

Sheard Service Co.

Employee Handbook

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1. Welcome

1.1 Introduction to Sheard Service Co

Welcome to Sheard Service Co. We are a professional cleaning services company committed to delivering quality services across Australia and New Zealand.

1.2 Mission, Vision & Values

Mission: To provide safe, sustainable, and high-quality cleaning services.

Vision: To be the most trusted cleaning solutions provider in the industry.

Values: Safety, Integrity, Excellence, Teamwork, Sustainability.

1.3 Purpose of this Handbook

This handbook provides you with important information about working at Sheard Service Co, your rights, responsibilities, and the company's expectations.

2. Company Policies

2.1 Equal Opportunity, Diversity & Inclusion

We are an equal opportunity employer. Discrimination, bullying, and harassment will not be tolerated.

2.2 Anti-Discrimination, Harassment & Bullying

All employees have the right to a safe and respectful workplace. Unacceptable behaviour includes harassment, bullying, and discrimination on any basis.

2.3 Code of Conduct

We expect employees to maintain professionalism, honesty, and respect at all times.

2.4 Drugs and Alcohol

The use of illegal drugs or alcohol at work is strictly prohibited. Random testing may be conducted.

2.5 Personal Appearance and Uniform

Uniforms and appropriate PPE must be worn as per Sheard Service Co guidelines.

2.6 Confidentiality

Employees must not disclose company or client information without authorisation.

3. Conditions of Employment

3.1 Employment Types

Employment may be full-time, part-time, or casual.

3.2 Probation Period

All new employees undergo a probation period (typically 3–6 months).

3.3 Pay and Benefits

Wages are paid according to the relevant award and in line with your employment agreement.

3.4 Hours of Work and Attendance

Employees are expected to work rostered hours and be punctual.

3.5 Leave Entitlements

You are entitled to leave as per the National Employment Standards.

3.6 Overtime and Additional Hours

Overtime must be pre-approved by your supervisor.

3.7 Performance Management

Regular feedback and performance reviews will be provided.

3.8 Termination of Employment

Termination must comply with legal requirements. Misconduct may lead to dismissal.

3.9 Resignation and Exit Procedures

A written notice of resignation must be provided (typically 1–4 weeks depending on role).

4. Workplace Health & Safety (WHS)

4.1 WHS Responsibilities

All staff share responsibility for workplace health and safety.

4.2 Risk Assessment & Hazard Management

Follow Sheard Service Co's risk assessment and hazard management processes.

4.3 Manual Handling

Use correct manual handling techniques to prevent injury.

4.4 Electrical Safety

Inspect electrical equipment before use. Never use faulty equipment.

4.5 PPE (Personal Protective Equipment)

PPE must be worn as per task requirements.

4.6 Reporting Incidents and Injuries

All incidents must be reported immediately to your supervisor.

4.7 Emergency Procedures

Know the emergency procedures and evacuation routes for your site.

4.8 First Aid

Know the location of first aid kits on site.

5. Safe Work Practices

5.1 Cleaning Equipment Usage and Care

Follow manufacturer guidelines and Sheard Service Co procedures for using equipment.

5.2 Chemical Safety and SDS

Understand and follow SDS information for all chemicals.

5.3 Colour Coding System

Use the correct colour-coded equipment to prevent cross-contamination.

5.4 Safe Manual Handling Techniques

Follow training and use mechanical aids where appropriate.

5.5 Storage and Security of Chemicals and Equipment

Store chemicals securely and lock storage rooms when unattended.

5.6 Sharps and Biological Hazards Handling

Follow Sheard Service Co's sharps handling procedures.

5.7 Environmental Sustainability Practices

Contribute to our sustainability goals through safe and environmentally responsible work practices.

6. Site Operations & Security

6.1 Access & Site Security

Only access authorised areas. Follow site-specific security procedures.

6.2 Gate Opening & Closing

Follow correct procedures for securing premises.

6.3 Sign In/Out Procedures

You must sign in and out as required on each site.

6.4 Use of Company Vehicles

Only authorised employees may drive company vehicles and must follow all traffic laws.

7. Employee Conduct & Communication

7.1 Use of Mobile Phones and Personal Devices

Use of personal devices is limited during work hours and should not interfere with duties.

7.2 Social Media Guidelines

Do not post any client or company-related content on social media without approval.

7.3 Workplace Relationships

Maintain professional relationships in the workplace.

7.4 Communication Channels

If you have any concerns or suggestions, raise them through your supervisor or HR.

7.5 Complaints and Grievance Procedure

Follow the grievance procedure if you need to raise a complaint.

8. Training & Development

8.1 Induction Program

All employees must complete the Sheard Service Co Induction Program.

8.2 On-the-Job Training

Ongoing training is provided to ensure safe and efficient work practices.

8.3 Certification Requirements

Maintain any required certifications and notify HR of expirations.

8.4 Continuous Improvement

Sheard Service Co supports continuous improvement and innovation in all areas.

9. Acknowledgment of Understanding

I, acknowledge that I have received, read, and understood the Sheard Service Co Employee Handbook.

I agree to abide by the policies and procedures outlined in this handbook and understand that failure to do so may result in disciplinary action.

End of Handbook