



Custom Designed HR Management Policy & Practices “Sneak Peek”



Creating,
Implementing &
Sustaining
Contemporary
Human
Resources
Policies &
Procedures Using
Minimum Time,
Effort &
Resources

*Establishing the
Ideal Work -
Place You Desire
for Your
Employees*

Introduction

Welcome to our Custom Designed HR Management Policy & Practices “Sneak Peek”.

When properly constructed and executed, an integrated suite of compliant, contemporary and competitive HR Policies will: -

- Provide quality infrastructure that enables the professional, consistent and ethical management of your employees on an ongoing basis.
- Ensure ongoing compliance with all applicable employment laws, legislation and prevailing industrial awards or agreements.
- Create an overall employment offering that is attractive and engaging to both your existing and future workforce.
- Underpin and reinforce the desired culture and working environment you desire for your employees on an ongoing basis.

Why Use Our Services?

- More than four decades experience in Human Resources Management.
- More than 25 years consulting experience across nine countries & precincts in the Asia – Pacific region.
- More than 200 satisfied clients.
- All content locally designed, researched and tested.
- A contemporary & practical approach to Human Resources Management.

If you are seeking more information, or would like to utilize any of our HR Policies and Procedures services please email me at enquiries@moore-hr.com.au or call me on **03) 9994 5193**

Stephen Moore
Founder & Director
Moore HR



Custom Designed HR Management Policy & Practices “Sample Content Areas”



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HR Management - Custom Designed Policy & Practices Sample Content Areas

1. Recruitment & Induction Policies (2)	Workforce Recruitment; Employee On-Boarding.
2. Learning & Development Policies (3)	Performance Management; Succession Planning; Professional Development.
3. Leave Entitlements Policies (13)	Personal Leave; Annual Leave; Public Holidays; Compassionate Leave; Defence Services Leave; Jury Duty; Parental Leave; Long Service Leave; Leave of Absence; Cultural Leave; Emergency Services Leave; Domestic Violence Leave; Pandemic & Natural Disaster Leave.
4. Conditions of Employment Policies (20)	Hours of Work; Flexible Working Arrangements; Discrimination, Harassment & Bullying; Health & Safety; Redundancy; Employee Performance Counselling; Employee Termination of Employment; Abandonment of Employment; Casual Employees; Volunteers Engagement; Continuity of Service; Electronic Communication; Software Usage & Storage; Employee Fair Treatment; Employee Dress Code; Conflict of Interest; Corporate Responsibility; Employee Whistle – Blowing; Drugs & Alcohol; Personal Relationships.
5. Remuneration & Benefits Policies (5)	Remuneration Packaging; Workforce Reward & Recognition; Mobile Phones; Company Motor Vehicles; Employee Wellness & Well - Being.
6. Administration & Support Policies (12)	Workforce Communication; Employee Relocation; Employee Use of Personal Vehicle; Employee Use of Commercial Vehicles; Employee Privacy; Employee Status Change; Business Expense Reimbursement; Corporate Entertainment & Hospitality; Time Reporting; Company Employee Travel; Exit Interviews; Provision of References.
7. Template Forms (21)	Employment Requisition; Internal Job Vacancy Notice; Application for Internal Job Vacancy; Application for Employment; Privacy Disclosure Authorisation; Standard Interview Questions; Interview Assessment; Employment Reference Check; Standard Recruitment Letters; Employee Onboarding Check – List; Application for Study Assistance; Leave Application; Employee Counselling Interview; Termination Check – List; Certificate of Service; Employee Status Change; Business Expense Claim; Travel Request & Authorisation; Exit Interviews.

HR Management - Custom Designed Policy & Practices Sample Content Areas

8. Staff Code of Conduct Booklet (24 Pages)

Expectations of all Staff, Commitments to all Staff, Committing to the Job

and to Making a Positive Contribution, Working Safely, Being Fair, Reasonable and Honest in all Dealings with the Organisation; Personal Benefit; Electronic Communication; Mobile Phones; Showing Respect to Fellow Staff - Members, Managers & Senior Executives; Maintaining a Professional Standard of Appearance and Dress; Being Open to New Ideas and Ways of Working; Observing and Contributing to a Workplace Free from Discrimination, Harassment or Bullying; Personal Relationships; Protecting the commercial interests and reputation of the Company; Grounds for Instant Dismissal; Authorisations;

9. Staff Performance Counselling Booklet (28 Pages)

Introduction; Employee Counselling Process; Employee Counselling

Guiding Principles; Employee Performance Counselling Model; Unacceptable Behaviour or Performance Necessitating Counselling; Managing Unacceptable Behaviour or Performance; Verbal Warning; Review of Verbal Warning, First or Final Written Warning; Review of First or Final Written Warning; Demotion of Employment, Serious & Wilful Misconduct - Instant Dismissal; Employee Performance Counselling Interview Forms.



Custom Designed HR Management Policy & Practices “Sample Policy”



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May 2020

1.0 KEY POLICY

(Insert Company Name) will provide mobile telephones to employees where usage is essential to effectively fulfil normal position operating requirements

2.0 OPERATING PROCEDURES

2.1 MOBILE PHONE APPROVAL

- 2.1.1 A mobile phone shall be approved for business usage where a Department Manager deems it appropriate in order for an employee to achieve specified performance levels in their current position. (I.e. An employee whose normal duties necessitate them regularly spending time out of the office and/or being contactable outside the normal hours of work).
- 2.1.2 At the discretion of the Department Manager, *(Insert Organisation Name)* may alternatively reimburse an employee for the cost of business - related phone – calls made from an employee’s personal mobile phone upon production of an itemised account.
- 2.1.3 A business – related mobile phone is provided to an employee primarily for work purposes, with private usage to be kept to a minimum. If a Department Manager believes an employee is using their mobile phone irresponsibly or unreasonably, they may request that the employee reimburses *(Insert Organisation Name)* for excessive personal call usage, or have the phone removed from the employee concerned.
- 2.1.4 In circumstances where an employee has been requested to reimburse *(Insert Organisation Name)*, the Department Manager will closely monitor their ongoing phone usage in order to ensure that a reasonable proportion of calls are business rather than personally related.
- 2.1.5 Where a mobile phone has been approved for business usage, except in the case of personal negligence, *(Insert Organisation Name)* will be responsible for all rental, maintenance and replacement costs incurred.

2.2 MOBILE PHONE USAGE - BUSINESS RELATED

- 2.2.1 Employees shall not utilise their mobile phone while operating a motor vehicle unless a hand’s - free car kit or blue-tooth capability have previously been installed.
- 2.2.2 Employees shall pay any fine incurred when using a mobile phone whilst driving.

- 2.2.3** When provided with email and internet access, employees should be familiar and compliant with the Company's Electronic Communication policy at all times.
- 2.2.4** If customers/key external contacts regularly contact an employee via their mobile phone (rather than via a fixed telephone line in the office), then their mobile phone should remain switched on, even when they are in the office.
- 2.2.5** Employees shall not use their mobile phone for any unlawful activity, personal or financial gain, or for commercial purposes not authorised by or under the auspices of (*Insert Organisation Name*).
- 2.2.6** When travelling on approved international business employees shall: -
- Utilise their device for important business and personal calls only.
 - Switch-off the data - downloading capability within their device for the duration of their trip.
 - Utilise their notebook and hotel internet facilities in order to receive/send emails, download files, access the internet etc.
- Should circumstances arise whereby an employee deliberately and knowingly incurs significant/unreasonable international mobile phone costs, at its sole discretion the Company shall deduct the excess amount from the next available pay period.
- 2.2.7** Employee shall report any faults or damage to their mobile phone, and/or any theft or loss immediately to (*Insert Designated Position*) in order for the device to be repaired, or a replacement phone ordered.
- 2.2.8** Where provided by the Company, mobile phones are to remain with the designated employee at all times and shall not to be used by other members of the employee's household or personal friends, other than in the case of an unexpected emergency.
- 2.2.9** Employees shall return their mobile phone in good working order on the cessation of their employment, or when they are transferred to an alternative position where a mobile phone is not required. Should circumstances arise whereby the device is not returned in good order, at the discretion of their Department Manager the cost of any necessary repairs or device replacement will be deducted from any outstanding benefits or entitlements owed to the employee.
- 2.2.10** The telephone number and sim card content contained within the mobile phone shall remain the property of the Company at all times, and shall be returned upon termination of employment, or upon moving to a position where a mobile phone is no longer required.

2.2.11 Any employee identified as deliberately and knowingly breaching the conditions contained in clauses 2.2.1 to 2.2.10 as previously outlined, may be subject to disciplinary action, up - to and including termination of employment.

2.3 MOBILE PHONE USAGE - PERSONAL

2.3.1 (*Insert Organisation Name*) recognises that in the course of their duties, circumstances will arise whereby employees may need to make or receive personal telephone calls, which are to be kept to a minimum, and scheduled to occur during scheduled rest or meal breaks wherever possible.

2.3.2 Other than as outlined in 2.3.1 above, while on duty employees shall not at any time utilise their personal mobile phones for: -

- The sending of non - emergency text messages or making of non – emergency telephone calls.
- The playing of phone-based games.
- Accessing and/or interacting with online social media websites including but not limited to Facebook, Twitter, Instagram etc.
- The taking of photographs or recording of confidential Company information, group meetings or one – on - one discussions.
- The downloading or uploading of inappropriate, illegal or obscene material using a company internet connection.

2.3.3 Any employee identified as deliberately and knowingly breaching the conditions contained in clauses 2.3.1 and 2.3.2 as previously outlined, may be subject to disciplinary action, up - to and including termination of employment.

How our HR Management Policy and Practices Custom Design Service Works

Step One

• You select from our pricing menu (as outlined on the following page) all of the policies and procedures/booklets that are appropriate for your organisation, then place an order via our website, including your corporate logo for incorporation into all templates/colour matching on every page we will produce.

Step Two

• We will confirm your order and submit an initial invoice for 50% of the quoted fee (Plus Gst). Upon receipt of payment, we will complete all necessary work in creating your consolidated HR Management Policy and Practices Manual, (plus any applicable booklets) including customisation to reflect your organisation.

Step Three

• Once your Manual and Booklets (as applicable) have been completed we will submit the final content to you in both PDF and Microsoft Word formats, thereby providing a master copy for future referall, as well as a copy for ongoing updates and distribution throughout your organisation.

Step Four

• We will schedule an online familiarisation workshop of between two and three hours duration in order to discuss you HR Management Policy and Practices Manual content in detail. Should you request any further amendments or changes, these will be completed at an additional cost of \$250 per hour

Step Five

• We will thereafter submit a final invoice for payment of the remaining 50% of our quoted fee, plus any agreed adjustments. (Our standard terms are 14 days) We will additionally schedule two sixty minute de-briefing sessions at three monthly intervals in order to check-in with you, discuss your progress and assist youwith any issues or concerns that remain outstanding.

HR Management Policy & Practices - Customization Service Price - List

HR Template Policies @ \$22.00	Pages	HR Template Policies @ \$38.50	Pages	HR Template Policies @ \$55.00	Pages
Defence Services Leave	1	Long Service Leave	4	Workforce Recruitment	29*
Cultural Leave	1	Hours of Work	4	Parental Leave	10
Public Holidays	1	Drugs & Alcohol	4	Flexible Work Arrangements	10
Conflict of Interest	1	Whistle-Blowers	4	Employee Performance Counselling	9*
Provision of References	1	Use of Commercial Vehicles	4	Employee Business Travel	8*
Abandonment of Employment	2	Corporate Responsibility	4		
Casual Employees	2	Employee Privacy	4		
Volunteer Engagement	2	On-Boarding	5*		
Fair Treatment	2	Health & Safety	5		
Software Usage & Storage	2	Redundancy	5	HR Template Booklets @ 82.50	Pages
Personal Relationships	2	Electronic Communication	5		
Remuneration Packaging	2	Employee Relocation	5	Staff Code of Conduct	24
Continuity of Service	2	Annual Leave	5*	Staff Performance Counselling	28
Use of Personal Vehicle	2	Exit Interviews	5*		
Emergency Services Leave	2	Pandemics & Natural Disasters	5		
Time Reporting	2	Professional Development	6*		
Corporate Entertainment	2	Discrimination, Harassment & Bullying	6		
Leave of Absence	2	Company Motor Vehicles	6		
Jury Duty	2	Termination of Employment	7*		
Domestic Violence Leave	2				
Engagement of Volunteers	2			* Denotes policy plus template forms	
Compassionate Leave	3			All quoted prices are inclusive of Gst	
Performance Management	3				
Succession Planning	3				
Personal Leave	3				
Wellness & Well - Being	3			Development Costs	Prices
Workforce Communication	3			Policies & Procedures Manual Consolidation	@ \$35 per policy
Reward & Recognition	3			Policies & Procedures Manual Customisation	@ \$35 per policy
Mobile Phones	3			Policies & Procedures Training Workshop	@ \$750.00
Status Change	3*			Policies & Procedures De - Briefing Sessions	@ \$1,00.00
Expense Reimbursement	3*				

Some of Our Many Satisfied Customers - *Denotes Custom Designed Programs

1. Cisco Systems	31. Totalcare Health Industries*	61. Mellons*	91. Reflections Group*
2. Revlon	32. Panasonic	62. JNH Australia*	92. Frank Knight Australia
3. House of Reps Canberra	33. Ticketek	63. Hawthorn Football Club*	93. Vemco Pty Ltd
4. NHP Electrical Engineering*	34. Integrated Packaging	64. Cricket Australia	94. Interface Australia
5. EMI Music Australia	35. Orix Australia	65. Haymes Paint*	95. McLarens Young*
6. Jeans West	36. Caterpillar Australia	66. Rayson Industries	96. Primelife Corporation*
7. ESANDA Fleet Partners	37. Baytech Institute	67. Cap XXX	97. Capital Finance
8. Henry Davis York	38. Swimming Australia*	68. Hume City Council	98. Dept of Education WA
9. Victorian Cricket Association	39. Simplot Australia	69. Rural Ambulance Victoria	99. Eltham College
10. Sims Lockwood	40. Fawkner Cemetery	70. Integrated Design Services	100. Aus Chamber Orchestra
11. Woollahra Council	41. Idexx Laboratories	71. Biolab Australia	101. Aust Admin Services
12. Suncor Energy	42. Armstrong Industries	72. Integrated Vision*	102. Co-Invest Limited
13. Telefix	43. Financial Planning Association	73. Yallourn Energy	103. McManus & Associates
14. Trader Systems International*	44. Mainland Dairies	74. Filcon Precision Engineering	104. Millennium Chemicals
15. South East Water*	45. Melbourne Victory Football Club*	75. Beltreco Ltd Victoria	105. Govt Superannuation Board
16. DC Australia	46. City of Wyndham	76. URS Corporation*	106. Telefix
17. Beaumonts Geelong	47. Southcorp Packaging	77. Wide Bay Water	107. WIN Support Services
18. APA	48. Aust Care Australia	78. Adidas	108. Bond University
19. ABB Industries	49. Mercy Hospital	79. Brimbank City Council*	109. City of Belmont
20. Vic Roads	50. Astra Pharmaceuticals	80. BTR Nylex	110. RWAV*
21. Chiquita Mushrooma	51. Western Mining	81. Juniper Development Group	111. CPSCU Credit Union
22. Bankstown Health Service	52. Macquarie Health Service	82. Ticketmaster	112. Freehills
23. AFL	53. Greening Australia*	83. Maxxium Australia	113. Catholic Insurance
24. Utilux	54. PowerWater NT	84. Houstons Farm	114. KBR Corporation*
25. Aust Pacific Paper	55. Butterworths	85. Melbourne & Olympic Park*	115. Victorian Auditor General
26. Data Connection	56. Cablex Australia*	86. Bridgestone NZ	116. Kalari Transport*
27. TPG Consulting*	57. Melbourne Sports & Aquatic Centre	87. Melbourne Business School	117. AHIMA USA
28. Shire of Yarra Ranges	58. Marchetti Smallgoods	88. St Kilda Football Club*	118. Football Federation Australia*
29. City West Water*	59. Moet Chandon*	89. Coogee Bay Hotel	119.
30. Essendon Football Club*	60. Headstrong	90. Fowles Auction Group	120.



MOORE HR

Stephen Moore
Founder & Managing Director

Stephen Moore spent the first twenty years of his professional career occupying a diverse range of Employee Relations roles within leading organisations including Trans Australia Airlines, Ford Motor Company & Coles-Myer.

In late 1995 Stephen formed Optimum Performance HR Consultants, where he spent the next two decades primarily designing & delivering people metrics, analytics & planning solutions to a diverse client base located throughout Australia, New Zealand, Asia & South Africa.

After a short stint in the HR software development industry, in early 2018 Stephen established a new consulting practice (Moore HR), devoted to the progressive elevation and recognition of the Human Resources profession at an organisational level via the design and execution of advanced Human Resources programs that add-value to the business without straining over - worked HR resources or budgets.

Along this long and often unpredictable journey, Stephen has collaborated with the Australian Human Resources Institute, the Human Resources Institute of New Zealand, the Hong Kong Human Resources Institute, the Public Service Commission WA and Latrobe/Deakin University Graduate Schools of Management in designing & delivering a diverse range of public training workshops, conferences, tertiary level distance learning courses and MBA master-classes to more than 3,000 HR professionals located across nine separate countries.

Stephen also developed and managed his own USA HR Best - Practice Study Tour, where for more than a decade senior Australian Human Resources executives were provided the opportunity to bench-mark pre-eminent organisations, who amongst others included Harley - Davidson, FedEx, NASA, Cisco Systems, Hewlett-Packard and Marriott Hotels.

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