



N SINGH PTY LTD

AGRICULTURAL LABOUR HIRE EXPERTS

EMPLOYEE HANDBOOK

SEASONAL WORKER GUIDE

UNDERSTANDING EMPLOYMENT AT N SINGH PTY LTD

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Welcome to N Singh Pty Ltd

On behalf of our colleagues, we welcome you to N Singh Pty Ltd and wish you every success here.

At N Singh Pty Ltd, we believe that each employee contributes to the growth and success of the company, and we hope you will take pride in being a member of our team.

This handbook has been developed to describe some of the expectations of our employees and to outline the policies, programs, and out of work information to all Seasonal Workers.

Employees should become familiar with the contents of the Employee Handbook as soon as possible, for it will answer many questions about employment with us.

We believe that professional relationships are easier when all employees are aware of the culture and values of the organisation.

This guide will help you to better understand our vision for the future of our business and challenges that are ahead.

We hope that your experience here will be challenging, enjoyable, and rewarding.

Again, Welcome!

Nishan Singh
Director

1. Organisation Description

1.1 Introductory Statement

This handbook is designed to acquaint you with N Singh Pty Ltd and provide you with information about working conditions, employee information and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by N Singh Pty Ltd to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth

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No employee handbook can anticipate every circumstance or question about policy. As N Singh Pty Ltd continues to grow, the need may arise and N Singh Pty Ltd reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. Employees will be notified of such changes to the handbook as they occur.

1.2 Client & Host Employer Relations

Clients are among our organisation's most valuable assets. Every employee represents N Singh Pty Ltd to our clients and the public. The way we do our jobs presents an image of our entire organisation. Clients and customers judge all of us by how they are treated with each employee contact. Therefore, one of our first business priorities is to assist any client or potential client by trying your best and being reliable.

Nothing is more important than being courteous, friendly, helpful and reliable. If your not sure of anything, don't be afraid to ask.

Prior to attending your first day of work with your host employer, we will ensure you are fully equipped with all information, inductions and training relevant to your specific job. We, and our hosts realise that this may be new to you and will allow you time to learn your job.

1.3 Seasonal Worker Programme

The Pacific Australia Labour Mobility (PALM) scheme streamlines the Australian Government's labour initiatives, the Seasonal Worker Programme (SWP) and Pacific Labour Scheme (PLS). It will commence in April 2022 and be managed by the Department of Foreign Affairs and Trade.

For more information about the Seasonal Worker Programme and the Pacific Australia Labour Mobility visit the below website:

<https://www.dese.gov.au/seasonal-worker-programme>

<https://www.fairwork.gov.au/about-us/community-assistance/seasonal-worker-programme>

1.4 Our Goal

Our goal is to provide our clients a reliable return workforce whilst contributing to economic growth within the Pacific Islands. We love watching our teams & their families benefit and grow

2. The Employment

2.1 Fair Work Information Statement

Watch the Language storyboards (short videos) on information about basic workplace rights and entitlements in different languages, including Bislama, Tongan, Samoan and Tetum. They can help you to understand your rights and obligations in Australian workplaces - Visit the below link for information:

<https://www.fairwork.gov.au/language-help/language-storyboards>

2.2 Department of Education, Skills & Employment

Supporting workers while they are in Australia

The wellbeing of Pacific and Timorese workers in Australia is of the highest priority for the Australian Government. All participating workers have the same rights and protections as Australian workers.

A range of measures are in place to protect workers, including vetting of employers and stringent criteria for participation, a rigorous monitoring and compliance framework including site visits and spot checks, regular reporting requirements and a welfare hotline. Workers are also encouraged and supported to connect to their local communities in rural and regional Australia.

2.3 Outside of Work

It is important to remember that you represent N Singh Pty Ltd outside of work, as much as during work. Most importantly, you are representing your home countries. Lead by example, be responsible and make the right choices.

2.4 Business Ethics & Conduct

The successful business operation and reputation of N Singh Pty Ltd is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

N Singh Pty Ltd will comply with all applicable laws and regulations and expects its employees to conduct business in accordance with letter, spirit and intent of all relevant laws and refrain from any illegal, dishonest, or unethical conduct.

2.5 Diversity

We are opposed to all forms of unlawful and unfair discrimination. All employees, no matter whether they are part-time, full-time or temporary, will be treated fairly and with respect. When N Singh Pty Ltd selects candidates for employment, promotion, training or any other benefit, it will be on the basis of their aptitude and ability.

N Singh Pty Ltd is committed to:

- Creating an environment in which the individual differences and contributions of all team members are recognized and valued
- Creating a working environment that promotes dignity and respect for every employee
- Attract and retain a skilled diverse workforce that best represents the talent available in communities and countries
- Comply with equal opportunity and anti-discrimination legislation
- Not tolerate any form of intimidation, bullying, victimization, vilification or harassment and to take disciplinary action against those who violate this policy

3. Staying Safe in Australia

3.1 Workplace Health & Safety

Work health and safety laws aim to protect the health, safety and welfare of all workers at work. The laws also protect the health and safety of all other people who might be affected by the work.

Queensland's work health and safety legal framework includes:

- The Work Health and Safety Act 2011
- the Work Health and Safety Regulation 2011
- codes of practice.

Safety is everyone's responsibility

3.2 Personal Protective Equipment

Personal protective equipment (PPE) is anything a worker uses or wears to keep them healthy and safe.

Examples are:



3.3 Incident Reporting

An incident report is a formal document that details the facts related to an incident at the workplace. The report usually relates to an accident or injury that has occurred on the worksite, but it can also pertain to any unusual worksite occurrences such as near misses, security lapses, property and equipment damage, and health and safety issues.

Incident reports should be completed as soon as possible following an incident or injury. The report might only be used or circulated within the company, but if severe enough, it will need to be sent to insurers, regulatory bodies, or even the police.

It is everyone's responsibility to complete Incident Reports - Even if the injury is minor.

3.4 Managing illnesses in Australia

Unfortunately, sometimes we get sick. There are many ways to manage illnesses in Australia.

- The Emergency Department at the hospital is available for Emergencies, such as lacerations (cuts), wounds or life threatening circumstances.
- Medical Centers in Australia assist with general illnesses, colds, moderate infections. An appointment can be booked with a medical center by contacting your representative

IMPORTANT CONTACTS

000 - Fire, Ambulance, Police

(07) 4030 3300- Mareeba Police Station

(07) 4091 9800- Atherton Police Station

(07) 4061 5777- Innisfail Police Station

(07) 4068 4000- Tully Police Station

1800 440 074 - Dep. Community Safety

(07) 4092 6899 - Tablelands Counselling &
Support Service

1800 020 080- National Coronavirus Helpline

LOCAL CHURCH SERVICES

(07) 4093 2616 - Mareeba Christian Assembly

0474 96 4497 - Atherton Tablelands Baptist Church
Church of Jesus Christ & Latter-day Saints

1300 53 7248

3.6 Sun Safety

Causes of heat stress and heat-related illness

There are many factors which can cause heat stress and heat-related illness, including:

- Dehydration – to keep healthy, our body temperature needs to stay around 37°C. The body cools itself by sweating, which normally accounts for 70 to 80 per cent of the body's heat loss. If a person becomes dehydrated, they don't sweat as much and their body temperature keeps rising.
- Lack of airflow – working in hot, poorly ventilated or confined areas.
- Sun exposure – especially on hot days, between 11am and 3pm.
- Hot and crowded conditions – people attending large events (concerts, dance parties or sporting events) in hot or crowded conditions may also experience heat stress that can result in illness.
- Bushfires – exposure to radiant heat from bushfires can cause rapid dehydration and heat-related illness. Bushfires usually occur when the temperature is high, which adds to the risk.

Symptoms of heat-related illness

It is important to know the signs and symptoms of heat exposure and how you should respond. Symptoms vary according to the type of heat-related illness. Babies and young children may show signs of restlessness or irritability and have fewer wet nappies. Older people may become lightheaded, confused, weak or faint.

Some heat-related illness and common symptoms include:

- Deterioration in existing medical conditions – this is the most common health problem of heat stress.
- Heat rash – sometimes called 'prickly heat', this is a skin irritation caused by excessive sweating. It can occur at any age, but is most common in young children. It looks like a red cluster of pimples or small blisters. It is most likely to occur on the neck and upper chest, in the groin, under the breasts and in the elbow creases.

- Heat cramps – these include muscle pains or spasms, usually in the abdomen, arms or legs. They may occur after strenuous activity in a hot environment, when the body gets depleted of salt and water. They may also be a symptom of heat exhaustion.
- Dizziness and fainting – heat-related dizziness and fainting results from reduced blood flow to the brain. Heat causes an increase in blood flow to the skin and pooling of blood in the legs, which can lead to a sudden drop in blood pressure. There can be a feeling of light-headedness before fainting occurs.
- Heat exhaustion – this is a serious condition that can develop into heatstroke. It occurs when excessive sweating in a hot environment reduces the blood volume. Warning signs may include paleness and sweating, rapid heart rate, muscle cramps (usually in the abdomen, arms or legs), headache, nausea and vomiting, dizziness or fainting.
- Heatstroke – this is a medical emergency and requires urgent attention. Heatstroke occurs when the core body temperature rises above 40.5 °C and the body's internal systems start to shut down. Many organs in the body suffer damage and the body temperature must be reduced quickly. Most people will have profound central nervous system changes such as delirium, coma and seizures. The person may stagger, appear confused, have a fit or collapse and become unconscious. As well as effects on the nervous system, there can be liver, kidney, muscle and heart damage.

The symptoms of heatstroke may be the same as for heat exhaustion, but the skin may be dry with no sweating and the person's mental condition worsens.

Treatment for heat-related illness

Treatment options vary according to the type of heat-related illness. Apply first aid and seek medical assistance immediately if you, or someone you are with, shows any sign of heat exhaustion or heatstroke.

Heat rash – treatment

Treatment for heat rash includes:

- Move the person to a cooler, less humid environment.
- Keep the affected area dry.
- Try using unperfumed talcum powder to increase comfort.
- Avoid using ointments or creams, as they keep the skin warm and moist, and may make the condition worse.

Heat cramps – treatment

Treatment for heat cramps includes:

- Stop activity and sit quietly in a cool place.
- Increase fluid intake.
- Rest a few hours before returning to activity.
- Seek medical help if there is no improvement.

Dizziness and fainting – treatment

Treatment for dizziness or fainting includes:

- Get the person to a cool area and lay them down.
- If fully conscious, increase fluid intake.

Heat exhaustion – treatment

Treatment for heat exhaustion includes:

- Get the person to a cool area and lay them down.
- Remove outer clothing.
- Wet skin with cool water or wet cloths.
- Increase fluid intake if they are fully conscious.
- Seek medical advice.

Heatstroke – treatment

Heatstroke is a medical emergency and requires urgent attention:

- Call triple zero (000) for an ambulance.
- Get the person to a cool, shady area and lay them down while you're waiting for emergency medical help.
- Remove clothing and wet their skin with water, fanning continuously.
- Do not give the person fluids to drink.
- Position an unconscious person on their side and clear their airway.
- If medical attention is delayed, seek further instructions from ambulance or hospital emergency staff.

4. Your support in Australia

4.1 N Singh Pty Ltd Account Manager

Whilst in Australia completing your contract, you will have access to an Account Manager whom offers Pastoral Care.

Pastoral Care service include, but are not limited to:

- Well-being support & Counselling
- Assistance with booking & attending medical appointments
- Understanding Australian Laws
- How to contact family members
- Setting up bank accounts / email addresses
- Outside of work activities
& Much more!

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Account Manager Name:

Phone Number:

Email Address:

4.2 Sending money home

You can send money home at any Post Office in town. Or, download the Western Union app. For more information, visit the below website.

<https://www.westernunion.com/au/en/home.html>

WESTERN UNION[®]

4.3 Contacting your family

There are multiple ways you can stay in touch with your family whilst in Australia. Some of the most popular include:

- Facebook
- Messenger
- WhatsApp

Please speak to your account manager if you are unsure how to use the below apps



5. Timekeeping & Payroll

5.1 Time Keeping

Although most timekeeping records are done electronically - Sometimes errors can still be made. We suggest you review your time sheet daily, and only you complete your time sheet.

TIP - Keep a diary handy with the hours you complete daily, remembering to exclude your lunch break. This will help when reviewing your payslip.

5.2 Payment & Payslips

Once you have arrived in Australia, your account manager will assist you with setting up, and opening an Australian Bank Account.

Your wages will be paid into your nominated account

Your account manager will also help you create an email address - Your payslips will be sent here. If you require a paper copy payslip, please let your account manager know.

6. Workplace Rules & Expectations

6.1 Absences

It is expected that you try your best to attend every work day -

However, sometimes unexpected things can happen and people get unwell. Please don't attend work if you are unwell.

Stay home, stay hydrated and rest.

In the event that you cannot attend work, we ask that you please contact your Account Manager and/or Farm Manager at your earliest convenience to report your absence. Failing to report your absences in a timely manner will result in disciplinary action.

DONT FORGET TO REPORT YOUR ABSENCE



6.2 Smoking

Smoking is prohibited inside your Accommodation & Vehicles

On site - Smoking is only permitted in the designated smoking areas. These will be shown to you at your site induction.

PLEASE REMEMBER TO DISPOSE CIGARETTE BUTTS PROPERLY

6.3 Meal Breaks

Under the Horticulture Award, employees get one paid rest break of 10 minutes and one unpaid meal break of between 30 minutes and one hour each day. Employees can't be required to work more than 5 hours without a meal break.

Regular breaks, rest & a good diet are all very important in maintaining optimal health.

7. Employee Conduct & Disciplinary Action

7.1 Employee Conduct and Work Rules

To ensure orderly operations and provide the best possible work environment, N Singh Pty Ltd expects employees to follow rules of conduct that will protect the interests and safety of all employees and Host Employer.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment.

- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned or host employer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or any absence without notice
- Unauthorized use of telephones, mail systems or other employer-owned equipment
- Violation of personal and organisational policies including Host Employers policies and procedures
- Unsatisfactory performance or conduct

7.2 Sexual and Other Unlawful Harassment

N Singh Pty Ltd is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, religion, disability, or any other legally protected characteristic will not be tolerated.

Sexual Harassment is defined as unwanted sexual advances, or visual, verbal, or physical act of conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances
- Offering employment benefits in exchange for sexual advances
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects, or pictures, cartoons or posters

- Verbal conduct that includes making or using derogatory comments, epithets, slurs or jokes
- Verbal sexual advances or propositions
- Verbal abuse of a sexual nature, graphic, verbal commentaries about an individuals body, sexually degrading words, or suggestive or obscene letters or invitations
- Physical conduct that includes touching, assaulting, or impeding or blocking movements

If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately with your Account Manager and/or Host Employer. You can raise concerns and make reports without fear or reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated.

7.3 Personal Appearance

Personal appearance is an important part of our business - You need to be mindful that you are representing our business, your host employers business and your home country.

Working within the Agricultural industry is dirty - Please be sure you wash your clothes after every shift.

You present to work with clean/dry socks and are bathed.

No one wants to work beside someone smelly

Most of our Host Employers follow a strict Bio-Security plan which you will be taught during your on-site induction.

Do your part - Stay Clean - Wash your hands and be responsible for your own personal hygiene,

7.4 Progressive Discipline

N Singh Pty Ltd's own best interest lies in ensuring treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Although employment with N Singh Pty Ltd is based on mutual consent and both the employee and N Singh Pty Ltd have the right to terminate employment at will, with or without cause or advance notice if employees fail to follow direct safety instructions or procedures. N Singh Pty Ltd may use progressive discipline at its discretion.

Disciplinary action may call for any four steps - Verbal warning, written warning, suspension with or without pay, or termination of employment - Depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning: a next offense may be followed by a written warning: another offense may lead to a suspension; and, still another offense may then lead to termination of employment.

N Singh Pty Ltd recognizes that there are certain types of employee problems that are serious enough to justify either suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

While it is impossible to list every type of behaviour that may be deemed a serious offense, the Employee Conduct & Work Rules policy includes examples of problems that may result in immediate suspension or termination of employment. However, the problems listed are not all necessarily serious offenses, but may be examples of unsatisfactory conduct that will trigger progressive discipline.

By using progressive discipline we hope that most employee problems can be corrected at an early stage, benefiting both employee & N Singh Pty Ltd

8. COVID Safety

The model Work Health and Safety (WHS) laws require employers to take care of the health, safety and welfare workers, including yourself and other staff, contractors and volunteers, and others (clients, customers, visitors) at the workplace.

This includes:

- providing and maintaining a work environment that is without risk to health and safety
- providing adequate and accessible facilities for the welfare of workers to carry out their work, and
- monitoring the health of workers and the conditions of the workplace for the purpose of preventing illness or injury.

Your safety responsibilities as a worker

- comply with any reasonable instructions, policies and procedure given by your employer at the workplace.

As a worker, you must take reasonable care of yourself and not do anything that would affect the health and safety of others at work (e.g. coming to work when you are unwell).

You must follow any reasonable health and safety instructions from your employer.

To prevent the spread of COVID-19 it is important that you:

- work safely and observe any new requirements for physical distancing (even if it means performing tasks in a different way to what you are used to)
- follow instructions (e.g. about how to wash hands thoroughly)
- ask if you're not sure how to safely perform the work
- use personal protective equipment (PPE) such as gloves in the way you were trained and instructed to use it, and
- report any unsafe or unhealthy situations (e.g. a lack of soap in the bathroom) to your supervisor or to your health and safety representative (HSR).



IF YOU HAVE ANY COMMENTS OR
SUGGESTIONS REGARDING THE CONTENT OF
THE EMPLOYEE HANDBOOK, PLEASE DIRECT
THEM TO YOUR ACCOUNT MANAGER

WISHING YOU A LONG AND
REWARDING CAREER AT N SINGH
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