

Procedure 3.03 - On Boarding

1.0 Application

This procedure applies to all NQBP Personnel.

2.0 Procedure

It is mandatory that inductions are completed for all new NQBP Employees and NQBP Employees that are transferred to a new work site; this includes work experience staff.

The induction type and length is dependent upon the role the person has and their reason for being on a NQBP's site.

The Induction process is outlined below.

2.1 Employee Induction

Process

The Manager with the employee is responsible for arranging meetings to ensure the below inductions are completed:

Process	Timing	Who
Inductions		
a. Office Facilities and Emergency Procedures	Day 1	Manager or delegated staff member
b. On-line Induction (must be completed before employee is left unsupervised)	Day 1 - 3	Employee/Manager
c. HR and Working Conditions	Day 1 – 3	HR Advisor/Manager
d. Safety Area Induction (For site workers)	As required Day 1 or 2	Manager/ Manager H&S
e. Role Induction, Job Performance and NQBP	First Week	Manager
f. Information Communication and Technology	First Week	Manager
g. Payroll	Second Week	Payroll Officer/ Time Target Systems Trainer
h. Governance and Compliance	Second Week	Employee/Manager
i. External Affairs	Within first four weeks	Employee/Manager
j. Environment Overview	Within first four weeks	Environment Team/ Manager
Completed Induction Form to HR	Four weeks after commencement	Manager/Employee
Individual Performance Plan and Individual Development Plan completed and to HR	Eight weeks after commencement	Manager

Relevant Forms

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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	6
				Document Number	E16/15603
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Approval	This procedure requires subject matter expert approval except where substantive changes may impact on the rights and obligations of directors.			Date Approved	28/06/2016

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Forms	Trim Reference
Pre-commencement Checklist	E10/06641
Corporate Induction Checklist	E13/16525
Health and Safety Induction Checklist	E13/25091
Environment Induction Checklist	E13/16524

The Manager's Role in Inducting New Employees

The employee's manager is responsible for ensuring employees reporting to them are fully inducted into NQBP.

This includes:

- Ensuring the pre commencement checklist is completed before the employee starts, HR may assist with this process;
- Notifying the wider NQBP group of the new starter (via email) and their role in the organisation, location by forwarding a draft email to HR@nqbp.com.au for checking by HR and distribution
- Organising any relevant access, equipment or tools and required Personal Protection and Equipment (PPE) for the new employee and in place when they commence; and
- Ensure all inductions are completed by the new staff member in conjunction with the responsible persons and sent to HR for recording on the personnel file.

Pre-Commencement

The induction process begins at the end of the recruitment process. A Pre-commencement Checklist is to be completed, ideally five days prior to the start date of the new team member. Generally this will be completed by Human Resources (HR) in conjunction with the Manager. The Pre Commencement Checklist covers:

- Employment Paperwork;
- Notifications;
- Information technology and workstation, tools and resource requirements;
- Relevant NQBP information;
- The inductions and list of inductions to be completed.
- New Starter Pack.

It is the responsibility of the new starter's manager to work with the new starter and ensure that all inductions are arranged (dates, times and locations) within the timeframes listed.

A welcome letter is included in the induction pack. This outlines information to assist employees with their first few days, for example their manager's contact number and email address, the new employee's phone number and email address, how to dial externally and how to contact IT Support.

The New Starter Pack will contain the **Corporate Induction Checklist**. This checklist is to be completed and returned to HR within the first four weeks. The checklist covers key areas such as:

- Office Facilities and Emergency Procedure Induction;
- Role Performance and the Organisation;
- Safety Area Induction;
- Information Communication and Technology;
- Payroll/Time Target;
- HR and Working conditions;
- External Affairs;

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- Governance and Compliance; and
- Environment Overview.

Specific Inductions

a) Office Facilities and Emergency Procedures Induction – Day 1

The new starter is shown their workspace and introduced to their team and relevant Administrator. If site based, the supervisor who will complete the appropriate office facilities, emergency procedure induction and where relevant general administration and ERIC overview. The Administrator, HR or supervisor will also be responsible for introducing the new starter to other NQBP staff on site.

b) On-line Induction – Day 1-3

The new staff member must complete the on-line induction in their first to third day. The on-line induction covers a general overview of NQBP, key HR; legal; environment and security information as well as broad workplace health and safety information. This induction can also be completed remotely, including at home via www.nqbp.com.au

c) HR Induction – Days 1-3

The HR induction provides a new starters an opportunity to understand terms of employment and allows the employee to ask any general questions they may have in relation to a wide range of practice. This induction includes employee and contractor compulsory information.

d) Safety Area Induction – Day 1 or Day 2 for employees working in an operational site. Within the first month for office based employees

For new starters working in a non-office environment, there are not to enter an area or begin a task until all safety related information, has been signed off by the manager and/or Manager Health and Safety.

The manager/supervisor or the Manager Health and Safety will provide a comprehensive Safety Area Induction, appropriate to the role the employee has been appointed. This involves:

- Area Inductions;
- Introduction to OHS Management System;
- Site specific Emergency & Evacuation Procedure;
- Hazardous Materials;
- Incident Reporting and Investigation;
- Inspection and Audits;
- Consultation Coordination and Cooperation; and
- Rehabilitation and Return to Work.

The above is in addition to the Emergency Procedure Induction provided on the first day. Further inductions may be carried out depending on the different areas the new staff member will be exposed to.

e) Role Induction Job Performance and the Organisation – First Week

Ideally on the first day, time is allocated to be spent with their manager to go over details of the role, requirements for performance and general details about the organisations mission and strategies.

The new starter will be advised by their Manager to familiarise themselves with the relevant policies, procedures or practices that are applicable to their role.

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Where the new starter is an employee, the relevant manager is required to complete the Individual Performance Plan (IPP) and Individual Development Plan (IDP) within the first 8 weeks of the employee commencing. The manager should consult with HR if they have any question on this process.

f) Information Communication and Technology Induction – Within the First Week

It is the employee's manager's responsibility to ensure the employee has access to all the required IT systems, resources and programs and they have been activated for use on their first day.

The IT induction will cover general information on access, storage, equipment, service desk and trouble shooting. The employee will also complete the relevant records induction to ensure from the 1st week of commencement they understand the business requirement of storage of business records.

g) Payroll Induction/Training – Within the First Fortnight

The payroll induction ensures the new employee has information on general payroll processes, on-line timesheets, logins and forms, leave process, to ensure the employee understands their payroll requirements.

h) Governance and Compliance Induction – Within the First Fortnight

This induction is only relevant to position which has a requirement to have an understanding of or is exposed to governance and compliance duties of NQBP, such as managers and/or professional. HR, in consultation with the NQBP legal team, will determine which employees need to complete the induction

i) External Relations Induction - Within the First Fortnight

The External Affairs induction provides an overview of the team functions and responsibilities, media protocol, publications protocol, complaints handling process as well as outlines communication tools that the business utilises.

j) Environment Induction – Fourth Week

The core environment induction is captured in the on-line induction information that employee completes on their first day. A further induction is also required dependent on the employees' role in the organisation. A member of the environment team will determine which employees need to complete this induction.

2.2 Corporate Contractor/Contract Administration – Office Based

The Corporate Contractor induction must be completed for all office based contractors, temporary agency employees and consultants who undertake work for NQBP.

It is the responsibility of the relevant manager/ NQBP representative to ensure the following information has been provided prior to any work being carried out:

- Relevant Licences and Qualifications (sited and copied);
- Insurance Information (Public Liability, Professional Indemnity & Workers Compensation);
- Signed engagement documentation (Personal Services Agreement, Short form contract or recruitment agency contracts);
- On-line induction completed prior to commencing or within the first three days and a copy of the certificate is available to HR.
- In relation to short term engagements, the supervisor/manager will consult with HR to

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determine, given the circumstances, whether the full induction process is to be undertaken. This would be based on their role and responsibilities and the period of time the person is engaged for. If a shorter induction is provided and a contract is extended longer, then a full induction process may be required.

2.3 Other Inductions

Please refer to the intranet (ERIC) for relevant induction process relating to other areas:

Person	Responsible Officer
Visitor - A person or group attending NQBP Corporate Offices, Port Offices, NQBP Ports or NQBP Sites who will be escorted and in the company of an NQBP representative at all times.	NQBP Representative
Office Service Contractor - Service contractors who are engaged by NQBP as a supplier or part of a service contract (printer technician or systems technician). It will also cover service contractors engaged by the building manager to complete works inside the general office area.	Person engaging contractor
Trade Contractor (site based) – Sub-contractors engaged to conduct specialist trade works at a NQBP site.	Person engaging contractor
Port Access	Marine Operations and Security Officers

3.0 Governance Policy, Procedure and Legislative Framework

- (a) Policy 3 - Human Resources Management

4.0 Procedure Review Date

This procedure should be reviewed by 30 June 2018.

5.0 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.

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