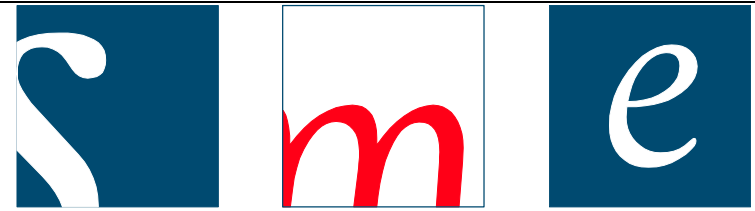


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financial services

HR Policies and Procedures Manual

Information About and Checklist

The HR Manual enables you to set comprehensive HR policies and procedures for your organisation. We can tailor the documents to your organisation's needs. The Manual is regularly maintained to ensure that it complies with all legislative changes.

SME Financial Services Group Pty Ltd ABN 65 955 872 828

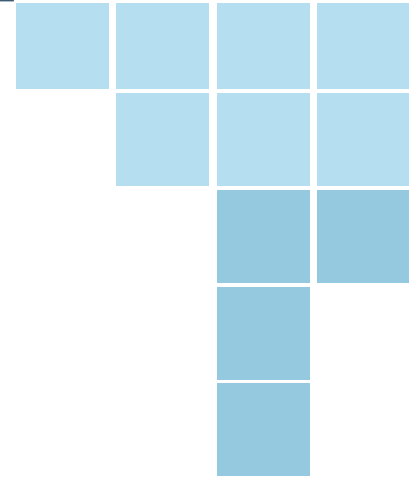
PO Box 4209 Bay Village NSW 2261

Ph: 1300 340 060 Fax: 02 8003 9869 Email:

info@smefinancialservices.com.au

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1. The role of the HR Manual

The HR Manual enables you to set comprehensive HR policies and procedures for your organisation. We can tailor the documents to your organisation's needs. The Manual is regularly maintained to ensure that it complies with all legislative changes.

Legal sign-off

The HR policies and procedures are signed-off by lawyers at Maddocks.

Practical

A HR consultancy firm assisted to develop the Manual — in particular, to make sure the Manual is practical for owners and managers of a wide-range of small and medium enterprises.

Also thanks to the HR consultancy firm, the Manual includes 10 forms — for example: a Reference checklist, an employee Appraisal form, and a Leave application form.

Free updates for 12 months — helping you stay compliant

Then take advantage of the annual subscription option to keep up to date and compliant.

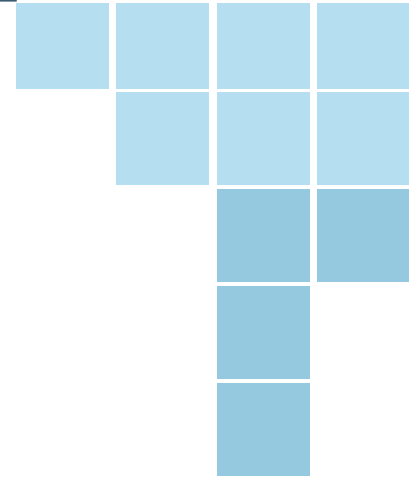
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When you purchase the HR policies and procedures via **SME Corporate Services**, you are entitled to all updates of the policies and procedures for a period of 12 months. This means that if the law or best practice etc. change, we can download and provide an updated version of the policies and procedures for free, to ensure that your business stays compliant.

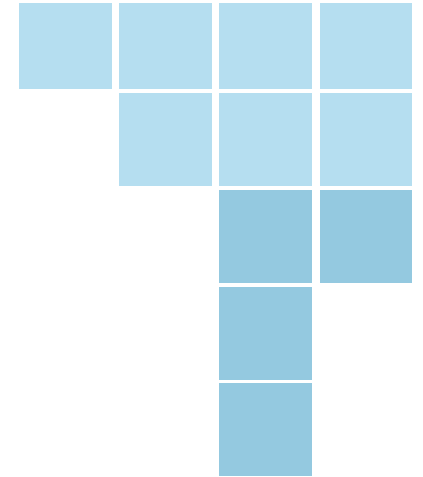
If the policies and procedures do change, we'll also email you draft explanations etc. that you can edit and send to your staff to inform them of the changes.

Many employees are now covered by the National Employment Standards (NES) so you need to know what they say.



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2. Information Checklist

To create the documents to form a HR Policies and Procedures Manual, you need to provide the information listed below. You might like to print this checklist out and gather the information readiness. Please complete the application form 'HR Manual Application'.

Employer Information

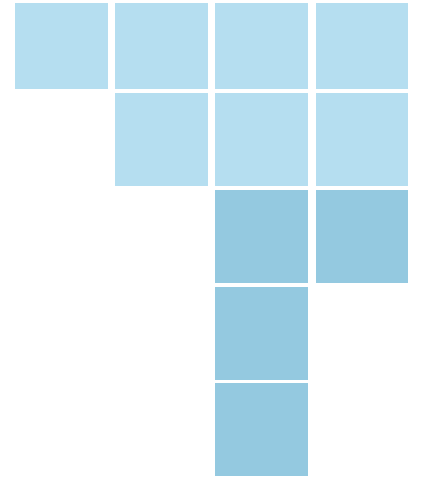
- The full, legal name of the employer
- Where the definitive, binding edition of the handbook will be kept
- The name and title of the person who will be responsible for holding and maintaining the handbook
- Whether or not the handbook will show information about what the employer does
 - If so, a brief statement about what the employer does
- Whether the employer operates from more than one site
 - If so, a brief statement about each site
- Whether the details of the staff structure should be shown in the handbook
 - If so, what is the organisation's staff structure?
- How the employer keeps employees up to date with changes
- How the employer refers to its : customers/ patients/ clients/members etc.

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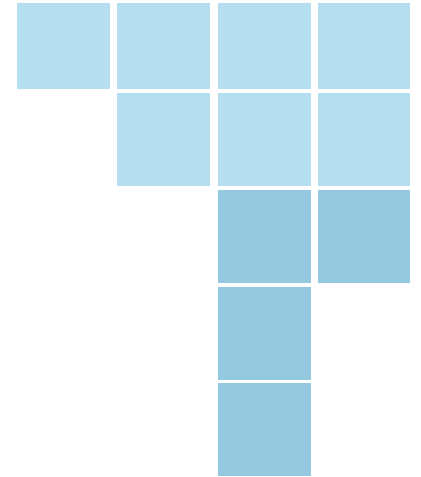
Managers

- The person the employee should speak to if they call to say they will be absent from work due to illness or injury, and the line manager is unavailable
- The person to be notified if an employee changes their details
- The person that the employee can speak to about leave entitlements
- The person that the employee can speak to about concerns with their pay
- The person that the employee can approach in case of bullying, harassment or discrimination
- The person the employee can approach with grievances not resolved by the line manager or other person mentioned above
- The person that the employee can contact for advice on their options in case of an unresolved grievance
- The person that the employee should approach about suspected malpractice or areas of concern, if they cannot approach their line manager



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Miscellaneous

- The method by which employees are paid
- Whether the employee fills in a time sheet
 - If so, do existing timesheet policies need to be inserted?
- Whether there is a staff discount scheme
 - If so, do existing staff discount scheme details need to be inserted?
- Whether the employer has a dress code
 - If so, what is the dress code?
- Whether the employer provides a uniform for staff
 - If so, can it be worn to and from work?
- Whether any employees are involved in food production
- Whether any employees are involved in handling cash
- Whether there are any specific health and safety rules that apply to your organisation
 - If so, please include the specific rules
- Whether the employers email system automatically inserts security and confidentiality warning and disclaimers at the end of all emails
 - If yes, please include the wording that is used
 - If no, the handbook will contain suggested wording