



# Employee Handbook

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## Overview

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The Crown Hotel Collie is a gastropub with a funky vibe with fantastic food, wine, beer and cocktails. Open 7 days, with an all-day kitchen.

Crown Collie is owned and operated by Stanley Capital as trustee for the Stanley Family Trust. Jason and Sarah Stanley are directors of the company and jointly manage the operations.

We value honesty, integrity, hard work, creativity and fun. We work as one team from the back to the front of the house, ensuring our customers' experience is always our highest priority.

This handbook contains important information to ensure your success working here at Crown Collie.



## **Presentation**

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All employees are expected to provide a consistent professional appearance so as to reflect positively on our company and its culture in front of customers, clients, and other parties.

It is important for employees to note that the proposed dress code does not intend, and is not designed to discriminate against individuals on the grounds of race, sex, gender identity, age, disability, sexual orientation, or some personal circumstance e.g. pregnancy or illness.

### **Common Dress Code Policy**

The official dress code for the Crown Collie is Black on Black Smart Casual.

- All clothes should be clean, ironed and well-groomed, free of stains, tears and holes, and must be of an appropriate length and nothing too tight-fitting.
- All clothes should be appropriate for work.
- Skirts or shorts should be no more than two inches above your knees while standing.
- Hair should be relatively secured at all times.
- Clothing and grooming styles dictated by religion or ethnicity are exempt.
- Exceptional personal hygiene must be maintained at all times.

### **Bar/front-of-house staff**

- Employees may select from approved uniform options following their initial probationary period. Additional uniforms may be requested at six-monthly intervals.
- Uniform items may be mixed and matched with black smart casual clothing
- No images or logos apart from Crown Collie are to be displayed on clothing

### **Kitchen/back-of-house staff**

- Kitchen staff will be provided chef shirt, pants, and apron
- Kitchen staff must wear appropriate enclosed non-slip footwear
- Staff may wear appropriate black shirts and pants with a house apron until their uniform arrives.

### **Maintenance staff**

- Work shirts and pants are provided
- Appropriate footwear must be worn at all times

### **Non-Appropriate Standards of Dress**

The attires to avoid that do not conform to the business dress code include, but are not limited to clothing:

- That is too revealing, inappropriate or excessive
- With rips, tears or holes
- For workout and outdoor activities (e.g. leggings)
- That makes noise like flip-flops



- That are uncomfortable and make it difficult to work
- With words, stamps or pictures that are offensive and/or inappropriate

### **Variations to the Dress Code Policy**

Crown Collie reserves the right to vary the dress code. Accommodations will be made for special cases at the discretion of Crown Collie. For example, employees may be required to wear semi-formal attire to an event or employees may have the option of wearing casual clothing on a casual dress day where the employee is not meeting with external parties.

### **Exemptions and other considerations to the Dress Code Policy**

Religious and cultural customs will be taken into consideration, as will comfort for varying physical and personal situations when exempting an employee from the dress code policy.

### **Disciplinary consequences**

When an employee disregards or violates the dress code policy, management should inform the employee of the breach. Employees in violation of the dress code are expected to correct the issue as soon as reasonably practicable. Repeated violations of the dress code policy may result in disciplinary action being taken.



## **Conduct & Behaviour**

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There is a firm commitment to provide a well-run and friendly licensed premise. Patrons may be expected to feel confident that the sale of liquor and the provision of other services at the Premises will be provided by staff who are professional in their manner and who understand their responsibilities under the law as it applies to the sale of food and liquor in Western Australia.

### **Conduct**

Employees are expected to:

- Undertake any and all lawful and reasonable tasks as directed by their manager and/or shift manager
- Always carry out their duties in a friendly and professional manner.
- At all times act faithfully, honestly, and diligently
- Devote the whole of your time, attention, skills and ability to the performance of your obligations whenever you are on duty
- Use all proper means to maintain, improve, and promote the business
- Not, at any time, do anything contrary to the interests of the company, bring the company into disrepute, or cause loss or damage to the company
- Discourage any activity by patrons that may lead to the irresponsible consumption of liquor
- Not engage in any activity that is immodest or lewd.

### **Health and Safety**

Employees are required to:

- Take reasonable care for their own health and safety
- Take reasonable care that their actions do not adversely affect the health and safety of other people
- Report and record all workplace injuries to the relevant first aid officer, manager or HR representative, in accordance with this policy
- Not disrupt the administration of first aid

### **Fitness for Work**

Employees are expected to present to work able to undertake their duties, tasks and responsibilities of their role to the normal level of functioning and without any physical or mental health conditions that diminish their level of functioning below the level at which work is normally performed.

For employees with identified and recognised disabilities, the level of functioning required is to the standard normally expected on a regular and ongoing basis.

Employees are responsible to ensure that their ability to safely and professionally perform their roles is not impacted by:

- Ongoing or underlying medical conditions
- Temporary short-term illnesses or injuries
- Prescribed and non-prescribed medication
- Alcohol and/or prohibited substances
- Fatigue



## **Mobile phone use**

Acceptable use of mobile phones during work hours is limited to genuine work-related tasks, including clocking in and out of shifts and responding to rostering requests.

Employees may not use personal mobile phones during work hours for:

- Non-emergency text and phone calls
- Playing games
- Online activities such as Facebook, Twitter etc.
- Taking photos or recording confidential information
- For downloading or uploading inappropriate, illegal or obscene material using a corporate internet connection

Employees must not use a mobile phone while operating machinery.



## **Scheduling**

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Line managers and employees have responsibilities and obligations in relation to aspects of your roster.

### **Scheduling software**

Crown Collie uses Deputy software for rostering, timesheets and corporate communications. Employees are expected to download the Deputy app and enable notifications. Alternatively, employees may access Deputy by logging in via any internet browser.

### **Attendance and punctuality**

It is important that you report to work on time and avoid unnecessary absences.

We recognise that illness or other circumstances beyond your control may cause you to be absent from work from time to time. However, frequent absenteeism or tardiness puts an unnecessary strain on your co-workers and can impact our ability to provide adequate service to our customers.

If you are unwell and cannot attend a shift, you must contact your line manager as soon as possible.

Excessive absenteeism and frequent tardiness may result in disciplinary action up to and including termination.

### **Missing a shift**

It is your responsibility to ensure you are aware of your rostered shifts.

If you are absent from work for two consecutive rostered shifts without the consent of your line manager, this may be taken as evidence you have abandoned your employment.

If you have not established to the satisfaction of the company that you were absent for a reasonable cause or have not responded to attempts to contact you within seven days of absence from a rostered shift, you will be deemed to have abandoned your employment from the date of your last attendance at work.

### **Requesting time off**

Service delivery is the first consideration in making rostering decisions. Employees may submit unavailability requests via Deputy in advance of roster development and publishing.

When reviewing roster requests, your line manager must consider:

- The ability to meet service delivery demands
- The applicable skill sets required to meet service delivery

When more staff request to work or not to work a particular day/shift than is required for service delivery, your roster manager must consider:

- The reason for your request
- The number of requests that you have made.





- The number of requests you have had approved/not approved in the past
- Staffing requirements for service delivery

If your request is unable to be accommodated the reasons for non-approval will be discussed with you and recorded by the roster manager.

### **Shift swaps**

Once a roster has been published, shift swaps are the responsibility of the individual staff member.

Therefore, if there is a shift that you can no longer work, or had requested not to work and your line manager was unable to accommodate your request, then it is your responsibility to arrange to swap this shift with a colleague.

If you can't organise a shift swap with an appropriately skilled staff member, you are required to attend work as rostered.

Shift swaps must be approved by your line manager and the roster updated accordingly.

### **Line manager responsibilities**

Your line manager must review rosters prior to publication to ensure:

- You have been rostered in compliance with the relevant award
- The roster meets anticipated demand to ensure sufficient service delivery within budget parameters
- The applicable skill set is covered by the roster
- Annual leave obligations are managed
- Roster requests have been accommodated wherever possible

### **Annual Leave**

Full-time and part-time employees are responsible for managing their own annual leave appropriately.

A time-off request must be made through Deputy and approved by your line manager prior to planning for or undertaking annual leave. You should not make non-refundable bookings prior to your leave being formally approved. Failure to obtain formal approval prior to making non-refundable bookings is at your own risk.

Your line manager will consider your leave balance, any previous leave taken and service requirements prior to approving your leave request.

When more staff request annual leave than is possible in order to meet service delivery, your line manager will consider:

- Staffing requirements for service delivery
- The reason that your leave is being requested, e.g. personal circumstances or a special event that cannot be rescheduled
- The amount/frequency of requests that you have made previously
- Whether you have had a request for leave not approved previously
- The amount of leave liability that you have (the higher the liability the higher the priority for annual leave)



## Pay and Benefits

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Your employment is regulated by the Hospitality Industry (General) Award 2020 and the Fair Work Act 2009 (Cth) (Act), which outlines the minimum pay rates and conditions of employment.

Crown Collie employees are paid at above-award rates in recognition of the importance of excellent service in our business. Above-award rates are paid in lieu of any staff discounts as it provides a broader benefit to employees.

### Staffies

Employees may order one complimentary coffee or soft drink at the start of shift and one alcoholic or non-alcoholic drink at the conclusion of shift.

### Meals

Rest and meal breaks must taken in accordance with the award.

Employees are expected to present to work ready for their shift, including managing your own sustenance.

Employees may bring their own food to consume or purchase food through the normal channels to be eaten during a meal break.

Complimentary food is only provided where less than an hours' notice is given for a shift, shift extension, or shift addition of three or more hours.



## **Bullying and harassment**

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Everyone has the right to be treated with respect and to feel safe at work.

We will not tolerate bullying or harassment of any nature. We take allegations seriously, investigate them and take disciplinary action if needed. We will encourage and support diversity, work proactively to promote equity, uphold fairness and respect for everyone and strive to build a culture of belonging.

If you work here you are covered by this policy irrespective of how long you've been working here, your job, level, or place of work. It also applies to our customers, suppliers and guests visiting our restaurants.

Please be aware that, in some cases, bullying and harassment is against the law and individual members of staff can be prosecuted and fined. If you are found guilty of harassment or discrimination, you can be ordered to pay compensation by a court or an employment tribunal.

The Equality Act 2010 – Prohibits harassment related to gender, sexual orientation, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability or age. The Protection from Harassment Act 1997 - makes it unlawful to do something that you know or ought to know would be harassment, which includes causing someone alarm or distress.

If something has happened that makes you feel uncomfortable, even if you are not sure if it is bullying or harassment, speak to your line manager or Sarah and Jason Stanley.

### **Bullying**

Bullying is behaviour from a person or group that is unwanted and makes someone feel uncomfortable, including feeling vulnerable, upset, humiliated, or threatened.

Bullying can be physical, verbal and/or non-verbal, including;

- Shouting at, being sarcastic towards, ridiculing or demeaning others
- Physical or psychological threats
- Overbearing and intimidating levels of supervision
- Inappropriate and/or derogatory remarks about someone's performance
- Abuse of authority or power by those in positions of seniority
- Deliberately excluding someone from meetings or communications without good reason.

Legitimate, reasonable and constructive feedback on someone's performance or behaviour will not amount to bullying on its own.

Reasonable instructions given in the course of employment will also not be considered to be bullying on their own.

### **Harassment**

Harassment is defined as "unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them".



Harassment may include, for example:

- Unwelcome sexual advances or suggestive behaviour
- Continued suggestions after it has been made clear that they are unwelcome
- Unwanted physical contact, including touching, pinching, pushing, grabbing, brushing against someone, invading their personal space, as well as more serious forms of physical or sexual assault
- Sending or showing material that is pornographic, racist, homophobic, or discriminatory in any other way, that some people may find offensive, including emails, text messages, video clips, and images sent by mobile phone or posted on the internet
- Offensive or intimidating comments or gestures
- Insensitive jokes or pranks
- Mocking, mimicking or belittling someone's disability, including physical and mental health conditions
- Racist, sexist, homophobic or ageist jokes or comments, or derogatory or stereotypical remarks, for example about particular national, religious or ethnic groups
- Revealing, or threatening to reveal, someone's sexuality or sexual orientation
- Ignoring someone, for example, by deliberately excluding them from a conversation or a social event at work.

Inappropriate behaviour does not have to be intentionally offensive, or happen more than once, to be harassment. The "victim" does not have to be the intended target.

### **Sexual Harassment**

Sexual harassment is unwanted conduct of a sexual nature that violates someone's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment for them. Examples include:

- Flirting, gesturing or making sexual remarks about someone's body, clothing or appearance
- Asking questions about someone's sex life
- Telling sexually offensive jokes
- Making sexual comments or jokes about someone's sexual orientation or gender reassignment
- Displaying or sharing pornographic or sexual images, or other sexual content
- Touching someone against their will, for example hugging them
- Sexual assault or rape

Sexual harassment can happen to anyone, at any time, in any place and can come from anyone.

### **Jokes and Banter**

We know that many people enjoy jokes and banter at work, and it can be a great way to build camaraderie and work relations.

However, there is a fine line to tread and a joke isn't funny if it offends someone, makes them feel uncomfortable or unfairly treated.



If you do feel that someone's behaviour or humour is inappropriate, we would encourage you to speak to them directly and give them a chance to do something about it themselves; they may not even realise they've upset you.

Try to explain to them calmly what you don't like and ask them to stop. If it is too difficult to do by yourself, or if that hasn't worked, please speak to a manager, who will try to help you address it.



## **Whistleblower protection**

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An open and honest dialogue is encouraged at Crown Collie so that honesty and integrity are maintained at all times.

Concerns should be raised in the first instance with your line manager or Jason and Sarah Stanley.

To the maximum extent practicable, a person who genuinely discloses an allegation or concern about compliance with laws or other standards of behaviour (Whistleblower) will be protected from any adverse action (such as dismissal, demotion, suspension, harassment, or other forms of discrimination) because they have raised such allegations.

Subject to this policy, a Whistleblower is protected, even if the allegations prove to be incorrect or unsubstantiated (although a person who maliciously or vexatiously makes disclosures or makes false disclosures may be subject to disciplinary action).

Employees who participate, or assist in, an investigation involving reportable conduct will also be protected. Every effort will be made to protect the anonymity of the Whistleblower, however, there may be situations where anonymity cannot be guaranteed.

### **Reportable conduct**

Reportable conduct that can be the subject of a protected Whistleblower report is anything the Eligible Person has reasonable grounds to suspect concerns misconduct or an improper state of affair or circumstances.

Examples of things that may be considered misconduct or an improper state of affair or circumstances include:

- Dishonesty
- Fraud
- Corruption
- Illegal activities (including theft, drug sale/use, violence, threatened violence, or criminal damage against Company assets/property);
- Discrimination, vilification, sexual harassment, harassment, bullying and victimisation
- Acts or omissions in breach of commonwealth or state legislation or local authority by-laws
- Unethical behaviour
- Other serious improper conduct (including gross mismanagement, serious and substantial waste of Company resources, or repeated breaches of administrative procedures)
- Unsafe work-practices
- Any other conduct which may cause financial or non-financial loss to the Company or be otherwise detrimental to the interests or reputation of the Company, or any of its employees; or
- The deliberate concealment of information tending to show any of the matters listed above.

### **Non-reportable conduct**



This policy does not apply to:

- Personal work-related grievances
- Health and safety hazards
- General employment grievances and complaints by a person about their own employment or situation.

### **No reprisals**

Any reprisals against a Whistleblower are a serious breach of this policy and may result in disciplinary action, including dismissal. This protection applies to anyone providing information related to an investigation pursuant to this policy.



## Ending employment

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We want all employees to succeed at Crown Collie.

All employees begin with an initial probationary period of three months during which your performance will be assessed. Depending on your performance, your probationary period may be extended.

It is our preference to work through performance issues with you in a constructive and timely fashion.

Employees who breach any of the company's policies may be subject to disciplinary action which may include informal or formal warnings, transfer, counselling or dismissal.

The company may terminate your employment without notice if you, at any time, engage in serious misconduct, including, but not limited to:

- Conduct causing imminent or serious risk to the health and/or safety of a person or the reputation, viability or profitability of the business
- Theft, fraud or dishonesty
- Assault or sexual harassment
- Being under the influence of alcohol or illegal drugs whilst at the workplace
- Breach of policy or procedure
- Breaching any discrimination or work health and safety law
- Refusing to carry out a lawful and reasonable direction
- Conduct endangering you, other employees or customers
- Misappropriation of company property or the property of others
- Assault or other criminal behaviour impacting on the relationship between you and the Company
- Failure to comply with health and safety obligations
- Falsification of records (e.g. time sheets, sales records etc.).

If you choose to resign from your position, we appreciate as much notice as possible, and wish you all the best for your future.