

# Worker's Handbook



**dragon**

**LABOUR HIRE**

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## 1. Introduction

Guidelines listed below are for your benefit and to make sure you thoroughly understand.

The Dragon Labour Hire system and your responsibilities as a worker. Take your time to read the guidelines as they will help you comprehend Dragon protocol. If you have any doubts regarding any it is your right to ask for clarification from one of our responsible team.

## 2. Guidelines

### 2.1. How do I get the job offer?

Firstly, send over your resume to [jobs@thedragongroup.com.au](mailto:jobs@thedragongroup.com.au), if suitable, one of our team members will enter your contact details and organize an interview. As soon as you have completed the online registration form and interview, you will be placed in our database. Once a job offer arises, a member of our team will review your skillset, previous employment and evaluate your suitability for the job. If your skills and experiences comply with the client's requirements, we will call or text to offer you the job.

### 2.2. What happens if I accept the job offer?

At Dragon Labour Hire, it's our duty to offer you a job position, it depends on you whether or not to accept the offer. If you decided to accept the job, it's then your duty to comply with the terms and conditions and fulfil requirements of the client. Once you've accepted the job offer, it is your responsibility to confirm by a phone call or a short message. If you confirm acceptance of the job and fail to appear at the worksite, we will consider you as having little or no interest in a future position, resulting in a bad reference and less job offers.

### 2.3. How long does the job last?

Dragon Labour Hire doesn't guarantee the duration of any work assignment. Work available through Dragon Labour Hire is classed as temporary. We supply workers on an as-and-when basis; therefore, the demand for workers depends on our clients' needs.

### 2.4. Do I have to possess a special licence, card or other work permits?

We will ask you to provide us with the copy of special licence/card/work permit. Some jobs that Dragon Labour Hire provide requires certain permission. You will be informed of any special licenses or cards you need to acquire in order to be offered the role. If you fail to provide the client with a certain card or licence upon request, the site manager has the right to dismiss you. In case you forget to take it with you to the site, we will be able to email or fax the permit to the site manager ASAP and they will decide whether or not to accept a copy.

### 2.5. Arriving on time

When accepting the job, the new employee commits to arriving at the worksite on time. If this is your first time to come to site, you are expected to be there 10 minutes prior to the start of work. Should you have any problems with finding the site, it is your duty to contact the site supervisor for directions as soon as possible. We also require you to notify us when you have arrived to site via text (first day on site only).

### 2.6. Attendance

If there's a specific reason why you're not able to come to work, it is essential that you call to advise your site manager and Dragon as soon as possible or at least 1 hour prior to starting work. Early notification will help us to find someone else to take over the position which will leave the client satisfied and will distinguish you as an honest and reliable worker.

## 2.7. Running late

If you happen to be running late, you are obliged to contact the site manager to inform them of your whereabouts. Ensure you are honest with your time of arrival. If you don't possess the contact number of the site manager, get in touch with us and we'll make sure to pass on the message. Failure to inform will be considered as irresponsible and reflect upon your future job offerings.

## 2.8. Timesheets

You will be required to submit Timesheets on a frequency set by Dragon Labour Hire.

Typically this will be a "Monday to Sunday" Timesheet, you can fill it every day and save, but just press submit on the deadline **Friday**. Once you press submit you cannot change anything, for any changes contact us. **Please submit your hours on time otherwise your payment can be late.**

\*Just if you work on weekend you can submit your timesheet on Sunday.

**If you have any kind of issue filling in your timesheet, for example: login, timesheet is not showing, wrong address on timesheet etc. Please send an email to [admin@thedragongroup.com.au](mailto:admin@thedragongroup.com.au) or a text message to 0467 350 770 and we will fix it, then you can fill it on Monday morning Maximum.**

Please access our complete timesheet guide on our **website** -> **Employees** -> **Timesheets**

## 2.9. How do I get paid?

Dragon Labour Hire process all payments via an electronic fund transfer. It's crucial that you provide us with your Bank name, correct account number and BSB in order to receive payment quickly and on-time. All payments for work are transferred the following Thursday or at least by Friday morning. When a Dragon employee is late providing us with the timesheet or provides Dragon with incorrect bank details, the payment may be affected and delayed.

## 2.10. Tax

Partnership with Dragon Labour Hire requires permission to work in Australia. Therefore, it's necessary for you to provide us with your tax file number (TFN).

## 2.11. Superannuation

As an employee of ours, you have a choice of providing us with your superannuation fund details. Otherwise, we will open a new fund account for you.

## 2.12. Dress code

It's your duty to make sure you're always dressed appropriately and equipped for the job in hand. You should to be presented with good hygiene conditions and dress code at all times. All on-site safety requirements include personal, protective clothing and equipment (PPE): hard helmet, hi-visibility vest, and steel-toe capped footwear.

If you turn up to site dressed inappropriately or in no possession of PPE, the site manager has a right to refuse your entry to the site. The following time you may not be considered as a potential candidate for the position.

## 2.13. Provision of Quality

At Dragon Labour Hire we are driven by high quality of customer service within the labour hire construction industry. Striving to keep our clients feeling positive and fulfilled. As a representative of Dragon Labour Hire, we expect you to perform to the best that you can. Whether it's helping in heavy lifting or providing a service of value, you need to give the client more than they expect. Never show the final result of task you are not proud of and complete a job to the best of your ability.

## 2.14. Code Of Conduct

These points will cover the issues that will lead to warnings or disciplinary action. Serious misconduct may mean there is no warning and you will be dismissed on the spot.

### PRINCIPLES THAT GUIDE US:

- Respect for each other and for our clients
- Treat other people as you would like to be treated
- Respect other people's differences
- Strive to do the best job you can at all times

### UNDER NO CIRCUMSTANCES WILL THE FOLLOWING BE TOLERATED

- Fighting, shouting, yelling or loud, rude and disruptive behaviour
- Behaviour of any kind that alarms or offends others
- Action that competes with clients or makes them feel that they are not our highest priority
- Damaging or neglecting company property in a way that leads to damage
- Stealing company property
- Use of, or dealing in, alcohol or drugs while at work or on company property
- Gambling on company property or encouraging others to gamble
- Giving false information about your work history, qualifications or references
- Possession of knives, guns or other weapons on the premises
- Making a false claim for sick leave or worker's compensation
- Sleeping or napping on the job
- Entering the premises without authorisation by using a key or code that you are not entitled to use
- Jokes or negative remarks that offend – to do with race, religion, sex, sexuality, or handicap
- Signing on or off with a false time or signing on or off for another person

## **2.15. Using Mobile Devices**

Strictly no use of your phone whilst working. In the event of an emergency, it is highly advisable to inform your site manager and ask for permission to use the phone to prevent any negative consequences.

## **2.16. Smoking**

Make sure that you comply with each particular workplace policy. If unsure, ask a supervisor on-site.

## **2.17. Alcohol and Drugs**

It is strictly prohibited to consume alcohol or use illegal drugs whilst working. If you noticed of being under the influence of alcohol or illegal drugs on-site, you will be terminated at once and will be directly responsible for any injuries or accidents caused while under this condition.

## **2.18. Confidentiality**

All details you provide us with are confidential within the office and only accessible to authorized members of the team. We will not disclose your personal information to any third parties unless disclosure is necessary by law.

Information given is specifically used for registration of the new Dragon employee to the contact list for quick evaluation of suitability.

## **2.19. Public liability Insurance**

Dragon Labour Hire will cover all employees working with us through the public liability insurance agency to the amount of \$20,000,000 AUD.

## **2.20. Workers Compensation Insurance**

Dragon Labour Hire employees are insured under Workers Compensation Insurance. In the event of an accident/injury be sure to report it immediately to the site manager and Dragon for the claim to be processed as quickly as possible for your compensation.

## **2.21. Compliance**

As an employee with Dragon Labour Hire, it's vital you comply with all our policies relating to temporary/permanent placement and all health & safety measures. Following requirements of all appropriate legislation.

### 3. OUR DEPARTMENT CONTACTS

**Timesheets - Lara Rocha / Ana Cunha**

[Lara@thedragongroup.com.au](mailto:Lara@thedragongroup.com.au)

[Ana@thedragongroup.com.au](mailto:Ana@thedragongroup.com.au)

**Accounts - Ji Hyun**

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**Recruitment Consultant – Alannah McIver**

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**Operations & Training Manager - Ben Wales**

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[Michael@thedragongroup.com.au](mailto:Michael@thedragongroup.com.au)

Mobile: 0428 230 303

**Labour Hire Consultant – Oliver Maresse**

[Oli@thedragongroup.com.au](mailto:Oli@thedragongroup.com.au)

Mobile: 0419 189 729

**Trades & Labour Resourcer – Aaron Chur**

[Aaron@thedragongroup.com.au](mailto:Aaron@thedragongroup.com.au)

Mobile: 0455 108 980

**Dragon Labour Hire P: 02 9939 2550**

**E: [admin@thedragongroup.com.au](mailto:admin@thedragongroup.com.au)**

**[www.thedragongroup.com.au](http://www.thedragongroup.com.au)**





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**Dragon Labour Hire P: 02 9939 2550**

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**[www.thedragongroup.com.au](http://www.thedragongroup.com.au)**

## 4. Workplace Health & Safety Guidelines

### 4.1. Introduction

As a worker and a member of Dragon Labour Hire team, you are expected to commit to and provide yourself and others with safe and healthy environment. See below:

- Inform relevant supervisors and managers regarding health/safety concerns;
- Prior to start of work, make sure to do some stretching exercises to prevent your body from unexpected muscle strains
- Immediately report injuries and incidents;
- Accept and respond appropriately to WHS recommendations and advice;
- Comply with relevant legislation
- Use safe work practices and equipment

It is highly advisable to conduct the evaluation of worksite safety:

- Be aware of the level of risk
- Identify the risks to yourself and other labourers
- Identify your surroundings for potential hazards
- Look around to see if the site is safe

## 4.2. HEALTH AND SAFETY POLICY

### POLICY STATEMENT

As part of our commitment to achieving the principles of health and safety in our workplace, we recognise our moral and legal responsibility to provide a safe and healthy work environment for workers, contractors, customers and visitors. This commitment also extends to ensuring that our operations and activities do not place the local community or environment at risk of injury, illness or damage.

### AIMS AND OBJECTIVES

We will adopt procedures to –

- provide and maintain healthy and safe workplaces, safe plant and systems of work;
- provide written procedures and instructions to ensure safe work practices;
- ensure compliance with legislative duties and current industry standards;
- provide such information, instruction, training and supervision to workers, contractors and customers as is necessary to ensure their continued health and safety; and
- provide support and assistance to workers and involve them in consultation on safety issues.

### RESPONSIBILITIES

We recognise that the overall responsibility to provide a safe workplace rests with management, who will be accountable for the implementation of this policy. These responsibilities include –

- ensuring that all WHS policies and procedures are implemented;
- establishing measurable objectives and targets to ensure continued improvement aimed at the elimination of work-related injuries and illnesses; and
- providing adequate resources to meet these WHS commitments.

Workers also have responsibilities, which include –

- following all WHS policies and procedures; and
- recognising hazards which may affect the health and safety of themselves, others, or the environment.

We are committed to encouraging consultation and co-operation between management and employees, and will formally involve elected health and safety representatives in any workplace change or any matters that may affect the health and safety of workers.

## **4.3. DRUGS AND ALCOHOL POLICY**

### **POLICY STATEMENT**

It is the policy of this company to ensure that we fulfil our obligations as an employer under health and safety legislation by ensuring that workers do not place their own health and safety or the health and safety of others at risk. To achieve this, we are committed to providing and maintaining a working environment in which workers are not exposed to hazards arising from the use or abuse of drugs or alcohol either in the workplace or in other circumstances which may adversely affect the health and safety of themselves or others at work.

### **AIMS AND OBJECTIVES**

We will strive to ensure that all workers engaged by this company, either as employees or contractors, are in a fit condition to safely carry out their work, and that workers are not impaired in any way by the effects of drugs or alcohol use or abuse. To achieve this, no person will be allowed to enter a workplace or carry out work while suspected of being under the influence of or suffering from adverse effects of alcohol or drugs.

Instances of wilful abuse of substances, whether legal or illegal, or trafficking of substances that are illegal and/or detrimental to the safe conduct of work are prohibited, and are cause for immediate termination of employment and removal from the workplace of the person or persons involved.

### **RESPONSIBILITIES**

All workers must comply with this drugs and alcohol policy when in a workplace covered by this policy. Workers must not exceed the blood alcohol content (BAC) limits set by the company when on or in company workplaces. Random alcohol screening may be carried out to enforce this policy, as will testing of any person reasonably suspected to be affected in any way by alcohol use, and offenders subject to immediate appropriate disciplinary action. Workers must advise their supervisor if they are using any medication, and whether taking (or failing to take) the medication is likely to affect their safety or the safety of others at the workplace.

The consumption of alcohol while at work is not permitted, except for authorised work functions when consumption of alcohol is sanctioned by senior management of the company, who will ensure that adequate supplies of low alcohol and non-alcoholic beverages (including water) are available. All persons attending such functions are expected to consume any alcohol in a responsible and socially-acceptable manner.

Any use of illicit drugs or misuse of legal drugs will be considered as rendering a person unfit for work. Random drugs screening and/or testing may be carried out of any person reasonably suspected to be adversely affected in any way by drug use to enforce this policy, and offenders subject to immediate appropriate disciplinary action. Possession or trafficking of illicit drugs will result in immediate dismissal and removal from company workplaces.

**Dragon Labour Hire P: 02 9939 2550**

**[E: admin@thedragongroup.com.au](mailto:admin@thedragongroup.com.au)**

**[www.thedragongroup.com.au](http://www.thedragongroup.com.au)**

## **4.4. FITNESS FOR WORK POLICY**

### **POLICY STATEMENT**

It is the policy of this company to ensure that we fulfil our duties under health and safety legislation by ensuring that workers do not place their own health and safety or the health and safety of others at risk. To achieve this, we are committed to providing and maintaining a working environment in which workers are not exposed to hazards arising from the adverse effects of alcohol or drugs use, or impairment from fatigue, stress, or other medical or physical conditions.

### **AIMS AND OBJECTIVES**

We will strive to ensure that all workers engaged by this company, either as employees or contractors, are in a fit condition to safely carry out their work, or that workers are not impaired in any way by the effects of alcohol or drugs use, or fatigue or stress. To achieve this, no person will be allowed to enter a workplace or carry out work while impaired by alcohol or drugs, or suffering adverse effects of fatigue or stress, illness, injury or other medical or physical impairment.

### **RESPONSIBILITIES**

All workers must ensure that they report to work in a physical, mental and behavioural condition that will allow them to perform their duties competently and in a manner that does not place themselves or others at the workplace at risk. This will require them to ensure that they are able to comply with company or organisation requirements for alcohol and drugs impairment and that workers ensure that they obtain sufficient rest before commencing work to ensure that they can carry out work during their shift in a safe and effective manner.

Any workers who are suffering a medical or physical illness, injury or other condition must inform their supervisor prior to commencing work to enable an assessment of their ability to carry out their work in a manner that will not affect their work health and safety and the health and safety of others to be carried out. In cases where an assessment by a medical practitioner is necessary to assess whether a worker is unable to carry out their duties, the costs of the medical appointment will be borne by the company.

#### 4.5. Personal Protective Equipment (PPE)

All sites demand temp workers to wear personal protective clothing and equipment, encompassing a hi-visibility vest and steel-toe capped boots. Other items of equipment may include:

- **Helmet/hard hat** is to be worn at all times, at request. The helmet/ hard hat shouldn't show signs of damage and must be renewed every two years for safety reasons.
- **Hearing protection** – according to National Standard of Occupational Noise, an average daily exposure to noise in the workplace environment should not exceed 85db (A) over an eight (8) hour period of work or 140db at any time. A temporary labourer who may be exposed to a high level of noise on-site must use earplugs or earmuffs when using any of the following equipment: drill, using a drop saw, circular saw.
- **Dust mask is to be worn when you deem the environment of a construction site to be dusty during the process of demolition.**
- **Eye Protection equipment** is to be worn when there may be a risk of eye injury from flying objects or other hazards. It is highly advisable to use eye protection equipment when in contact with power actuated tools, grinding, cutting or working in a dusty environment.
- **Work Gloves** are to be worn when dealing with mechanical risks (risk caused by abrasion, blade cuts, tears and punctures); thermal risks (heat and fire); protective gloves for welders especially designed for working with metals for cutting etc; gloves resistant to permeation by chemicals (including primary alcohol, nitrile compound, saturated hydrocarbon and other).
- **Harnesses** are to be work when working from a height i.e. use of a ladder or when there is potential harm to fall down from a distance more than 1.8 meters high. Be sure to check the quality & usability of the harness before wearing.

#### 4.6. Electrical Safety

Electricity is an invisible hazard that can cause serious injury or even death. Therefore it is very important that unless you have required experience or training under no circumstance you are allowed to conduct any repair work related to electricity. All equipment operated by temporary worker is required to be checked by qualified electrician and tagged sufficiently. Temporary worker is not allowed to operate on the site with damaged, untagged or holding expired tagging equipment.

#### 4.7. Tools

You are requested to use hand held and powered tools properly, safely and in accordance with all manufacturer's guidelines. Safety guidelines include:

- All tools stay in good condition with regular maintenance
- The right tool is used for the job
- Examine each tool for damage before use
- Operate according to the manufacturer's instructions
- Utilize the proper protective equipment
- Participate in safety training

#### **4.8. Site Maintenance**

You are expected to keep the worksite clean and free of clutter that may cause an injury or accident. During your work on the job be sure to place trash located bins on-site and keep them emptied. Remove combustible materials such as wood and paper from the site immediately.

#### **4.9. Sun Protection**

If temperatures are high you may be at risk of burning; make sure to wear protective clothing, head and neck protection and sunscreen.

#### **4.10. Height Safety**

If you haven't undertaken the required training, you are strictly prohibited from working from a height. Other duties related to work at heights include: an audit of ladders/scaffold before use, identification of potential hazards and communication of risks to a site supervisor.

#### **4.11. Forklift, Vehicles & Heavy Machinery Safety**

On any temporary project, you may be required to work with heavy machinery, around forklifts and other vehicles. Before taking the task which involves certain plant or equipment, make sure you have a rich knowledge on how to use it. If you're unsure please ask your site manager.

Avoid pickup & delivery areas unless directed to work in that area; stay clear of forklift and vehicle traffic areas; and never place yourself in between a forklift at the point of uploading/offloading.

Some machinery, forklifts and other vehicles require special permits to be operated. You must have acquired a permit in order to operate a piece of machinery.

#### **4.12. Leaving Unfinished Work**

As a preventative for potential risks, you must suitably tape off all incomplete work, visible for all workers on-site. Make sure to inform your site manager regarding any unfinished work, and any other relevant members of the team.

#### **4.13. Harassment at the Workplace**

Employees of Dragon Labour Hire must not engage in harassing, discriminatory or bullying behavior towards another employee; or a member of the public with whom they have contact in the course of their employment. We do not tolerate such behavior and may take disciplinary action up to and including dismissal against any employee who: participates in harassing, discriminatory or bullying behavior; or victimizes.

## 5. Declaration of Workers Handbook Understanding

I have received a copy and read all parts of this Workers Handbook and undertake to abide by the contents thereof.

I understand that my acceptance of and compliance with the policies and procedures contained therein is a condition of my employment at Dragon Labour Hire. My signed acceptance and compliance agreement will form part of my employment contract.

SIGNED: \_\_\_\_\_ DATE: \_\_\_\_\_

NAME: \_\_\_\_\_ POSITION: \_\_\_\_\_