



GreenCycle Employee Handbook

Excluding Health and Safety

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Welcome to GreenCycle!

On behalf of the team, I'm pleased to welcome you to GreenCycle. At GreenCycle we aim to create a work culture that values a positive attitude and teamwork and is conducive to both personal and professional growth.

This handbook was developed to describe some of the expectations of the GreenCycle team and to outline policies and processes. Please familiarise yourself with the contents of this handbook. It will answer many questions about employment with GreenCycle.

We can't wait to start working with you and hope you have a great time here.

Sincerely

Seb Bainbridge

Director



This handbook is designed to acquaint you with GreenCycle and provide you with information about working here and some of the policies affecting your employment. This handbook contains general information and guidelines. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described. If you have any questions concerning the applicability or contents of a policy or practice, please discuss this with Seb.

You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and those of GreenCycle and summarises those benefits. GreenCycle may alter, introduce or revoke policy and procedures. You will be notified of these changes.

Health, Safety and Wellbeing

Please refer to the dedicated Health and Safety Policy and Procedure.

GreenCycle Locations and Contact Information

GreenCycle Yard

141 Hugo Johnston Drive, Penrose

Hours: Mon- Fri 8am – 5pm, Sat 9am – 4pm. Closed Sunday and Public Holidays

GreenCycle Office

126 Hugo Johnston Drive, Penrose

GreenCycle Contact Numbers

Seb Bainbridge: 027 805 0013

Joe Owen: 027 805 0012 (a/h 027 488 7560)

Operations (Yard Office): 027 805 0017

Truck: 027 805 0018

Matt Kernick (Stump Guy): 021 296 5834

Emergency Contact Numbers

Pipe Vision

Weighbridge issues: Violet 021 804 568

Yard: Andre 021 806 952

Emergency Only: Cam 021 802 468

Power outage

Landlord (SouthPark) Jason 021 441 035 (they are our power supplier)

Pylon or overhead line issue

Omexom - Paul Simpson 021567734

Port-a-loo

Prestige Loos: 0800 33 33 82

Generator Hire

Kennards Hire Onehunga: 09 634 0401,

Account: 29084, Generator Required: 2KVA, Pick-Up Address: 375-377 Church St

Basic Responsibilities

We expect the following basic pillars of personal responsibility from everyone working at GreenCycle:

- Timeliness: Show up, ready to work at your scheduled time.
- Be Safe: Follow Health and Safety Policy and Procedures at all times, no exceptions.
- Communicate Effectively: We're all here to do a great job. Let Seb know of any issues that affect the business or your ability to do your job.

Hours of Work

The GreenCycle yard is open from 8.00am to 5.00pm Monday to Friday and 9.00am to 4.00pm Saturday, excluding Public Holidays.

All employees are expected to meet the highest standards of punctuality.

Your usual hours of work are outlined in your individual contract and the specific days and times you are required to work will be communicated to you by GreenCycle. These hours are based on business needs and may change to suit these needs.

We understand that things can happen. If you are running late or delayed, advise Seb before your usual start time.

Time Sheets

If you are required to complete a timesheet, please enter via PayHero. Timesheets are to be submitted by 2pm Monday for the week previous.

Change of Address or Other Personal Details

If you are changing your address or any other personal details (e.g. phone number, email, bank account, emergency contact details), please contact Joe with your new information so we can keep your records up-to-date.

Customer Service Statement and Expectations

GreenCycle has a reputation for providing customers with exceptional services and product. We all play a critical role in delivering our promise to the customer.

Our goal is to exceed customer's expectations by providing a safe, friendly, and efficient service. You are an important link in the chain to communicating and executing the customer service experience.

We understand that you will encounter people in bad moods, that will antagonize you or are simply just not friendly people. Please act and react in a professional manner, regardless. Do not let their bad day become your bad day.

Dress code

Your professional image is important to our company and business. At GreenCycle we expect that all our team keep their personal dress, grooming, and hygiene at a neat and professional level appropriate to:

- the work you do; and
- the customers you are dealing with.

When a GreenCycle uniform is supplied it is to be kept in a clean and tidy condition and worn during work hours.

Safety considerations are important. When onsite at our yard or customer sites the dress code is as follows:

- GreenCycle hi-vis uniform to be worn
- Sturdy safety-toe footwear to be worn at all times
- Any PPE required to safely operate machinery, such as ear or eye protection, must be worn as directed
- Any jewellery that could present a safety hazard, such as long necklaces, or loose jewellery that could be caught on things, should not be worn.

Code of Conduct

Conflict of Interest

A conflict of interest is a perceived, potential or actual conflict between the private or personal interests and the official responsibilities of an employee. When there is a conflict of interest it raises a question of whether your actions, judgment, and/or decision-making can be unbiased.

During your employment, you must not undertake any activity or have any interest with any person or in any organisation which may constitute a conflict of interest with GreenCycle. If you become aware of any potential or actual conflict of interest during your employment, you must discuss this immediately with Seb.

Confidentiality

During your employment with GreenCycle you may have access to confidential information. Such information is strictly confidential and must not be used or divulged (directly or indirectly) by you, either during or after your employment with GreenCycle.

Copyright and Protection of Intellectual Property

Any copyright or moral right from any work, ideas, concepts, copyright, inventions, patents, trademarks or other processes you produce as an employee of GreenCycle are the property of GreenCycle in accordance with the Copyright Act 1994.

Privacy Relating to the Treatment of Personal Information

Your personnel records are kept securely in the MyHR portal. You will be given access to your portal. If you need access to information that cannot be accessed via your portal login, please contact Seb. All employees must comply with the Privacy Act 1993 including ensuring all personal information held by GreenCycle is protected against unauthorised use, access and disclosure.

Union Access

GreenCycle supports your access to a Union. There is no obligation for you to join a Union, but if you wish to join, we support your access. You can find more information on an appropriate Union on the following sites:

- <https://www.union.org.nz/find-your-union/>
- <https://www.employment.govt.nz/starting-employment/unions-and-bargaining/unions/>

Harassment and Bullying

GreenCycle is committed to providing a safe and inclusive work environment where all people are valued and treated with respect. We consider any incident of harassment, bullying, or discrimination, as serious and will investigate all complaints, formal or informal, to preserve a safe work environment.

Bullying is defined as unreasonable and repeated behaviour towards a person or group that can lead to physical or psychological harm. A single incident isn't considered bullying but can escalate if ignored.

Harassment is unreasonable or unwelcome conduct that is offensive, humiliating or intimidating to any other person and is either repeated, or of such significant nature that it has a detrimental effect on the person, their performance or their work environment. It includes gender-based, racial, and sexual harassment.

All GreenCycle staff and contractors have a responsibility to ensure that they:

- do not bully, harass, discriminate against, or victimise any person.
- discourage any form of harassment, bullying, or discrimination by making it clear that such behaviour is unacceptable.
- support any GreenCycle staff member or contractor that feels they have been subject to harassment, bullying, or discrimination, including supporting them to follow any pathways for resolution, including making a formal complaint if appropriate.

In addition to the above, GreenCycle management will take steps to:

- ensure that the environment is free from harassment, bullying, and discrimination.
- ensure that all staff are familiar with, and understand their obligations under this policy.
- treat all complaints seriously and take prompt steps to resolve any complaints made under this policy.
- undertake an investigation of all relevant facts of any complaint

Resolution

If you experience harassment or bullying we encourage you to address the issue as quickly as possible to reduce the possibility of the situation escalating.

All information relating to alleged or proven bullying or harassment will be treated strictly in accordance with the requirements of the Privacy Act.

Dealing with it yourself: If you feel comfortable dealing with the issue yourself, we encourage you to do this, either by speaking directly with the person or in writing. Please keep a record in case the behaviour happens again.

Informal complaint: If the complaint cannot be resolved by direct discussion, or you do not feel comfortable addressing the issue with the person, discuss the matter with Seb or Joe to get guidance. They may try to resolve the issue informally by addressing the concern with the person. If the behaviour continues or of a serious nature, they will support you in making a formal complaint.

Formal complaint: You can make a formal complaint at any time. If you are uncomfortable making the complaint, you can have a support person assist you. Put the complaint in writing with as much detail as possible, including dates, what was said, seen, done, witnesses etc. and provide this complaint to Seb or Joe.

GreenCycle will conduct an investigation and let you know:

- if the action was decided to be bullying, harassment, or discrimination;
- whether action will be taken;
- when action has been taken, so that you know that the matter has been dealt with.

Use of Company Vehicles

Drivers License

If your work at GreenCycle requires the operation of a company vehicle you must present and maintain a valid driver's license. If your licence is reissued please supply a copy of your new license to Joe so this can be added to your HR record.

If your driving license is suspended for any reason please inform GreenCycle in writing as soon as practical after you receive the notice.

Driving Offences

If you commit any traffic offences in a company vehicle you need to notify GreenCycle within five working days of the offence.

Any infringements or fines you incur while in charge of the company vehicle are payable by you.

Smoking or Vaping in company vehicles

Smoking or vaping is not permitted in GreenCycle vehicles.

Accidents/Damage

In the event of any damage involving a GreenCycle vehicle or an accident involving another vehicle or person, Seb Bainbridge must be advised as soon as possible.

What to do in an accident

- Make sure everyone is safe and out of danger.
- Call emergency services if required.
- Exchange details with the other driver or witness.
 - Record the following information:
 - Other driver: Name, address, phone number, vehicle registration, insurance company.

- *If other driver is uninsured you need further information. Ask to see his/her license and take photo of the license (back and front), or record the license number. Also record the make, model and colour of car.*
- Contact details of any witnesses: Name and contact number
- Take photos of the scene and damage to vehicle/property.
- If the Police attend record his/her name and ID number
- Provide the other driver with Seb's contact information for any further information.

Accident/Injury/Near-Miss Reporting

All injuries, accidents or near-miss incidents, regardless of how minor, should be reported immediately to Seb and recorded in the Register via:

- the online form; or
- in writing using the Accident/Injury/Near Miss Form.

Safety

The GreenCycle policy in regard to safety compliance is simple.

Safety is our number #1 priority at all times.

There is no reason ever to take chances.

Compliance with Health and Safety policy and procedure is imperative as they are in place to protect you, your family, and our team from harmful and destructive circumstances. You are required to abide by all company policy and Government regulation that is applicable to your job and role with GreenCycle and is a condition of your employment.

Remember that all accidents and injuries are preventable.

Refer to GreenCycle Health and Safety Policy for more on Safety in our workplace.

Monthly Safety Meetings & Employee Roundtable Discussions

On the first Wednesday of each month, GreenCycle will hold a regular safety and roundtable meeting at the Yard Office which we encourage you to attend.

The discussions address safety, maintenance, and any other "hot" topics in the company or industry. We want your input, so we can focus on what is important to you. Please note any items you wish to discuss on the office whiteboard or raise them on the day.

Drug and Alcohol Conduct

We need to keep our workplace safe and healthy. Using drugs or alcohol can lead to impairment at work and can endanger yourself and others.

You have a duty to take reasonable care for your own and others safety. You are not to be impaired or potentially impaired by drugs or alcohol when at work, travelling for work, or representing GreenCycle.

To make sure the work environment is safe and healthy, GreenCycle may carry out random drug and alcohol testing or, if we believe you may be under the influence of drugs or alcohol, require you to take a drug and alcohol test. A reliable external agency will carry out the testing.

If you are taking prescribed drugs that may affect your ability to operate safely at work, you need to let GreenCycle know so we can take any necessary action to keep our team safe.

As an employee of GreenCycle you agree to:

- be tested for drugs or alcohol if asked
- follow the testing procedures and not tamper with, or try to tamper with, the test or its results
- the results being given to GreenCycle.

If you do not meet any of these requirements, this might be considered serious misconduct.

Leave

The following sets out the principles and processes that apply with respect to the management of leave entitlements and aims to:

- Encourage all employees to maintain a positive work and life balance by taking their full annual leave entitlement in the year it falls due.
- Ensure compliance with the Holidays Act 2003 and GreenCycle's Employment Agreements.
- Guide the accurate recording of annual leave.
- Minimise the carrying forward of annual leave and the negative effect this has on GreenCycle's financial performance.
- Assist GreenCycle to meet its obligations as a good employer.

Annual Leave

It's important to have time away from work for rest and relaxation, so we encourage you to take your full annual leave entitlement every year.

You will get annual leave of 4 weeks each year once you have worked for GreenCycle for 12 months. We may agree to you taking leave in advance, but any unearned leave taken in advance is to be repaid if you stop working for GreenCycle.

We will try to allow you to take holidays at a time that best suits you, but we also need to consider business needs, and there may be times when we do not agree to the holidays you apply for. There may also be occasions when we ask you to take holidays, in which case we will give you at least 14 days' notice.

Annual Leave Recording and Approval

All annual leave requests are to be submitted via MyHR (or in writing to Seb) as soon as possible before your requested leave.

Christmas Close Down

GreenCycle has a two week close-down period over the Christmas and New Year period. It is expected that all the GreenCycle team take annual leave at that time.

If you do not have enough accrued leave at the time of the close-down period you will either, use your annual leave entitlement in advance or, if you wish, apply for leave without pay.

Public Holidays

You are entitled to take the 12 public holidays specified in the Holidays Act 2003, being Christmas Day, Boxing Day, New Year's Day, 2 January, Waitangi Day, Good Friday, Easter Monday, ANZAC Day, Queen's Birthday, Matariki, Labour Day and Auckland Anniversary Day. If you take a holiday on one of these days (thus observing the public holiday) and that day would otherwise have been a working day for you, you will be paid for that day.

If we require you to work on a public holiday, we will pay you one and a half times what you would normally have been paid for the time worked in accordance with the Holidays Act 2003. In addition, if that day would otherwise have been a working day for you will also be entitled to an alternative holiday.

Sick Leave

If you are too sick to work, we encourage you to stay home to avoid passing your illness onto your co-workers and to allow you to get better.

After 6 months of continuous employment with GreenCycle you are entitled to 10 days paid sick leave per annum. This may be taken when you are unable to work because:

- You are sick or injured
- Your spouse or partner is sick or injured.
- One of your dependents is sick or injured.

Going home sick partway through the working day counts as one whole sick day

Medical Certificates

We may require you to provide a medical certificate if you take sick leave and:

- You or your spouse, partner or dependent has been sick or injured for three or more consecutive days (at your cost).
- You have used up your sick leave entitlement, or have taken more than the entitlement of 10 days' sick leave provided for by the Holidays Act 2003 (at your cost)
- We otherwise want you to provide us with a medical certificate to support your sick leave (at our cost).

If we have concerns about your fitness for work, we may request that you consult one or more health professionals nominated or approved by us, at our cost, to provide advice to you and to us about your health and fitness for work, and about ways of managing your illness or injury while at work. We may make this a condition of you remaining at work or returning to work from sick leave. If you do not consult a health professional as requested, we may act on the basis of the information that is available to us at the time, and draw whatever inferences we consider are appropriate and reasonable in the circumstances.

Sick Leave Recording and Approval

You must tell Seb if they are going to be on sick leave as soon as they can (before their usual start time, if possible). You must also record your sick leave in the MyHR portal.

Bereavement Leave

After 6 months of employment, you are entitled to bereavement leave. However, we appreciate how difficult a bereavement can be and will work with you to support your situation.

You are entitled 3 days off when:

- An immediate family member dies (e.g. parent, child, spouse or partner, brother, sister, grandparent, grandchild, or spouse's or partner's parent).
- You or your partner has a miscarriage or still birth, or you or your partner would have been the primary carer of the child.

You are entitled to 1 day of paid bereavement leave after the death of another person provided GreenCycle accepts you have suffered a bereavement. In making this decision, we will take into account the closeness of your association with the deceased and any responsibilities you might have in relation to the death or funeral.

Bereavement leave doesn't have to be taken immediately or all at once.

Bereavement Leave Recording and Approval

As soon as you can tell Seb of your relationship to the person who has died and the dates you wish to be away from work. Your leave will be recorded in the MyHR portal.

Other Leave (including Jury Service and Unpaid Leave)

If you need time off for things you must do by law, such as Jury Service, GreenCycle will meet any obligations the law requires.

There are many other reasons you may require unpaid leave. You are able to ask for unpaid leave from your first day of work and we will consider these requests in good faith.

Applying for Other Leave

Contact Seb as soon as you are advised that you are required for jury service, including dates and the possibility of any extended trial duration. For any other leave applications discuss with Seb as soon as possible.

Parental Leave

Parental leave is the right to take time off to look after, or make arrangements for, a child's welfare at the time of birth or assumption of responsibility. Primary carers or partners of primary carers who meet the relevant eligibility criteria are entitled to parental leave and you can take parental leave in line with the Parental Leave and Employment Protection Act 1987.

Applying for Parental Leave

You should apply for parental leave in writing at least three months before the expected due date or assumption of responsibility of the child, specifying the type of leave you wish to take, the date you wish to start the leave, and the length of the leave. A doctor's certificate certifying pregnancy and the expected date of delivery is also required.

Domestic Violence Leave

Domestic violence - also known as family violence — can be physical, sexual, or psychological abuse. You can take domestic violence leave if you, or a child in your care, is affected by domestic abuse. After 6 months of employment with GreenCycle you are eligible for 10 paid days off to deal with the effects of domestic violence.

Domestic Violence Leave Recording and Approval

As soon as you can tell Seb you are taking domestic violence leave. Your leave will also be recorded in the MyHR portal.

Training and Development & Performance Appraisals

Annual Appraisal Process

You will have the opportunity to participate in planning your work and setting your goals in conjunction with Seb on a regular basis and formally during your annual appraisal meeting.

GreenCycle will aim to provide you with regular coaching and feedback. The performance appraisal process is an opportunity for two-way communication and honest feedback about your work and your career with GreenCycle.

Your annual review will be available on the MyHR portal.

The aim of our Performance Appraisal process is to:

- provide you with guidance,
- help you to achieve your job and career goals,
- recognise your achievements,
- ensure GreenCycles's strategic and business goals are achieved; and
- assist you to meet their performance expectations.

Training and Development

GreenCycle is committed to providing appropriate training and development opportunities to all employees to support high performance in their current role and to prepare them for potential future opportunities.

Training and development may be focussed on the specific technical requirements of your role, more general skills, or developmental needs.

Training will be either 'on the job', via informal coaching and instruction or via formal courses or events. On the job and coaching based training should be agreed between Seb and you and arranged by either Seb or you.

As part of the annual Performance Appraisal cycle, you can discuss and identify training and development needs and possible solutions to those needs. Agreed training needs and solutions will be recorded in MyHR.

Resolving Employment Relationship Problems

We believe it's best to resolve any issues as soon as possible.

If you have any concerns about your employment, or how you are treated at work, tell us (Seb or Joe) as soon as possible so these can be resolved. As a first step we'll talk about the problem and try to find possible solutions.

If the problem cannot be resolved, either you or GreenCycle can seek help from an external party, eg one or more of the following:

- Employment Mediation Services, which offers free information and mediation to help employers and employees work together to resolve problems
- a union or an advocate
- a lawyer.

If mediation doesn't resolve the problem, the next step may be to go to the Employment Relations Authority.

If it is a personal grievance for reasons other than sexual harassment, you have 90 days from the time the problem occurred or became known to you, to raise the grievance with GreenCycle.

In cases of sexual harassment, the timeframe extends from 90 days to 12 months.

At any step of the resolution process you can invite a support person or representative to attend.

Return of Company Property

When you leave GreenCycle, or at any time GreenCycle asks, you need to immediately return all company property. This property is any information, material or property that belongs to GreenCycle or is the responsibility of GreenCycle. This property includes, but is not limited to, personal protective equipment, uniforms, electronic data, storage devices, digital documentation, printouts, manuals, reports, letters, memo, plans, diagrams, security cards, keys, mobile phone, and laptop computers.

If you do not return company property, GreenCycle may choose to deduct the cost of any unreturned property from any payments owed you.

Use of Internet and Email

GreenCycle recognises that access to email systems and the internet helps you deliver GreenCycle services in an efficient and professional way.

GreenCycle supports the reasonable personal use of internet and email. However, this use should be infrequent and brief and must not interfere with your (or your colleagues) duties, responsibilities or obligation to GreenCycle.

You may use the internet and email access provided by GreenCycle for:

- Any work- related purposes
- Limited personal use (see below)

Limited personal use must not:

- interfere with your duties,
- interfere with the duties of your colleagues,
- interfere with the operation of GreenCycle,
- compromise the security of the GreenCycle systems,
- decrease GreenCycle network performance,
- incur any additional expense for GreenCycle,
- violate any laws, or
- compromise any confidentiality requirements of GreenCycle

You must ensure your use of internet and email facilities at work is not illegal, is not contrary to the interests of GreenCycle, and meets the ethical and social standards of our company.

For example you should not use GreenCycle internet or email access to:

- Create or exchange messages that are offensive, harassing, obscene or threatening;
- Visit websites containing objectionable (including pornographic) or criminal material;
- Exchange any confidential or sensitive information held by GreenCycle (unless authorised);

- Create, store, or exchange information in violation of copyright laws (including the uploading or downloading of commercial software, games, music or movies);
- Use internet-enabled activities such as gambling, gaming, conducting a business or conducting illegal or unethical activities;
- Create or exchange advertisements, solicitations, chain letters and other unsolicited or bulk email;
- play computer games during work time.

Employees who breach acceptable internet and email use will be subject to disciplinary action, up to and including termination of employment.

Social Media

At GreenCycle, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends, and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. Ultimately, you are solely responsible for what you post online. Before creating online content, you may want to consider some of the risks and rewards that are involved.

In the rapidly expanding world of electronic communication, social media can mean many things. Social media includes all means of communicating or posting information or content of any sort on the Internet, including but not limited to Facebook, Twitter, LinkedIn, personal web sites, the contents of the Employee's blogs, postings on interactive sites, postings on video and picture sharing sites, elsewhere on public Internet and responding to comments from posters either publicly or via email.

The same principles and guidelines found in this handbook and in GreenCycle policies apply to your activities online.

You are encouraged to show respect. GreenCycle cannot force respectful and courteous activity on social media during nonworking time. However, comments of this nature can have a negative impact on the workplace and relationships with others. You may be more likely to resolve work-related disputes by speaking directly with your co-workers or Seb, than by posting complaints to a social media outlet.

Postings that include the following will not be tolerated and may subject you to disciplinary action up to and including termination:

- unlawful discriminatory remarks, harassment, and threats of violence or other unlawful conduct
- jeopardising or disparaging comments that damage the interests of GreenCycle, its business, commercial and other interests, or other employees.

You must not breach your duties of good faith, fidelity, trust and confidence, and other contractual obligations.

Your social media obligations continue after the end of your employment with GreenCycle.

Declaration

Employee Name: _____

I have received and read a copy of the Employee Handbook dated [insert date] which I understand forms part of the Terms and Conditions of my employment.

Signed: _____

Dated: _____

Please sign and return this page for placing on your employee file or acknowledge you have read this document via MyHR portal.