



Policy 3 - Human Resource Management

1. Application

This policy applies to all NQBP Personnel.

2. Policy

NQBP strives to be an employer of choice by fostering an inclusive, flexible, diverse and innovative culture; that encourages performance and learning and development.

To achieve this, NQBP will ensure all legal obligations are met and that human resources management practices are undertaken in a manner that is consistent with fair process, cost effectiveness, ethical conduct and the principles of sustainability.

NQBP will manage its human resources practices and processes in accordance with relevant employment contracts, enterprise agreement(s) and legislation.

2.1. Chief and senior executive employment arrangements

For matters relating to executives for their; appointment, remuneration, performance payments, contracts and employment notice, terms and termination entitlements, refer to the 'Policy for government owned corporation chief and senior executive employment arrangements – version 2'.

2.2. Flexible working

NQBP will examine the potential to provide work in flexible ways, where operationally possible. Types of flexible work include flexible start and finish times, part time work, working from home and compressed working arrangements.

Employees seeking to work from home will require approval to be granted by their executive, the arrangement documented (including required risk checklists), and a record kept of each occasion working from home occurs.

2.3. Wellbeing and other benefits

NQBP recognises the value of employees and will support in a range of activities which enhance employee effectiveness.

This includes; fostering a work environment which supports the development of teamwork, providing encouragement and financial support to attend fitness programs, employee assistance referral services, 'financial health' and providing health checks to staff.

These activities aim to improve; teamwork, organisational culture and the potential for improved performance, health and fitness of employees.

© North Qld Bulk Ports Corporation Limited ACN 136 880 218		Document	Human Resources Management Policy	Policy Sponsor	DLPG
Version Control	Only electronic copy in RM8 is controlled. To ensure any paper copy is current, please check the policy document list on ERIC.			Revision	1
				Document Number	E16/11273
				Page	Page 1 of 5
Approval	This policy requires Board approval.			Date Approved	28/06/2016



2.4. *Recruitment and Selection*

NQBP is committed to a fair, competitive and transparent application and selection process to identify and employ candidates. NQBP supports diversity in the workplace.

Employees will also be afforded equal opportunities to secure advancement at work. Vacancies will be advertised internally, externally or concurrently.

Job requirements for vacant positions will be specified by the recruiting manager. The recruitment and selection of candidates will be undertaken ensuring they are fairly evaluated. The new employee's supervisor is responsible for ensuring Employees reporting to them are fully inducted within appropriate timeframes.

2.5. *On-Boarding*

The induction process is to be undertaken by every new employee, employees who are transferred to new roles and sites, or are be acting in a new role; this includes work experience staff and Contractors.

All NQBP Employees are also required to undertake the online induction. This induction includes information about the corporation, safety, environment and human resources. The induction is valid for two (2) years.

2.6. *Performance Management*

All Employees will participate in NQBP's performance appraisal process. Managers will ensure they understand, monitor and appraise their employee's performance on a regular basis. Formally, an employee's performance is reviewed mid-year and at the end of the year, however NQBP believes that good performance management is demonstrated when employees and their manager discuss work activities on an ongoing basis.

Annually, the business will review its talent to identify successors for critical roles.

2.7. *Succession Planning and Talent Management*

Each year NQBP will develop a plan for successors for key positions.

As part of the succession planning process, NQBP will consider any specific development needs of the key position holders, as well as those staff with potential and/or emerging capability to move into senior and/or critical roles.

2.8. *Learning and Career Development*

Capability development largely comes from the experiences we have at work. NQBP believes that a highly capable and competent workforce is beneficial to both employee and the corporation.

Annually all staff will, with the manager's support, develop a learning and career development plan.

Employees are encouraged to drive their own career, therefore employees should look for ways with their manager, to advance their skills, knowledge and capability.

2.9. *Recognition and Rewards*

© North Qld Bulk Ports Corporation Limited ACN 136 880 218		Document	Human Resources Management Policy	Policy Sponsor	DLPG
Version Control	Only electronic copy in RM8 is controlled. To ensure any paper copy is current, please check the policy document list on ERIC.			Revision	1
				Document Number	E16/11273
				Page	Page 2 of 5
Approval	This policy requires Board approval.			Date Approved	28/06/2016



NQBP recognises and rewards employees for a variety of activities, which may include; demonstration of our values, years' service to NQBP, outstanding performance, and innovation.

2.10. *Grievance Resolution*

NQBP is committed to providing a harmonious workplace where any employee can express a grievance about a work related matter. In addition there are formal grievance processes outlined in the enterprise agreement (for employees covered by it) where the employee has a justifiable complaint relating to any aspect of employment.

2.11. *Bullying, Harassment and Discrimination*

NQBP is committed to treating all people with dignity and respect, providing staff with an environment free from conduct that is not acceptable. Staff, customers and the public are to be treated fairly. Unacceptable conduct will not be tolerated.

Complaints will be treated seriously, sympathetically and confidentially. Investigations will be fair and impartial.

2.12. *Performance Payments*

NQBP may provide a performance bonus to its employees. It is at the Boards' total discretion each year whether it will issue performance bonuses. Issuing of any performance payment to executive staff will be according to government policy.

2.13. *Remuneration*

NQBP will remunerate its employees according to any relevant enterprise agreement, government policy, legislation and good remuneration management processes.

2.14. *Leave*

NQBP offers a range of leave entitlements for employees. NQBP endeavours to work with its employees to ensure leave is taken at mutual agreeable times. Entitlements to leave are located in contracts of employment, the enterprise agreement and its guidelines and procedures.

2.15. *Unsatisfactory performance and conduct*

The principles that NQBP endorse when handling unsatisfactory performance, behaviour or conduct of an employee, include management being respectful; consistent and impartial treatment, and employees being responsible and accountable for their own performance and behaviour.

Matters will be addressed in a timely way and any disciplinary action as a result of managing unsatisfactory performance or conduct will be procedurally fair ensuring natural justice principles have been applied.

2.16. *Uniforms and dress standards*

NQBP uniforms are available to employees to support our corporate image to the general public and to provide safety protection where required.

© North Qld Bulk Ports Corporation Limited ACN 136 880 218		Document	Human Resources Management Policy	Policy Sponsor	DLPG
Version Control	Only electronic copy in RM8 is controlled. To ensure any paper copy is current, please check the policy document list on ERIC.			Revision	1
				Document Number	E16/11273
				Page	Page 3 of 5
Approval	This policy requires Board approval.			Date Approved	28/06/2016



Employees required to wear personal protective clothing will be supplied by the appropriate clothing and equipment as required.

The corporate uniform and associated professional dress standards enhance NQBP's corporate image. Personal presentation of NQBP staff is important in presenting and reinforcing the image of NQBP. Employees should be mindful of the image they portray whilst wearing the official uniform while at work and after work hours.

NQBP will subsidise employees who wish to purchase the NQBP corporate uniform.

2.17. Relocation

Assistance with relocation may be available to a new employee who was not recruited from the current role location due to the lack of suitable candidates, employees who are transferred to another NQBP site or employees who may be temporarily acting in a new role.

Relocation may include; travel, accommodation and removalist expenses.

2.18. Termination of employment

NQBP's is committed to ensuring staff leaving its employment are treated fairly. NQBP desires to understand the reasons for a staff leaving its employment so as to identify any team and/or organisational improvements. NQBP seeks to make improvements to its processes and minimise and potential security breaches, risks and business continuity issues.

3. Human Resources Management Policy, Procedure and Legislative Framework

As NQBP is a Government Owned Corporation, a port authority and is required to comply with its own policies and procedures, prescribed applicable legislation and State Government policies and procedures, this policy should be read in conjunction with:

1. Procedure 3.01 – Recruitment and Selection
2. Procedure 3.02 – Relocation
3. Procedure 3.03 - On-Boarding
4. Procedure 3.04 - Flexible working
5. Procedure 3.05 - Wellbeing and other benefits
6. Procedure 3.06 - Performance Management
7. Procedure 3.07 – Performance Coaching and Discipline
8. Procedure 3.08 - Grievance Resolution
9. Procedure 3.09 - Bullying, Harassment and Discrimination
10. Procedure 3.10 – Remuneration, Rewards and Recognition
11. Procedure 3.11 - Leave
12. Procedure 3.11A – Domestic Violence and Family Leave
13. Procedure 3.12 – Learning and Career Development
14. Procedure 3.15 – Termination of employment
15. Standard 3.01 - Corporate uniforms and dress standards
16. Policy 1 – Governance
17. Policy 2 – Compliance
18. *Government Owned Corporations Act 1993 (Qld)*
19. *Work Health and Safety Act & Regulations 2011 (Qld)*

© North Qld Bulk Ports Corporation Limited ACN 136 880 218		Document	Human Resources Management Policy	Policy Sponsor	DLPG
Version Control	Only electronic copy in RM8 is controlled. To ensure any paper copy is current, please check the policy document list on ERIC.			Revision	1
				Document Number	E16/11273
				Page	Page 4 of 5
Approval	This policy requires Board approval.			Date Approved	28/06/2016



20. Fair Work Act & Regulations 2009 (Cth)

4. Policy Review Date

This policy should be reviewed by 30 June 2019.

5. Definitions

Contractors: means contractors or consultants engaged by NQBP under a personal services consultancy agreement or other similar arrangements.

NQBP: means North Queensland Bulk Ports Corporation Limited ACN 136 880 128.

NQBP Employee: means employees and Contractors of NQBP but does not include NQBP directors.

NQBP Personnel: means NQBP officers (for example NQBP directors) and NQBP Employees.

© North Qld Bulk Ports Corporation Limited ACN 136 880 218		Document	Human Resources Management Policy	Policy Sponsor	DLPG
Version Control	Only electronic copy in RMB is controlled. To ensure any paper copy is current, please check the policy document list on ERIC.			Revision	1
				Document Number	E16/11273
				Page	Page 5 of 5
Approval	This policy requires Board approval.			Date Approved	28/06/2016