee.

## 28. SICK LEAVE

An employee who is unable to attend duty during work hours by reason of personal illness or injury shall be entitled to be paid at ordinary time for the period of incapacity, as per the relevant Parent Award. These benefits shall be cumulative.

## 29. PARENTAL LEAVE

As per the Industrial Relations Act 1996 and the parent Award.

- a) A female employee who is employed on a full time or part time basis for a continuous period of 12 months is entitled to Parental Leave. The employee is entitled to an unbroken period of leave no longer than 52 weeks and must be completed before the child's first birthday.
- b) An employee must supply in writing, no later than 10 weeks before the expected date of confinement, a doctor's certificate confirming her pregnancy and the expected date of confinement.

she must also provide in writing, no later than 4 weeks before she intends to take leave, her intention to Parental Leave and specify the period of absence.

- c) A male employee who has been employed on a full time or part time basis for a continuous period of 12 months is entitled to Parental Leave. The employee is entitled to an unbroken period of leave no longer than 52 weeks and must be completed before the child's first birthday.

- d) All Parental Leave is unpaid. The employee can substitute paid leave (annual leave or long service leave) as long as the total does not exceed 52 weeks.
- e) An employee must supply in writing, no later than 10 weeks before the intended date to Parental Leave, a doctor's certificate confirming that his spouse is pregnant and the expected date of confinement. He must also provide in writing, no later than 4 weeks before he intends to take leave, confirm in writing his intention to take Parental Leave and specify the period of absence. A statutory declaration must be provided stating any Parental Leave sought by his spouse and a statutory declaration stating that he will be the child's primary care giver.

### 30. CARERS LEAVE

#### Use of Sick Leave

- i) An employee, other than a casual employee, with responsibilities in relation to a class of person set out in subparagraph (c) of paragraph (iii), who need the employee's care and support, shall be entitled to use, in accordance with this subclause, any current or accrued sick leave entitlement for absences to provide care and support, for such persons when they are ill. Such leave may be taken for part of a single day.
- ii) The employee shall, if required, establish either by production of a medical certificate or statutory declaration, the illness of the person concerned and that the illness is such as to require care by another person. In normal circumstances, an employee must not take carer's leave under this subclause where another person has taken leave to care for the same person.
- iii) The entitlement to use sick leave in accordance with this subclause is subject to the employee being responsible for the care of the person concerned; and the person being;
  - a) A spouse of the employee; or
  - b) A de facto spouse, who, in relation to a person, is a person of the opposite sex to the first mentioned person who lives with the first mentioned person as the husband or wife of that person on a bona fide domestic basis although not legally married to that person; or
  - c) A child or an adult child (including an adopted child, a step child, a foster child or an ex nuptial child), parent (including a foster parent and legal guardian), grandparent, grandchild or sibling of the employee or spouse or de facto spouse of the employee; or
  - d) A same sex partner who lives with the employee as the de facto partner of that employee on a bona fide domestic basis; or
  - e) A relative of the employee who is a member of the same household, where for purposes of this subparagraph:
    - 1) "relative" means a person related by blood, marriage or affinity;
    - 2) "affinity" means a relationship that one spouse because of marriage has to blood relatives of the other; and
    - 3) "household" means a family group living in the same domestic dwelling.

- iv) An employee shall, wherever practicable, give the Company notice prior to the absence of the intention to take leave, the name of the person requiring care and that person's relationship to the employee, the reasons for taking such leave and the estimated length of absence. If it is not practicable for the employee to give prior notice of absence, the employee shall notify the employer by telephone of such absence at the first opportunity on the day of absence.

#### Use of Annual Leave

- i) An employee may elect with the consent of the Company, subject to the Annual Holidays Act 1944 or parent award, to take annual leave not exceeding five days in single day periods or part thereof, in any calendar year at a time or times agreed by the parties.
- ii) Access to annual leave, as prescribed in paragraph (a) of this subclause above, shall be exclusive of any shutdown period provided for elsewhere under this agreement or parent award.
- iii) An employee and Company may agree to defer payment of the annual leave loading respect of single day absences, until at least five consecutive annual leave days are taken.

### 31. BEREAVEMENT LEAVE

An employee shall be entitled to a maximum of three days leave without loss of pay on each occasion of the death of an immediate relative.

### 32. SITE CONDITIONS

#### a) Hours of Work

Thirty Six Hours per week (between Monday to Friday inclusive)

- c) (i) Commencement and Conclusion Times in Manufacturing shall be worked within the span of hours as follows:

“Day work” is a shift normally worked between the hours of 7am and 6pm

“Afternoon Shift” is a shift finishing after 6pm but not later than 12 midnight.

“Night Shift” is a shift finishing after midnight but not later than 7am.

- d) Ordinary Working Hours:
- e) Actual start and finish times in manufacturing shall be:
- f) Day Shift 7am to 3.30pm
- g) Afternoon Shift 3.15pm to 11.15pm
- h) Except in accordance with (d) below.
- i)
- j) d) Distribution:
- k)
- l) Where an employee in distribution elects and the Company consents, ordinary hours of work may start at 5am and finish at 1:30pm without any penalty payment.
- m)
- n) Changes to Start and Finish Times.
- o)

- p) Start and finishing times set out in sub-clause c) may be changed by agreement between the Company and the majority of employees in the enterprise or part of the enterprise concerned

f) Contracts of Employment

All employees covered by this agreement will work an average of thirty six (36) hours per week. The most convenient method of working these hours will be as a nine (9) day fortnight. There will be twenty four (24) rostered days off per calendar year.

g) RDO

Rostered days off (RDO) will be paid at ordinary time rates. e.g. The hourly rate based on 1/36 of their weekly wage base rate. Full pay will include all normal entitlements, excluding shift loading.

An employee may request a change to an allocated rostered day off, but the final decision will be made by management having regard to business needs.

In an emergency situation the Company may ask an employee to work on their rostered day off. When such circumstances occur the employee will be permitted to take an alternative rostered day off within a two week period. The alternative day off will be selected by the employee.

Penalty rates are not to be paid when a rostered day off is worked by an employee and an alternative day is taken. Rostered days off will not accumulate.

An RDO allocated during a period of annual leave will not be forfeited. It will be treated as a Public Holiday, so that the annual leave will be extended or credited by one day.

- An employee who is sick on an allocated RDO will not be entitled to claim another RDO day in lieu.
- An employee who is on compensation on an allocated RDO will forfeit the RDO.
- A roster and published calendar of RDO's will be developed in consultation between the company and the union.

h) Annual Leave Loading

The Annual Leave Loading applicable on the West Ryde site is thirty-three and one third (33 1/3rd) percent of ordinary time earnings, except at cessation of employment when the pro-rata of the current year will be paid at seventeen and one half percent (17 1/2%). All employees will continue to receive such a benefit.

i) Meal Allowance

A meal allowance will be paid on each occasion an employee covered by this Agreement works more than one and one half hours (1 ½) continuous overtime. Such continuous overtime may be prior to, or after the conclusion of, the employee's normal shift. The rate will be whichever is the highest in the Awards referred to in Clause 2, Parties Bound by this Agreement.

j) Leave Without Pay

- i) Permanent employees, for a valid reason, may take one (1) week's unpaid leave in any one calendar year given that as much notice as possible is given.
- ii) For an employee to be granted a continuous period of unpaid leave beyond one week then he/she should:
- take a minimum of four (4) weeks absence, and;
  - have three (3) years continuous service, and;
  - have not taken more than twelve (12) weeks unpaid leave in any three (3) year period of service, and;
  - have used all accrued annual leave; and
  - Cease to accrue annual leave.
- iii) Any variance to the guidelines in (b) above, will be accommodated when supported by strong proof of the requirement to take unpaid leave.

k) Comfort Breaks

There will be a maximum of 2x5 minutes off the job comfort breaks per day.

l) Wash Up Time

Except where an award listed in Clause 2, Parties bound by this Agreement specifies otherwise, wash-up time will be five (5) minutes at the end of each shift.

m) Morning- and Afternoon Tea Breaks

The maximum time allowed for morning and afternoon tea on day shift will be ten (10) minutes each. Afternoon Tea will be taken at the end of the shift.

Afternoon shift will have one (1) break of 10 minutes.

n) Right to Transfer Employees

The Company retains the right to transfer employees within their classification structures according to production requirements within the West Ryde site.

o) Uniforms

Suitable uniforms will be supplied to employees in manufacturing, distribution, trades, cleaning and security free of charge. Replacement of uniforms will be in accordance with existing Company practices. When items of uniform are supplied they must be worn.

p) Special Allowances

The following special allowances shall apply:

- Cockroach bait allowance for mixers (\$ 1.00 per hour)
- Metal trades special condition allowances (74 cents per hour)
- Metal trades stainless steel welding (24 cents per hour).



q) Shift Allowance.

Employees engaged on morning or afternoon shifts shall be paid sixteen percent (16%) per shift in addition to the appropriate rate of pay.

Security Officers on night shift shall be paid seventeen and one half percent (17 ½ %) in addition to the appropriate rate of pay,

r) Mixed Functions

An employee called upon to do the work of a higher classification than that in which he or she is working shall, if so employed for at least one-half hour and less than two hours, be paid at the rate of such higher classification for the time so employed.

If so employed for two hours or more he or she shall be paid the rate for the higher classification for the day or shift.

s) Definitions – Casuals, Contractors and Labour Hire.

A “Casual “ employee is an employee engaged by the Company on an hourly basis and paid in accordance with the parent Award, except in relation to the site conditions specified in Clause 19 – Casuals, Labour Hire and Contractors of this Agreement.

“ Labour Hire” or “Contractor” is an employee of a Labour Hire or Contracting company engaged for the purposes set out in Clause 18 – Labour Hire, Contractors for Seasonal and Fluctuating Workloads in Manufacturing and Distribution or Clause 34 Metal Trades Contractors Agreement Between Reckitt Benckiser and the Metal Trades Unions.

t) Laundry Allowance.

A \$5 per week laundry allowance is provided to employees that do not use a company provided laundry service. This allowance is not paid during leave periods.

33. METAL TRADES CONTRACTORS AGREEMENT BETWEEN RECKITT BENCKISER AND THE METAL TRADE UNIONS

Definition

Employee. Means an employee of the Company who is employed in the maintenance section.

Contractor. Means an employee who is employed under or registered agreement on hourly hire.

Maintenance. Shall include the keeping of plant and equipment in repairing operation, or in running condition as constructed, installed, or manufactured to meet production requirements.

Project Shall include replacement of or change to plant machinery and installation of new production equipment.

The company agrees:

- 1) Warranty work associated with project shall be the responsibility of the supplier. Work carried out by the supplier, shall be done with maintenance employees being involved from time to time to gain familiarisation with the work.

- 2) The company shall employ maintenance employees to carry out regular maintenance work associated with the efficient running of the Company's production operations including normal holiday relief. (This shall include the replacement of Metal Trades employees while on Long Service leave, Workers compensation, Annual leave etc., when permanent employee is absent for two (2) weeks or more).
- 3) On occasions where specialist overseas labour is intended to be utilised on installation work, maintenance employees will work with the installers to ensure an on-going knowledge is acquired for the maintenance of such equipment.
- 4) The company will not use contractors as a means of breaking an industrial dispute and under normal circumstances this would result in contract labour leaving the site immediately.
- 5) Contractors will work the same ordinary hours thirty-six (36) hours per week, nine (9) day fortnight, as employees of the maintenance department, and will be paid the same overtime rates that currently exist.
- 6) Contractors shall receive at least the same ordinary rate of pay as maintenance employees. However, should it be necessary in special safety or extraordinary circumstances for contractors to work outside normal hours, union delegates and the company shall confer prior to any change to the above.
- 7) Maintenance employees shall not be disadvantaged in respect of ordinary hours or reasonable overtime by the use of contract labour.
- 8) Consultation will take place prior to sending out of any work which is normally done by the permanent maintenance employees.
- 9) It is not the company's intention to reduce the manning levels of the maintenance department by use of contractors.
- 10) Once the company considers it is necessary to engage the service of contractors in the workplace, consultation will take place with the relevant union delegate.

Information available will include:

- Reasons for the use of a contractor.
- Name of the contractor
- Type of project.
- Commencement date and estimate time of arrival.
- Expected duration of work.

This will be recorded on a central data base which will be accessible at all times by the parties

In circumstances where the parties disagree the disputes procedures shall be applied.

#### 34. BLOOD DONORS LEAVE

A weekly employee who donates blood during work hours shall be allowed the necessary leave absence without loss of pay.

The company shall facilitate a visit by the Red Cross Blood Bank to the site for this purpose.

35. LEAVE RESERVED

The parties consent to allow further discussion on the following matters:

- a) Development of a revised classification structure (Clause 9).

NB: The parties are committed to registering any changes to these matters as an attachment to the current Agreement document.

36. NO EXTRA CLAIMS

It is the term of this Agreement that the Unions and the Company will not pursue any extra claims, award or over award, for the life for this Agreement including increase arising from award variations or decision of the Commission other than increases that are consistent with the terms of this Agreement.

37. SIGNATORIES

The undersigned parties approved the terms contained in this Agreement and agree that it gives effect to the agreement reach between them.

I am the \_\_\_\_\_ of Reckitt Benckiser (Australia) Pty Ltd; Reckitt Benckiser (Household) Pty Ltd and Reckitt Benckiser (Aerosole) Pty Ltd, and am authorised to approve the terms contained within this Agreement on the Company's behalf and have approved those terms.

\_\_\_\_\_  
FOR Reckitt Benckiser (Australia) Pty Ltd;  
Reckitt Benckiser (Household) Pty Ltd; and  
Reckitt Benckiser (Aerosols) Pty Ltd

\_\_\_\_\_  
Date

I am an officer of the Australian Workers Union, New South Wales Branch, and am authorised to approve the terms contained within this Agreement on its behalf and have approved those terms.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

I am an officer of the Automotive, Food, Metals, Engineering, Printing and Kindred Industries Union, and, am authorised to approve the terms contained within this Agreement on its behalf and have approved those terms.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

I am an officer of the Communications, Electrical, Electronic, Energy, Information, Postal, Plumbing and Allied Services Union, and, am authorised to approve the terms contained within this Agreement on its behalf and have approved those terms.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

I am an officer of the Australian Liquor, Hospitality and Miscellaneous Workers Union, New South Wales Branch, and, am authorised to approve the terms contained within this Agreement on its behalf and have approved those terms.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

## SECURITY OF EMPLOYMENT AGREEMENT

### ANNEXURE A

#### 1. INTRODUCTION

The Company values the contribution of its employees. It wishes to use their skills and knowledge in a team environment. The best way to ensure on-going employment opportunities is to have a strong and productive Company.

From time to time it will be necessary to make decisions which are aimed at the strengthening of our business. These decisions may involve expanding or reducing certain activities, buying new brands or selling existing ones, introducing modern technology and better using our resources.

The Company is committed to the concept of security of employment for its employees. It will to the maximum extent possible avoid redundancy situations. Nevertheless there may be occasions in which redundancies are unavoidable. In these circumstances, the following procedures outlined below will be applied.

## 2. BEFORE REDUNDANCY

The Company will make every effort to avoid making employees redundant. The Company will also:

- 2.1 As a first step, look at other areas within the Company where employees can be provided with productive work.
- 2.2 Advise our employees and their unions of these alternative employment opportunities and discuss the likely options with them (including re-training and transfers etc.).
- 2.3 Offer alternative employment opportunities where they are available within the Company.
- 2.4 Approach other companies to try and arrange employment opportunities for redundant employees (including any company taking over part of the Company's business).
- 2.5 Comply with its obligations under relevant awards and legislation; and
- 2.6 Agree that casual employees or contract labour will be terminated prior to the retrenchment of permanent employees.

The Company would like to give its employees as much choice as possible in these situations.

## 3. SCOPE

A redundancy situation applies only to employees who have completed greater than 18 continuous weeks of service.

## 4. REDUNDANCY

- 4.1 A redundancy situation is cessation of employment of an employee at the initiative of the Company, where the job being performed by the employee is no longer required to be done by anyone.
- 4.2 When an employee who is classified within the production/distribution or trades structures is moved to a job graded at a different level from his/her own, but within their structure or its equivalent, such a move will not constitute a redundancy.
- 4.3 Without prejudice to 4.2, when an employee's job is declared redundant by the Company, it may offer the redundant employee an alternative job. In such a case the employee may elect to take the alternative job or be made redundant. An employee electing to take an alternative job will still be entitled to redundancy for a period of up to eighteen (18) weeks after commencing his/her alternative job.
- 4.4 Where an employee decides to accept another job as an alternative to retrenchment and the other job pays less than the one that has become redundant, the employee's wage will be frozen at the level of the redundant job until the rate for the lower paying job catches up.

Acceptance of another job as an alternative to retrenchment will not affect an employee's Service Payment referred to in Clause 8 Wage increases.

## 5. SELECTION

- 5.1 Management will notify unions when jobs are to be made redundant but before any employee is terminated for reasons of redundancy. The parties will consult about alternative employment opportunities as early as practicable in this process including the steps set out in section 2 "Before Redundancy".
- 5.2 When Management have notified unions of redundant jobs. Management will consult fully with union representatives to determining the employees whose jobs are to be made redundant.
- 5.3 The basis for selecting employees who are to be retrenched will be;
  1. Volunteers for retrenchment will be retrenched first, provided that;
    - 1.1 Should there be more volunteers than redundant jobs the parties to this Agreement will confer about the selection process. If agreement cannot be reached, any party may refer the matter to the Industrial Relations Commission of New South Wales under Clause 22 Grievance Procedure of this Agreement. In the event that redundancies follow after conciliation or arbitration, the redundant employees will be entitled to the conditions set out in Annexure A of this Agreement.
    - 1.2 The Company reserves the right to refuse voluntary redundancies where the skills or experience of the employees is vital to the Company's future needs. The parties agree to consult about such circumstances.
    - 1.3 In the event that there are insufficient volunteers for redundancy, either party may refer the matter to the Industrial Relations Commission of New South Wales under Clause 22. Grievance Procedure of this Agreement. Where conciliation is unsuccessful the parties consent to the Industrial Relations Commission arbitrating:
      - (a) whether a job is redundant
      - (b) the fairness or otherwise of any selection criteria.

## 6. NOTICE

- 6.1 Employees to be made redundant will be given four (4) weeks notice of retrenchment. This shall constitute a declaration of retrenchment. Payment may be made in lieu of notice.
- 6.2 An employee notified that his or her job is to be made redundant who, within two (2) days of notification elects to terminate immediately will receive one (1) weeks pay in lieu of notice as well as the severance entitlements detailed in clause 7 Severance Payments. All statutory entitlements will be paid up to the end of the employee's final shift .
- 6.3 Without prejudice to 6.2 an employee notified of retrenchment may leave at any time during the period of notice without any loss of retrenchment payments. All statutory entitlements will be paid up to the end of the shift on the day the employee terminates.

## 7. PAYMENT ON RETRENCHMENT

Retrenched employees will receive:

- 7.1. Four (4) weeks pay for each completed year of continuous service with pro rata payment for any part year at the appropriate rate of pay set out in this Agreement or where an employee currently receives a different rate of pay, that rate, including the Service Payment (in accordance with clause 8 Wage Increases, of the Agreement) and shift allowance where the employee has worked on shift on a permanent basis, but excluding all other allowances.
- 7.2. Each employee who is made redundant will be paid an additional payment of four (4) weeks wages, calculated at the base rate of pay.
- 7.3. 33 1/3% loading on all accrued and pro rata annual leave.
- 7.4. Pro- rata long service leave after five (5) years continuous service.
- 7.5. All statutory requirements.
- 7.6. Upon death of employee - total payment of benefits to the next of kin (or to the estate of the deceased).

## 8. ASSISTANCE

- 8.1. Notification to Centrelink with the aim of having a representative from that organisation interview any employee whose job is made redundant, and who may wish to obtain its assistance in seeking alternative employment.
- 8.2. Reasonable time up to four (4) days off without loss of pay to allow employees to seek and be interviewed for alternative employment, provided that the employee, if the Company so requests, can substantiate that the time is being used to seek alternative employment.
- 8.3. The Company, in conjunction with the Union(s), will nominate two or three counselling groups for employees to select from for both financial and employment benefit.
- 8.4. Provision of certificate of service.

## 9. SICK PAY

Outstanding sick leave entitlements under the Award(s) will be paid to employees to a maximum of ten (10) days pay.

## 10. DISPUTES PROCEDURES

Should any disagreements occur about the implementation of the terms of this Agreement, the disputes procedures contained in clause 22, Grievance Procedure, of this Agreement shall apply.

Classification Production (Base Rate)	Current Rate	Weekly Rates Of Pay Increase 1.3.2004	New Rate	Increase 1.5.2005	Annexure B New Rate
Level 1	\$ 545.50	\$19.10	\$564.60	\$19.76	\$584.36
Level 2	\$600.75	\$21.03	\$621.78	\$21.76	\$643.54
Level 3A	\$626.00	\$21.91	\$647.91	\$22.68	\$670.59
Level 3	\$644.55	\$22.56	\$667.11	\$23.35	\$690.46
Level 4	\$661.50	\$23.15	\$684.65	\$23.96	\$708.61
Level 5	\$673.55	\$23.57	\$697.12	\$24.40	\$721.52
Level 6	\$695.20	\$24.33	\$719.53	\$25.18	\$744.71
Level 7A	\$718.00	\$25.13	\$743.13	\$26.01	\$769.14
Level 7	\$755.65	\$26.45	\$782.10	\$27.37	\$809.47
Level 8	\$794.45	\$27.81	\$822.26	\$28.78	\$851.04
Trades (Base Rate)					
C12 Trades Assistant	\$660.60	\$23.12	\$683.72	\$23.93	\$707.65
C11 Trades Assistant	\$717.70	\$25.12	\$742.82	\$26.00	\$768.82
C10 Tradesperson	\$768.90	\$26.91	\$795.81	\$27.85	\$823.66
C8 Tradesperson	\$820.70	\$28.72	\$849.42	\$29.73	\$879.15
C7 Tradesperson	\$841.10	\$29.44	\$870.54	\$30.47	\$901.01
C6 Tradesperson	\$972.15	\$34.03	\$1,006.18	\$35.22	\$1,041.40
The above rates reflect minimum rates for each classification.					



## APPENDIX C

TO BE USED AS A STARTING POINT FOR DISCUSSIONS BETWEEN  
REPRESENTATIVES FROM EACH AREA

# CLASSIFICATION STRUCTURE

## DRAFT STANDARDS

### SUGGESTED CORE TRAINING FOR EACH LEVEL

LEVEL	CORE TRAINING
1	ENTRY LEVEL – Commencement of L2 training
2	<u>QUALIFIED OPERATOR</u> <ul style="list-style-type: none"><li>- R &amp; C PRODUCTS INDUCTION PROGRAMME</li><li>- COMPANY KNOWLEDGE</li><li>- OCC. HEALTH &amp; SAFETY 1</li><li>- QUALITY AWARENESS 1</li></ul>
3A	<u>SKILLED OPERATOR</u> <ul style="list-style-type: none"><li>- OCC. HEALTH &amp; SAFETY 2</li><li>- QUALITY AWARENESS 2</li><li>- TEAM PARTICIPATION SKILLS</li><li>- ON-JOB TRAINING TECHNIQUES</li><li>- HAND &amp; POWER TOOLS COURSE <u>OR</u></li></ul>

FORKLIFT LICENCE

- INTRO. TO WAREHOUSING (Where appropriate).

3 ADVANCED OPERATOR

- GROUP LEADERSHIP PRINCIPLES
- BASIC TRAINING & ASSESSMENT PROCEDURES
- TOTAL PRODUCTIVE MAINTENANCE  
TECHNIQUES
- BASIC COMPUTING SKILLS

4 MULTI –SKILLED OR SPECIALIST OPERATOR

*Where appropriate:*

- BASIC CHEMISTRY
- WAREHOUSING/DISTRIBUTION SYSTEMS
- HANDLING HAZARDOUS CHEMICALS

5 MULTI-SKILLED OR SPECIALIST OPERATOR

*Where appropriate:*

- ADVANCED QUALITY AWARENESS
- ADVANCED SAFETY KNOWLEDGE
- PRODUCT COMPOSITION & PROPERTIES
- STOCK CONTROL, MANAGEMENT & PLANNING
- BASIC COMPUTER SYSTEMS (BOS, BPCS)

6 TEAM CO-ORDINATOR

*Where appropriate:*

- LEADERSHIP SKILLS
- TRAIN-THE-TRAINER PROGRAMME
- CUSTOMER SERVICE
- SYSTEMS ANALYSIS
- PROCESS IMPROVEMENT TECHNIQUES

- 7                    SECTION CO-ORDINATOR
- ADVANCED LEADERSHIP SKILLS
  - DESIGNING TRAINING PROGRAMMES
  - CONTINUOUS IMPROVEMENT PROGRAMME
- 8                    MANAGEMENT TRAINEE
- MANAGEMENT PRINCIPLES
  - CONFLICT RESOLUTION
  - NEGOTIATION SKILLS
  - REPORT WRITING SKILLS
  - INDUSTRY AWARENESS

# 1. GENERAL INFORMATION

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#### **1.1 INTRODUCTION**

The primary aims of introducing a skills-based Classification Structure are to provide a sound framework for meeting the needs of the business and for developing and rewarding employees in a fair and equitable manner. By establishing an integrated structure with defined competency standards at each level, avenues for career pathing will become clearer. In turn, this will provide increased opportunities for structured individual development and progression.

#### **1.2 CLASSIFICATION STRUCTURE**

The Classification Structure has 8 levels, with two additional interim levels (3A and 7A) to recognise recent skill development and provide a smooth transition to the new Structure.

Work is organised into four streams – *Production, Warehousing, Laboratory and Services*. This allows for the standards to more accurately reflect the varying nature of work between the different functional areas of the company.

#### **1.3 GENERAL REQUIREMENTS FOR EACH LEVEL**

The requirements for each level are defined in three areas:

SCOPE OF WORK      TRAINING REQUIRED  
COMPETENCY STANDARDS

## SCOPE OF WORK

This area indicates the scope of work typically expected of an employee at a particular classification level.

## TRAINING REQUIRED

Two types of training will be provided to allow employees to meet the required competency standards at each level.

Core Training: This refers to training which is relevant to competent performance

In all roles at a particular level.

On-Job Training: This type of training is provided to enable employees to achieve the level of competence required in the particular tasks associated with their respective roles.

## COMPETENCY STANDARDS

Within each classification level, there are typical standards of competency that employees are expected to achieve. These standards reflect the increasing

# 2. CLASSIFICATION LEVEL STANDARDS

## 2.1 LEVEL 1 – TRAINEE OPERATOR

### SCOPE OF WORK

Employees at this level will undertake structured training to enable them to develop competence in basic machine operations within at least one major work centre (eg. Household or Aerosol).

## TRAINING REQUIRED

- Core Training:
- \* INDUCTION PROGRAMME
  - \* COMPANY KNOWLEDGE
  - \* OCCUPATIONAL HEALTH & SAFETY 1
  - \* QUALITY AWARENESS 1

### On-Job Training:

On-job training will be undertaken to enable the employee to successfully meet all required competencies.

## TYPICAL COMPETENCY STANDARDS

### Education, Experience and Training

- Attain literacy and numeracy levels to specified entry level criteria
- No previous experience required
- Successfully complete one to three months of training

### General Responsibilities

- Assume responsibility for making the necessary decisions to ensure that routine work processes and procedures are completed efficiently
- Recognise deviations/faults in materials, information and work to ensure correct work output
- Work effectively under direct supervision
- Recognise and correct straightforward problems
- Manage time effectively to meet work schedules allocated by the supervisor

### Level 1 – Trainee Operator (Continued)

#### Knowledge

- Acquire a basic general knowledge about the company

- Acquire a sound knowledge of relevant operating procedures
- Acquire a basic knowledge of the area work flow, products and machinery

#### Communication

- Work within a team as a participative and co-operative member
- Understand basic information, instruction or procedures
- Record or verbally report basic information, clearly and to required specifications

#### Work Context

- Understand and correctly apply Occupational Health and Safety requirements to prevent injury to self and others

#### Technical Skills (Where required)

- Complete basic arithmetic accurately and record clearly
- Use manually controlled mobile equipment correctly, ensuring safe movement and storage
- Operate machines according to procedures, using basic controls to ensure correct processing of product
- Maintain a clean and tidy work area in accordance with procedures, ensuring correct disposal of waste

## **2.2 LEVEL 2 – QUALIFIED OPERATOR**

### SCOPE OF WORK

Employees classified at this level will have completed their basic training and will be expected to demonstrate competence in basic machine operations within at least one major work centre (eg. Household or Aerosol) and to assist in other areas if required.

TRAINING REQUIRED (To be completed during the period as a Trainee Operator)

- Core Training:
- \* INDUCTION PROGRAMME
  - \* COMPANY KNOWLEDGE
  - \* OCCUPATIONAL HEALTH & SAFETY 1
  - \* QUALITY AWARENESS 1

On-Job Training:

On-job training will be undertaken to enable the employee to successfully meet all required competencies.

TYPICAL COMPETENCY STANDARDS

Education, Experience and Training

- Attain literacy and numeracy levels to specified entry level criteria
- Up to three months as a Trainee Operator
- Successfully complete one to three months of training

General Responsibilities

- Assume responsibility for making the necessary decisions to ensure that routine work processes and procedures are completed efficiently
- Recognise deviations/faults in materials, information and work to ensure correct work output
- Work effectively under routine supervision
- Detect unusual errors or problems occurring in routine work activities and advise appropriate person
- Manage time effectively to meet work schedules allocated by the supervisor

Level 2 – Qualified Operator (Continued)

Knowledge

- Acquire a basic general knowledge about the company



- Acquire a working knowledge of other relevant jobs for purposes of relieving employees

#### Communication

- Work within a team as a participative and co-operative member
- Explain procedures, action or situations to others, ensuring clear and effective communication
- Liaise with other work areas to provide or access information, services or materials, correctly and on time
- Understand basic information, instruction or procedures
- Record or verbally report basic information clearly and to required specifications

#### Work Context

- Understand and correctly apply Occupational Health and Safety requirements to prevent injury to self and others

#### Technical Skills (Where required)

- Complete basic arithmetic accurately and record clearly
- Measure quantity of product or material accurately using basic measuring device(s)
- Use manually controlled mobile equipment correctly, ensuring safe movement and storage
- Operate machines according to procedures, using basic controls to ensure correct processing of product
- Maintain a clean and tidy work area in accordance with procedures, ensuring correct disposal of waste

## **2.3 LEVEL 3A – SKILLED OPERATOR**

### SCOPE OF WORK

Employees classified at this level will be expected to demonstrate competence in all tasks associated with at least one major work centre (eg. Household, Aerosol) and to be capable of assisting in other centres as required. Duties will include at least two of the following skills: basic line set-up/adjustments, basic maintenance, forklift driving.

## TRAINING REQUIRED

- Core Training:
- \* OCCUPATIONAL HEALTH & SAFETY 11  
(Workplace Audits)
  - \* QUALITY AWARENESS 11  
(Continuous improvement)
  - \* TEAM PARTICIPATION SKILLS
  - \* ON-JOB TRAINING TECHNIQUES
  - \* HAND AND POWER TOOLS COURSE
- or
- \* FORKLIFT LICENCE
  - \* INTRODUCTION TO WAREHOUSING  
(where applicable)

### On-Job Training:

On-job training will be undertaken to enable the employee to successfully meet all required competencies.

## TYPICAL COMPETENCY STANDARDS

### Education, Experience and Training

- Attain literacy and numeracy levels to specified entry level criteria
- From three to six months as a Qualified Operator
- Successfully complete from three to six months on-job training

### Level 3A – Skilled Operator (Continued)

#### General Responsibilities

- Assume responsibility for determining the most efficient method and sequence in which work activities are completed within the limits of established procedures
- Recognise deviations/faults in materials, information and work to ensure correct work output
- Work effectively under routine supervision

- Detect unusual errors or problems occurring in routine work activities and advise appropriate person. Where authorised, correct the situation
- \*\*\*\*\* materials for own work to ensure correct and sufficient supply

### Knowledge

- Acquire a basic general knowledge about the company
- Acquire a working knowledge of other relevant jobs for purposes of relieving employees
- Acquire a basic knowledge of the work flow, products and machinery in relevant areas

### Communication

- Work within a team as a participative and co-operative member
- Provide one-on-one, on-job training in specific task activities, ensuring clear communication and effective monitoring of skill development in the trainee
- Liaise with other work areas to provide or access information, services or materials, correctly and on time
- Understand detailed, but not complex information, instruction or procedures
- Maintain detailed records accurately, clearly and to required specifications

### Work Context

- Understand and correctly apply Occupational Health and Safety requirements to prevent injury to self and others

### Technical Skills (Where required)

- Complete basic arithmetic accurately and record clearly
- Measure quantity of product or material accurately using basic measuring device(s)

## Level 3A – Skilled Operator(Continued)

- Use basic hand or power-operated tools or equipment correctly and safely
- Use manually controlled mobile equipment correctly, ensuring safe movement and storage
- Operate power-driven mobile equipment requiring licensing correctly and safely
- Operate machines according to procedures, using basic controls to ensure correct processing of product
- Complete basic mechanical set-up/adjustments, ensuring specified procedures are followed correctly
- Disassemble and assemble a small number of basic machine parts accurately, using simple tools where necessary
- Complete basic maintenance on machines or equipment, correctly following procedures
- Clean basic equipment or machine parts, using correct cleaning agents and following specified procedures

## **2.4 LEVEL 3 – ADVANCED OPERATOR**

### SCOPE OF WORK

Employees classified at this level will be expected to demonstrate competence in Level 3A duties within at least one major work centre, and be capable of assuming basic leadership responsibilities where appropriate. Additional skills at this level may include for example, inducting, training and assessing competence of new employees, data entry, more complex line set-up and adjustment procedures.

### TRAINING REQUIRED

- Core Training:
- \* GROUP LEADERSHIP PRINCIPLES
  - \* BASIC TRAINING AND ASSESSMENT PROCEDURES
  - \* TOTAL PRODUCTIVE MAINTENANCE TECHNIQUES
- Or
- \* BASIC COMPUTING SKILLS

## On-Job Training:

On-job training will be undertaken to enable the employee to successfully meet all required competencies.

## TYPICAL COMPETENCY STANDARDS

### Education, Experience and Training

- Attain literacy and numeracy levels to specified criteria
- From three to six months as a Skilled Operator
- Successfully complete from three to six months on-job training

### General Responsibilities

- Assume responsibility for determining the most efficient method and sequence in which work activities are completed within the limits of established procedures
- Recognise deviations/faults in materials, information and work to ensure correct work output
- Work effectively under moderate supervision, with general responsibility for conducting daily work within the scope of the job
- Detect unusual errors or problems occurring in routine work activities and advise appropriate person. Where authorised, correct the situation

### Level 3 – Advanced Operator (Continued)

- Plan materials for own work to ensure correct and sufficient supply
- Manage time effectively to meet occasional competing activities requiring prioritising

### Knowledge

- Acquire a basic general knowledge about the company
- Acquire a working knowledge of other relevant jobs for purposes of relieving employees

- Acquire a basic knowledge of the work flow, products and machinery in relevant areas

### Communication

- Work within a team as a participative and co-operative member
- Provide one-on-one, on-job training in specific task activities, ensuring clear communication and effective monitoring of skill development in the trainee
- Liaise with other work areas to provide or access information, services or materials, correctly and on time
- Understand detailed, but not complex information, instruction or procedures
- Maintain detailed records accurately, clearly and to required specifications

### Work Context

- Understand and correctly apply Occupational Health and Safety requirements to prevent injury to self and others

### Technical Skills (Where required)

- Complete calculations using simple formulae accurately and record clearly
- Measure quantity of product or material accurately using basic measuring device(s)
- Use basic keyboard skills to accurately input, access or transfer routine information
- Use basic hand or power-operated tools or equipment correctly and safely
- Use manually controlled mobile equipment correctly, ensuring safe movement and storage
- Operate power-driven mobile equipment requiring licensing correctly and safely
- Operate machines according to procedures, using an array of controls to ensure correct processing of product
- Complete basic mechanical set-up/adjustments, ensuring specified procedures are followed correctly

- Disassemble and assemble a small number of basic machine parts accurately, using simple tools where necessary
- Complete basic maintenance on machines or equipment, correctly following procedures
- Clean basic equipment or machine parts, using correct cleaning agents and following specified procedures

<b>2.5 LEVEL 4 – MULTI-SKILLED/SPECIALIST OPERATOR</b>
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SCOPE OF WORK

Employees classified at this level will be expected to demonstrate competence in either:

- (i) specialist roles, such as basic mixing skills or despatch skills, or
- (ii) multi skilled stores roles, including such duties as receiving, clerical/administrative, data entry and forklift driving, or Multi-skilled production duties (to be defined)

TRAINING REQUIRED

- Core Training:
- \* WAREHOUSING/DISTRIBUTION SYSTEMS
  - \* BASIC CHEMISTRY (Where appropriate)
  - \* HANDLING HAZARDOUS CHEMICALS
  - \* ????

On-Job Training:

On-job training will have been undertaken to enable the employee to successfully meet all required competencies.

## TYPICAL COMPETENCY STANDARDS

### Education, Experience and Training

- Attain literacy and numeracy levels to specified criteria
- From six to twelve months as an Advanced Operator
- Successfully complete from three to six months on-job training

### General Responsibilities

- Assume responsibility for determining the most appropriate resources and approaches to achieve outcomes. Considerable initiative is required, generally without supervisory assistance.
- Identify recurrent quality problems or issues, using considerable experience to detect and implement/initiate action to rectify the situation

### Level 4 – Multi-Skilled/Specialist Operator (Continued)

- Work effectively under moderate supervision, with general responsibility for conducting daily work within the scope of the job
- Detect unusual errors or problems occurring in routine work activities and advise appropriate person. Where authorised, correct the situation

### Knowledge

- Acquire a working knowledge about the structure of the company, including department functions and inter-relationships
- Acquire an understanding of the nature and requirements of roles within other departments that have a direct impact on the current role
- Acquire a basic knowledge of the work flow, products and machinery in relevant areas



## Communication

- Co-ordinate the activities of team members, including allocating tasks and providing assistance
- Provide one-on-one, on-job training in specific task activities, ensuring clear communication and effective monitoring of skill development in the trainee
- Liaise with other work areas to provide or access information, services or materials, correctly and on time
- Communicate with external supplier or adviser on an occasional basis to ensure that information, services or products are supplied or provided correctly and on time
- Understand detailed, but not complex information, instruction or procedures
- Maintain detailed records accurately, clearly and to required specifications

## Work Context

- Understand and correctly apply Occupational Health and Safety requirements to prevent injury to self and others

## Technical Skills (Where required)

- Complete calculations using simple formulae accurately and record clearly
- Measure quantity of product or material accurately using basic measuring device(s)

## Level 4 – Multi-Skilled/Specialist Operator (Continued)

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- Use basic keyboard skills to accurately input, access or transfer routine information
- Use basic hand or power-operated tools or equipment correctly and safely
- Use manually controlled mobile equipment correctly, ensuring safe movement and storage
- Operate power-driven mobile equipment requiring licensing correctly and safely
- Operate machines according to procedures, using an array of controls to ensure correct processing of product
- Complete basic mechanical set-up/adjustments, ensuring specified procedures are followed correctly

- Disassemble and assemble a small number of basic machine parts accurately, using simple tools where necessary
- Complete routine maintenance on machines or equipment, correctly following procedures
- Clean basic equipment or machine parts, using correct cleaning agents and following specified procedures

<b>2.6 LEVEL 5 – MULTI-SKILLED/SPECIALIST OPERATOR</b>
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**SCOPE OF WORK**

Employees classified at this level will be expected to build on their Level 4 skills by demonstrating competence in either:

- (i) specialist roles, such as advanced mixing skills or warehouse checking skills, or
- (ii) multi skilled stores roles (including store procedures, distribution systems, suppliers)  
Multi skilled production duties (to be defined)

**TRAINING REQUIRED**

- |                |   |
|----------------|---|
| Core Training: | <ul style="list-style-type: none"> <li>* ADVANCED QUALITY AWARENESS</li> <li>* ADVANCED SAFETY KNOWLEDGE (Personal Protective Equipment, Confined Spaces Entry)</li> <li>* PRODUCT COMPOSITION &amp; PROPERTIES</li> <li>* STOCK CONTROL, MANAGEMENT &amp; PLANNING</li> <li>* BASIC COMPUTER SYSTEMS (BOS/BPCS)</li> </ul> |
|----------------|---|

### On-Job Training:

On-job training will have been undertaken to enable the employee to successfully meet all required competencies.

## TYPICAL COMPETENCY STANDARDS

### Education, Experience and Training

- Successful completion of 2 year part time TAFE course or equivalent
- From six to twelve months as a Level 4 Operator
- Successfully complete from six to twelve months on-job training

### Level 5 – Multi-Skilled/Specialist Operator (Continued)

#### General Responsibilities

- Assume responsibility for determining the most appropriate resources and approaches to achieve outcomes. Considerable initiative is required, generally without supervisory assistance.
- Identify recurrent quality problems or issues, using considerable experience to detect and implement/initiate action to rectify the situation
- Work effectively under moderate supervision, with general responsibility for conducting daily work within the scope of the job
- Detect unusual errors or problems occurring in routine work activities and advise appropriate person. Where authorised, correct the situation

#### Knowledge

- Acquire a working knowledge about the structure of the company, including department functions and inter-relationships
- Acquire an understanding of the nature and requirements of roles within other departments that have a direct impact on the current role

- Acquire a basic knowledge of specific functions, eg. systems, supplier base or raw materials

#### Communication

- Co-ordinate the activities of team members, including allocating tasks and providing assistance
- Provide one-on-one, on-job training in specific task activities, ensuring clear communication and effective monitoring of skill development in the trainee
- Liaise with other work areas to provide or access information, services or materials, correctly and on time
- Communicate with external supplier or adviser on an occasional basis to ensure that information, services or products are supplied or provided correctly and on time
- Understand detailed, but not complex information, instruction or procedures
- Maintain detailed records accurately, clearly and to required specifications

### Level 5 – Multi-Skilled/Specialist Operator (Continued)

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#### Work Context

- Understand and correctly apply Occupational Health and Safety requirements to prevent injury to self and others

#### Technical Skills (Where required)

- Complete calculations using simple formulae accurately and record clearly
- Measure quantity of product or material accurately using precision measuring device(s)
- Use intermediate keyboard skills to accurately generate/access information for reporting, tracking or inventory control
- Use basic hand or power-operated tools or equipment correctly and safely
- Use manually controlled mobile equipment correctly, ensuring safe movement and storage
- Operate power-driven mobile equipment requiring licensing correctly and safely

- Operate machines according to procedures, using an array of controls to ensure correct processing of product
- Complete detailed mechanical set-up/adjustments for batch, size or product change, ensuring specified procedures are followed correctly
- Disassemble and assemble a small number of basic machine parts accurately, using simple tools where necessary
- Complete routine maintenance on machines or equipment, correctly following procedures
- Clean basic equipment or machine parts, using correct cleaning agents and following specified procedures

## **2.7 LEVEL 6 – TEAM CO-ORDINATOR**

### SCOPE OF WORK

Employees classified at this level will be expected to build on their Level 5 skills by demonstrating competence in:

- (i) leading and organising the work of a specialist work unit or a large production group, and
- (ii) co-ordinating an operator training programme
- (iii) undertaking work flow management
- (iv) undertaking analysis for work process improvement
- (v) advanced knowledge in relevant specialist areas, eg.
  - Material Storage practices
  - Transport/Distribution systems
  - Management Information systems
  - Chemistry

### TRAINING REQUIRED

- |                |   |                             |
|----------------|---|-----------------------------|
| Core Training: | * | LEADERSHIP SKILLS           |
|                | * | TRAIN-THE-TRAINER PROGRAMME |
|                | * | CUSTOMER SERVICE            |
|                | * | SYSTEMS ANALYSIS            |

### On-Job Training:

On-job training will have been undertaken to enable the employee to successfully meet all required competencies.

## TYPICAL COMPETENCY STANDARDS

### Education, Experience and Training

- Successful completion of 1 year part time TAFE course or equivalent
- From 1 – 3 years as a Level 5 Operator
- Successfully complete from six to twelve months on-job training

### Level 6 – Team Co-Ordinator (Continued)

#### General Responsibilities

- Assume responsibility for determining the most appropriate resources and approaches to achieve required outcomes. Considerable initiative is required, generally without supervisory assistance.
- Identify recurrent quality problems or issues, using considerable experience to detect and implement/initiate action to rectify the situation
- Work effectively under moderate supervision, with general responsibility for conducting daily work within the work area
- Detect difficult or recurring problems in routine work activities. Decide on an appropriate long-term solution and implement the improvement without supervisory assistance, but notifying the supervisor of the actions taken
- Prioritise time effectively to meet occasional competing activities
- Develop a planned order of activities which is cost and/or time efficient and which meets required schedule or specifications

## Knowledge

- Acquire a working knowledge about the structure of the company, including department functions and inter-relationships
- Acquire an understanding of the nature and requirements of roles within other departments that have a direct impact on the current role
- Acquire an in-depth knowledge of specific functions, eg. systems, supplier base, raw materials etc.

## Communication

- Schedule, co-ordinate and monitor the work activities of a team, including goal setting and monitoring of progress, assist in establishing training and development plans for each team member, and provide advice and assistance where necessary
- Assume responsibility for and organise/conduct complete on-job training of individual employees, including organising any specialist training resources
- Provide guidance or advice to others in order to assist them in achieving objectives or sorting out difficult situations, ensuring that communication is handled sensitively
- Liaise with other work areas to provide or access required information, services or materials, correctly and on time

## Level 6 – Team Co-Ordinator (Continued)

- Communicate with external supplier or advisor on an occasional basis to ensure that information, services or products are supplied or provided correctly and on time
- Understand detailed information, instruction or procedures
- Assist in the preparation/modification of work procedures or specifications, training or induction programmes, clearly and accurately

## Work Context

- Understand and correctly apply Occupational Health and Safety requirements where there is functional responsibility to ensure the safety of others in the work area

## Technical Skills (Where required)

- Complete calculations using simple formulae accurately and record clearly
- Measure quantity of product or material accurately using precision measuring device(s)
- Use intermediate keyboard skills to accurately generate/access information for reporting, tracking or inventory control
- Use hand-held power-operated tools/equipment correctly and safely
- Operate power-driven mobile equipment requiring licensing correctly and safely
- Operate machines according to procedures, using an array of controls to ensure correct processing of product
- Complete basic mechanical set-up and adjustments, ensuring specified procedures are followed correctly
- Disassemble and assemble a small number of basic machine parts accurately, using simple tools where necessary
- Complete routine maintenance on machines or equipment, correctly following procedures
- Clean basic equipment or machine parts, using correct cleaning agents and following specified procedures
- Handle hazardous chemicals/dangerous goods, following correct safety and storage procedures



## **2.8 LEVEL 7 – SECTION CO-ORDINATOR**

### SCOPE OF WORK

Employees classified at this level will be expected to build on their Level 6 skills by demonstrating competence in:

- (i) advanced leadership (motivation, counselling, grievances etc.)
- (ii) designing structured training programmes
- (iii) organising resources and exercising overall responsibility for effective operations within the work section
- (iv) detailed understanding of all equipment/machines, systems and work processes within the work section
- (v) comprehensive understanding of how management information systems within the work section relate to other sections of the business
- (vi) internal and external customer communication
- (vii) participation in Continuous Improvement Programmes

### TRAINING REQUIRED

Core Training:       \*     ADVANCED LEADERSHIP SKILLS  
                              \*     DESIGNING TRAINING PROGRAMMES  
                              \*     CONTINUOUS           IMPROVEMENT PROGRAMME

#### On-Job Training:

On-job training will have been undertaken to enable the employee to successfully meet all required competencies.

### TYPICAL COMPETENCY STANDARDS

#### Education, Experience and Training

- Successful completion of 1 year part time TAFE course or equivalent
- More than 3 years experience as a Level 6 Operator
- Successfully complete from six to twelve months on-job training

## Level 7 – Section Co-Ordinator (Continued)

### General Responsibilities

- Assume responsibility for decisions required in the day-to-day running of a work section, including those relating to output and work allocation, without supervisory assistance
- Anticipate or predict potential quality problems or issues, based on analyses or patterns of information, and implement/initiate action to rectify the situation so that quality requirements are met in the future
- Work effectively under general supervision, with only broad guidance in terms of key activities and outcomes. General responsibility is required for the organisation, planning and conduct of most of the work within the section
- Detect difficult or recurring problems in routine work activities. Decide on an appropriate long-term solution and implement the improvement without supervisory assistance, but notifying the supervisor of the actions taken
- Prioritise time effectively to meet occasional competing activities
- Develop a planned order of activities which is cost and/or time efficient and which meets required schedule or specifications

### Knowledge

- Acquire a working knowledge about the structure of the company, including department functions and inter-relationships
- Acquire a sound knowledge of the requirements of all jobs within the department, including the main responsibilities of each employee and the way work relates to current strategies and values
- Acquire an in-depth knowledge of specific functions, eg. systems, supplier base, raw materials etc.

## Communication

- Schedule, co-ordinate and monitor the work activities of a team, including goal setting and monitoring of progress, establishing training and development plans for each team member, and provide advice and assistance where necessary
- Assume responsibility for and organise/conduct complete on-job training of individual employees, including organising any specialist training resources
- Influence the thinking and/or behaviour of others through persuasion or negotiation, presenting information in an objective manner and ensuring clear and effective communication

## Level 7 – Section Co-Ordinator (Continued)

- Liaise with other work areas to direct or monitor activities, ensuring effective communication
- Communicate with external supplier or advisor on a regular basis to ensure that information, services or products are correctly supplied/provided
- Understand and interpret highly detailed information or procedures
- Prepare/modify work procedures or specifications, training or induction

## Work Context

- Understand and correctly apply Occupational Health and Safety requirements where there is functional responsibility to ensure the safety of others in the section

## Technical Skills (Where required)

- Complete calculations using simple formulae accurately and record clearly
- Measure quantity or quality of product using precision measuring device(s)
- Use intermediate keyboard skills to accurately generate/access information for reporting, tracking or inventory control

- Use hand-held power-operated tools/equipment correctly and safely
- Operate power-driven mobile equipment requiring licensing correctly and safely
- Operate machines according to procedures, using an array of controls to ensure correct processing of product
- Complete basic mechanical set-up and adjustments, ensuring specified procedures are followed correctly
- Disassemble and assemble a small number of basic machine parts accurately, using simple tools where necessary
- Complete routine maintenance on machines or equipment, correctly following procedures
- Clean basic equipment or machine parts, using correct cleaning agents and following specified procedures
- Co-ordinate and supervise the use of hazardous chemicals/dangerous goods, ensuring correct handling and storage procedures

## **2.9 LEVEL 8 – MANAGEMENT TRAINEE**

### SCOPE OF WORK

Employees classified at this level will be expected to build on their Level 7 skills by undertaking training in preparation for a management position. This level is essentially a transition stage. Level 8 employees will be expected to work without supervision and perform a range of tasks of a higher complexity than those required at Level 7.

They will have responsibility for considerable decision making within broad policies including the planning of work, work flow, training and development of the employees for whom they are responsible, and a high degree of technical skill within their work area. They may be required to represent their department on new product development and continuous improvement projects.

Indicative competencies at this level include:

- (i) Assist other levels as required
- (ii) Develop, conduct and/or co-ordinate the delivery of structured training

- (iii) Perform a range of tasks involving the set-up and operation of an entire production system of a more complex nature than Level 7 or overseeing more than one production system, OR  
 Perform a range of tasks involving overseeing more than one company receivable, storage and despatch system OR  
 Perform a range of tasks involving overseeing more than one quality assurance system
- (iv) Knowledge of modern management practices such as JIT, Zaizan etc

### TRAINING REQUIRED

- Core Training:
- \* MANAGEMENT PRINCIPLES
  - \* CONFLICT RESOLUTION
  - \* NEGOTIATION SKILLS
  - \* REPORT WRITING SKILLS
  - \* INDUSTRY AWARENESS

On-Job Training:

On-job training will have been undertaken to enable the employee to successfully meet all required competencies.

### Level 8 – Management Trainee (Continued)

### TYPICAL COMPETENCY STANDARDS

#### Education, Experience and Training

- Successful completion of 2 year part time TAFE course or equivalent
- More than 3 years experience as a Level 7 Operator
- Successfully complete from 1 – 3 years of on-job training

#### General Responsibilities

- Assume responsibility for making decisions which have a significant impact on the department, without supervisory assistance

- Anticipate or predict potential quality problems or issues, based on analyses or patterns of information, and implement/initiate action to rectify the situation so that quality requirements are met in the future
- Work effectively under general supervision, with only broad guidance in terms of key activities and outcomes. General responsibility is required for the organisation, planning and conduct of most of the work within the department
- Identify serious or complex problems in work activities that require considerable experience to detect, and through interpretation of a pattern of information, implement appropriate and lasting solutions, calling upon expert assistance if required
- Prioritise time effectively to meet on-going competing activities
- Develop a logical sequence of activities, procedures or operations required to complete a specific phase or section of a major project

#### Knowledge

- Maintain an up-to-date working knowledge of any major organisational changes, including a general awareness of changes to overall company strategies, products, policies and procedures, in order to effectively complete work activities
- Acquire a sound knowledge of the requirements of all jobs within the department, including the main responsibilities of each employee and the way work relates to current strategies and values
- Acquire an in-depth knowledge of specific functions, eg. systems, supplier base, raw materials etc.

#### Level 8 – Management Trainee (Continued)

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#### Communication

- Schedule, co-ordinate and monitor the work activities of a team, including goal setting and monitoring of progress, establishing training and development plans for each team member, and provide advice and assistance

where necessary in order to promote effective and harmonious

- Conduct a structured training programme for a group, ensuring clear communication; identification of individual needs and the provision of appropriate responses; effective monitoring of skill development and the achievement of desired training outcomes
- Assume third party responsibility for identifying, clarifying and resolving conflicts, ensuring that the interaction is handled sensitively and resulting in a positive outcome for both parties where possible
- Provide specialist advice or knowledge to personnel from other work areas in order to increase the effectiveness of operations, policies or procedures
- Provide or access specialist advice to/from external supplier, customer or adviser in order to ensure effectiveness of operations, policies or procedures
- Understand and interpret highly detailed information or procedures
- Provide a detailed written report ensuring accurate and clear presentation

### Work Context

- Understand and correctly apply Occupational Health and Safety requirements where there is functional responsibility to ensure the safety of others in the section

### Technical Skills (Application and/or understanding where required)

- Complete calculations using detailed formulae accurately and record clearly
- Measure quantity or quality of product using precision measuring device(s)
- Use advanced keyboard skills to efficiently operate complex systems or in-house software packages
- Use hand-held power-operated tools/equipment correctly and safely
- Operate power-driven mobile equipment requiring licensing correctly and safely

## Level 8 – Management Trainee (Continued)

- Operate machines according to procedures, using an array of controls to ensure correct processing of product or material
- Complete basic mechanical set-up and adjustments, ensuring specified procedures are followed correctly
- Disassemble and assemble a small number of basic machine parts accurately, using simple tools where necessary
- Complete routine maintenance on machines or equipment, correctly following procedures
- Clean basic equipment or machine parts, using correct cleaning agents and following specified procedures
- Co-ordinate and supervise the use of hazardous chemicals/dangerous goods, ensuring correct handling and storage procedures