

REGISTER OF ENTERPRISE AGREEMENTS

ENTERPRISE AGREEMENT NO: EA05/97

TITLE: Armaguard NSW (Clerical and Administrative Enterprise Agreement, 2004-2006)

I.R.C. NO: IRC5/1048

DATE APPROVED/COMMENCEMENT: 18 March 2005 / 18 March 2005

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**NEW AGREEMENT OR
VARIATION:** New.

GAZETTAL REFERENCE: 29 April 2005

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COVERAGE/DESCRIPTION OF

EMPLOYEES: The agreement applies to all employees employed by Linfox Armaguard Pty Ltd, located at Unit B5, 3-9 Birnie Avenue, Lidcombe, NSW 2141 engaged in the classifications of clerks, tellers and associated employees of Armaguard within NSW, who fall within the coverage of the Clerical and Administrative Employees (State) Award.

PARTIES: Linfox Armaguard Pty Limited -&- the New South Wales Local Government, Clerical, Administrative, Energy, Airlines & Utilities Union

ARMAGUARD NSW (CLERICAL and ADMINISTRATIVE) ENTERPRISE AGREEMENT, 2004 - 2006

Arrangement

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1. Parties

The parties to this Enterprise Agreement are Linfox Armaguard Pty Limited, ACN 004 073 410 ("the Company") in New South Wales, the New South Wales Local Government, Clerical, Administrative, Energy, Airlines & Utilities Union ("the Union") and the employees of the company employed in the classification of Clerks and Tellers and associated employees defined by the Clerical and Administrative Employees (State) Award published 14 February 1997 (296 IG 619).

2. Title

This Enterprise Agreement shall be known as the Armaguard NSW (Clerical and Administrative) Enterprise Agreement 2004 - 2006.

3. Incidence

This Enterprise Agreement shall apply to the classifications of clerks, tellers and associated employees of Armaguard within NSW.

4. Duress

The parties to this Enterprise Agreement state that it was not entered into under any duress from any party.

5. Definition

- 5.1 "Probation" means an initial set period of time (a maximum of three months) immediately after commencement of employment, in a particular classification, during which the employee's conduct and work performance, can be assessed.
- 5.2 In extenuating circumstances, probation may be extended by a further 6 weeks to allow the completion of the training program.

6. Relationship to Parent Award

This Agreement shall be read in conjunction with the Clerical and Administrative Employees (State) Award. This Agreement shall prevail to the extent of any inconsistency between it and the Clerical and Administrative (State) Award. Where this Agreement is silent on any matter then the prevailing provisions in the Clerical and Administrative (State) Award shall apply.

7. Disputes Settlement

- 7.1 It is agreed that the provision of uninterrupted quality service to clients is of paramount importance in the long-term benefit for both the company and the employees.
- 7.2 All parties agree to abide by the following guidelines in the resolution of any dispute:
- 7.2.1 Any contentious matter/issue will be discussed at the enterprise level between management and the job delegate. Grievances will be responded to as soon as practicable.
- 7.2.2 If these discussions do not resolve the dispute then the local organiser will become involved.
- 7.2.3 If this still does not lead to resolution of outstanding matters, then officers from the Union and the Company shall become involved, and if necessary, the matter may be referred to the NSW Industrial Relations Commission. Any decision by the Commission shall be accepted by the parties as final, subject to any appeal process which may be instituted by either party.
- 7.2.4 Pending the resolution of any matter in accordance with the above procedure, work shall continue without disruption. The circumstances which applied immediately prior to the dispute arising shall, as far as possible, apply until final resolution of the matter.

8. Code of Conduct - Policy

- 8.1 It is agreed that all employees shall abide by the Armaguard NSW Employee Code of Conduct which shall be issued to all employees. (See Annexure 1 to this Agreement)
- 8.2 Any dispute over the application of this clause shall be dealt with in accordance with Clause 7, Disputes Settlement.

9. Wage Rates

9.1 The wage rates applicable for the duration of the Agreement will be as follows:

Grade	Payments on 16 Nov 2004			Payments on 16 Nov 2005		
	Permanent Hourly Rate \$	Casual		Permanent Hourly Rate \$	Casual	
Hourly Rate \$		Pro-rata Holiday \$	Hourly Rate \$		Hourly Rate \$	Pro-rata Holiday \$
1	14.09	16.92	18.32	14.65	17.60	19.06
2	15.67	18.80	20.36	16.30	19.55	21.17
3	16.38	19.66	21.29	17.04	20.45	22.15
4	17.76	21.31	23.08	18.47	22.16	24.00
5	19.74	23.69	25.66	20.53	24.64	26.69

9.2 The casual rate, as contained in the above Table, includes an additional one-twelfth in respect of the entitlement to pro rata holiday pay under the *Annual Holidays Act 1944* for all work performed at ordinary rates.

9.3 Branch Co-Ordinator Allowance

9.3.1 This allowance will be paid on a daily basis of \$12.85 per day to a grade 5 employee who performs the additional duties of opening and/or closing their branch as well as undertaking supervisory tasks as assigned by their Branch Manager. Employees in receipt of this allowance may be required to hold a gun licence.

9.3.2 This allowance will increase by 4% on or after the next full pay period to commence after 16 November 2005 (\$13.36) and replaces any additional payments received by employees as at the commencement date of this Agreement.

9.3.3 The above rates cover all classifications under this Agreement with no over-award payments to be paid. Any further increase to duties or responsibilities will require a review of pay rates for the classification and endorsement by the Union and the Company.

10. Classification Structure

GRADE	Examples of Position Titles	Characteristics of this Grade
1.	Entry Level Position Clerical Assistant	<ul style="list-style-type: none"> - The employee may work under direct supervision with regular checking of progress. - An employee at this grade applies knowledge and skills to a limited range of tasks. The choice of actions required is clear. - Usually work will be performed within established routines, methods and procedures that are predictable, and which may require the exercise of limited discretion.
2.	Cash for Coin Processor Enveloper Deposit Processor Bulk Packer ATM Re-bank Processor Coin Roller Switch Data input	<ul style="list-style-type: none"> - The employee may work under routine supervision with intermittent checking. - An employee at this grade applies knowledge and skills to a range of tasks. The choice of actions required is usually clear, with limited complexity in the choice. - Work will be performed within established routines, methods and procedures, which involve the exercise of some discretion and minor decision making

3.	Clerk Coin Processor / Teller Discrepancy Clerk	<ul style="list-style-type: none"> - The employee may work under limited supervision with checking related to overall progress. - An employee at this grade may be responsible for the work of others and may be required to co-ordinate such work. - An employee at this grade applies knowledge with depth in some areas and a broad range of skills. Usually work will be performed within routines, methods and procedures where some discretion and judgment is required. - Assistant to Grade 4 or Grade 5 Clerk.
4.	Take-in Teller/Amalgamating Teller/Teller ATM Teller Administrative Officer Reserve Bank Pool Teller	<ul style="list-style-type: none"> - The employee may be required to work without supervision with general guidance on progress and outcomes sought. Responsibility for the organisation of the work of others may be involved. - An employee at this grade applies knowledge with depth in some areas and a broad range of skills. There is a wide range of tasks, and the range and choice of actions required will usually be complex. - An employee at this grade applies competencies usually applied within routines, method and procedures where discretion and judgment is required, for both self and others.
5.	NIA Branch Teller Clerical and Administrative Officer Branch ATM Controller	<ul style="list-style-type: none"> - Responsible and accountable for their own work. - Exercise initiative, discretion and judgment based on their skills and knowledge. - The employee may be supervised by management and may be responsible for the planning and organisation of the work of others - An employee at this grade applies knowledge with substantial depth in some areas and a range of skills which may be varied or highly specific. The employee may receive assistance with specific problems. - An employee at this grade applies knowledge and skills independently and non-routinely. Judgment and initiative are required. - Perform clerical and administrative duties using more extensive range of skills and knowledge. - May be required to train other employees and supervise other clerical staff

For supplementary information to classification structure - see Annexure 2

11. Hours

- 11.1 The ordinary hours of work shall be limited to eight hours on any one day, Monday to Friday inclusive, between the hours of 5am and 8pm.
- 11.2 The hours of work shall enable flexibility in the starting and finishing times within the spread of hours.
- 11.3 For work outside the span of hours, (Monday to Friday), a loading of 17.5% on the appropriate classification rate will be paid up to midnight and for work outside the span of hours (Monday to Friday), a loading of 20% on the appropriate classification rate will be paid from 12 midnight to 5am provided that work in excess of 8 hours on any shift will receive penalty rates of time and a half and double time as prescribed in clause 15.

Examples of the application of the loading:

Start Time	Finish Time	Payment
8pm	2am	8pm - 12 midnight Classification Rate + 17.5% 12 midnight - 2am Classification Rate + 20%
6pm	12 midnight	6pm-8pm: Classification Rate 8pm-12midnight: Classification Rate + 17.5%
8pm	4am	8pm - 12 midnight Classification Rate + 17.5% 12 midnight - 4am Classification Rate + 20%
4pm	2am	4pm-8pm: Classification Rate 8pm-12midnight: Classification Rate + 17.5% 12midnight-2am: Overtime Rate
4am	10am	4am-5am: Classification Rate + 20% 5am-10am: Classification Rate

- 11.4 Saturday work for hours between 8am and 4.30pm will be paid at time and a half. All other time worked on Saturday will be paid in accordance with Clause 15.1.
- 11.5 Generally, rosters will provide seven days notice of when employees are required to attend for work, although this may not be achievable in all instances. Shift duration and starting and finishing times are to be established at each Branch in consultation between the Branch Manager and the USU Delegate.
- 11.6 Nominations for work outside the span of hours Monday to Friday and Saturday is voluntary.

12. Split Shifts

By mutual consent, split shifts for casual employees may be worked, provided there are at least seven hours worked on that day and one of the shifts is a minimum of four hours. When the cumulative periods worked exceed 8 hours on any day overtime payments are applicable as per Clause 15.

13. Sundays and Holidays

- 13.1 New Years Day, Australia Day, Good Friday, Easter Saturday, Easter Monday, Anzac Day, Queen's Birthday, Eight Hour Day, Christmas Day, Boxing Day and an additional day's holiday to be observed pursuant to Sub-clause 13.2 and any other day gazetted as a public holiday for the State, shall be holidays for the purposes of this Agreement.
- 13.2 In addition to the holidays specified in Sub-clause 13.1, an employee shall be entitled to one additional day as a holiday in each calendar year. Such additional holiday shall be observed on the day when the majority of employees in an establishment observe a day as an additional holiday or on another day mutually agreed between the employer and employee. The additional holiday is not cumulative and must be taken within each calendar year
- 13.3 Any dispute concerning the day on which an additional holiday is to be taken by an employee, may be referred to the Conciliation Committee.
- 13.4 No deductions shall be made from the wages of weekly or part-time employees for the week in which any of the holidays, referred to in Sub-clause 13.1, fall.
- 13.5 For work done on any of the holidays referred to in Sub-clause 13.1, double time and one-half shall be paid with a minimum payment for four hours' work.
- 13.6 For work done on a Sunday double ordinary time with a minimum payment for four hours work shall be paid.
- 13.7 Where an employee is absent from the employee's employment on the working day before or the working day after a public holiday without reasonable excuse, or without the consent of the employer, the employee shall not be entitled to payment for such holiday.

14. Casual and Part-Time Employees

14.1 Casual Employee

A casual employee shall mean an employee who is engaged and paid as such, and whose spread of ordinary hours shall be as set out in Clause 11, Hours, and whose rate of pay shall be calculated pursuant to Clause 9 Wage Rates and Clause 10, Classification Structure.

14.2 Part-time employee -

14.2.1 A part-time employee shall mean an adult employee who is employed to work regular days and regular hours, either of which are less than the number of days and hours worked by permanent clerical employees, but such days shall not be less than 2 per week and such hours shall not be less than 12 per week.

14.2.2 The spread of ordinary hours of work of part-time employees shall be as set out in Clause 11 Hours and their rate of pay shall be calculated pursuant to Clause 9 Wage Rates and Clause 10 classification Structure.

14.2.3 Notwithstanding anything elsewhere contained in this Agreement, the provisions of this Agreement with respect to annual leave, annual leave loading, sick leave, jury service, bereavement leave, maternity leave and holidays, shall apply to part-time employees on a pro rata basis for each employee in proportion to the normal ordinary hours worked by weekly clerical employees in the section or department in which the part-time employee is employed.

14.2.4 Notwithstanding the provisions of this clause, the Union and the Company may agree, in writing, to observe other conditions in order to meet special clauses.

15. Overtime

15.1 All time worked outside the ordinary hours of work prescribed by Clause 11, Hours, of this Enterprise Agreement, shall be overtime and shall be paid for at the rate of time and one-half for the first two hours and double time thereafter excepting where another rate is prescribed by this Agreement, provided that in computing overtime, each day's work shall stand alone. In particular, overtime will be paid for specific periods of time at specific rates as follows:

- between 12 midnight Friday and 8am Saturday - double time.
- between 8am and 4.30pm Saturday - time and a half.
- between 4.30pm Saturday and 12 midnight Sunday - double time.

15.2 When overtime work is necessary, it shall wherever reasonably practicable, be so arranged that employees have at least ten consecutive hours off duty between the work of successive days.

15.3 An employee who works so much overtime between the termination of his/her ordinary rostered work on one day and the commencement of his/her ordinary rostered work on the next day that he/she has not had at least ten consecutive hours off duty between those times shall, subject to this subclause, be released after completion of such overtime until he/she has had ten consecutive hours off duty, without loss of pay, for ordinary working time occurring during such absence. If on the instruction of the employer such an employee resumes or continues work without having had such ten consecutive hours off duty, he/she shall be paid at double rates until he/she is released from duty for such period and he/she then shall be entitled to be absent until he/she has ten consecutive hours off duty without loss of pay for ordinary working time occurring during such absence.

15.4 This clause shall apply to casual employees and in such cases overtime shall be calculated on the casual rate of pay contained in this Enterprise Agreement.

- 15.5 Notwithstanding anything contained in Clause 11, Hours, of this Enterprise Agreement, employees whose fixed hours of employment are less than thirty-eight hours per week, may be worked without the payment of overtime up to two hours after the fixed finishing time on any one day, or not more than four days in any calendar month, or eight days in any two consecutive calendar months; provided that, in any case, an employee shall not be required to work more than nine hours in any one day nor more than thirty-eight hours in any one week without the payment of overtime; provided further that such nine hours shall be worked between 5am and 8pm Monday to Friday, inclusive.
- 15.6 In computing overtime, any portion of five (5) minutes shall be reckoned as five (5) minutes and thereafter in increments of five (5) minutes.

16. Meal Break

- 16.1 Employees whose ordinary working hours fall between 5am and 8pm shall be allowed a meal break of not less than thirty minutes nor more than one hour.
- 16.2 An employee, under no circumstances, shall be required to work more than six hours without a break for a meal. At the conclusion of working six hours an employee is to be directed to take a 20-minute break which will be paid for at the prevailing rate.

17. Meal Allowance

Meal allowance will only be paid if the employee has completed not less than eight hours on any one day and is required to work overtime for not less than two or more, after normal finishing time. The quantum of this allowance is adjusted in accordance with movements in the Clerical and Administrative Employees (State) Award from time to time.

18. Higher Duties

An employee will be paid at the appropriate rate for the full shift, if 50% or more of the time worked during that shift is at the higher grade.

19. Terms of Engagement

- 19.1 All employees shall be employed as weekly, casual or part-time employees.
- 19.2 An employer shall inform each employee as to the terms of his/her engagement, and in particular he/she is a weekly, part-time or casual employee, employed on day or shift work.
- 19.3 Where the Company makes a definite decision that it no longer wishes a clerical job done by anyone pursuant to Clause 39, Redundancy, of the Clerical and Administrative (State) Award, and as a consequence an employee's services are terminated, then that employee shall be entitled to no less Notice of Termination and Severance Payment than that contained in the Company policy current at the time of the making of this Agreement.

20. New Technology and Work Systems

New technology and work systems are to be introduced in a co-operative manner to ensure customer service requirements, safety and efficiency are maximised. Consultation with Union representatives and employee training will occur for all significant technology and work system changes.

21. Electronic Funds Transfer of Wages

The Company will make wage payments by means of electronic funds transfer, on three (3) month's notice to the employee and the Union.

22. Training

- 22.1 Following consultation between Union representatives, the employees and the Branch Manager, a training program will be developed, taking into account:
- the current and future skill needs of the branch;
 - the size, structure and nature of the operations of the branch;
 - the need to develop vocational skills relevant to the work of the branch, through courses conducted on the job, or by accredited institutions and providers.
- 22.2 During the Induction of new employees they will be trained in branch work procedures which will be supported by standardised documentation.

23. Time Off in Lieu of Payment for Overtime

An employee may elect, with the consent of the employer, to take time off in lieu of payment for overtime, on an hour for hour basis, at a time or times agreed with the employer within twelve (12) months of the said election.

24. Confidentiality

- 24.1 All information provided to or otherwise obtained by employees regarding Armaguard operations, procedures, or any other matter, is confidential and is not to be disclosed to any other person without the consent of the company.
- 24.2 Similarly any information obtained about Armaguard clients, current or past, is to be regarded as confidential.

25. Commencement and Duration

- 25.1 This Agreement rescinds and replaces the Armaguard NSW (Clerical and Administrative) Enterprise Award 2002-2004.
- 25.2 This Agreement shall commence on the date of endorsement by the New South Wales Industrial Relations Commission and shall remain in force until the thirteenth of November 2006 with the provision to commence negotiations on a new Agreement no later than six (6) months prior to the end of this Agreement's term.

26. Declaration

- 26.1 This Enterprise Agreement has been negotiated through extensive consultation between management, employees and the Union. The content of the Enterprise Agreement has been canvassed widely with affected employees. All parties are entering into this Enterprise Agreement with full knowledge of the content and effect of the document.
- 26.2 The parties declare that this Enterprise Agreement:
- 26.2.1 is not contrary to the public interest;
 - 26.2.2 is not unfair, harsh or unconscionable;
 - 26.2.3 reflects the interests and desires of the parties.

27. Leave Reserved

Leave is reserved to the parties to discuss Crib Breaks and Span of Hours and casual employees entitlements to redundancy benefits.

28. Anti-Discrimination

- 28.1 It is the intention of the parties to this Agreement to seek to achieve the object in section 3(f) of The *Industrial Relations Act* 1996 to prevent and eliminate discrimination in the workplace. This includes discrimination on the grounds of race, sex, marital status, disability, homosexuality, transgender identity, age and responsibilities as a carer.
- 28.2 It follows that in fulfilling their obligations under the dispute resolution procedure set out in this Agreement the parties will take all reasonable steps to ensure that the operation of the provisions of this Agreement are not directly or indirectly discriminatory in their effects. It will be consistent with the fulfilment of these obligations for the parties to make application to vary any provision of the Agreement which, by its terms or operation, has a direct or indirect discriminatory effect.
- 28.3 Under the *Anti-Discrimination Act* 1977, it is unlawful to victimise an employee because the employee has made or may make or has been involved in a complaint of unlawful discrimination or harassment.
- 28.4 Nothing in this clause is to be taken to affect:
- 28.3.1 any conduct or act which is specifically exempted from anti-discrimination legislation;
- 28.3.2 offering or providing junior rates of pay to persons under 21 years of age;
- 28.3.3 any act or practice of a body established to propagate religion which is exempted under section 56(d) of the *Anti-Discrimination Act* 1977;
- 28.3.4 a party to this award from pursuing matters of unlawful discrimination in any State or federal jurisdiction.
- 28.5 This clause does not create legal rights or obligations in addition to those imposed upon the parties by the legislation referred to in this clause.

29. Superannuation

In line with the provisions of Clause 27 - Superannuation - of the Clerical and Administrative Employees (State) Consolidated Award and the Superannuation Legislation Amendment (Choice of Superannuation Funds) Act 2004, superannuation contributions may be made to CARE (Clerical, Administrative and Retail Employees Superannuation Plan) and ARF (Australian Retirement Fund).

30. Delegates Rights

- 30.1 The Company will notify, at a Branch level, the commencement of any new staff. The Union delegate, with agreement from the Branch Manager, will be allowed reasonable time off to meet with new employees.
- 30.2 With the agreement of the Branch Manager, a Union delegate will be allowed access to the Company's email and facsimile facilities for the distribution of authorised Union material. This provision will be consistent with the current Code of Conduct Policy contained in Annexure 1 of this Agreement.
- 30.3 Union delegates will be entitled to up to five (5) days each calendar year to attend Union business. This leave will be inclusive of training.
- 30.4 A representation of Union delegates, as agreed between the Company and the Union, will be released on normal paid time to meet quarterly with the Company to discuss general issues, and as appropriate, to negotiate the renewal of this Agreement, as identified in sub-clause 25.2.

31. Employee Meetings

- 31.1 Paid time will be provided for employee requested Branch meetings on the following basis:
- 31.1.1 Maximum of four (4) meetings per year.

- 31.1.2 Maximum duration of paid time to be forty (40) minutes per meeting.
- 31.1.3 Consultation is to occur between Delegate and Branch Manager to determine a suitable meeting time.
- 31.2 Seven days notice is to be given to the Company of any employee or delegates meeting for meetings to be held in paid time.
- 31.3 Unpaid Meetings must be held outside of normal business hours to ensure the Company's operations are not impacted.

ANNEXURE 1

CODE of CONDUCT - POLICY

A.1 Introduction

- A.1.1 Armaguard NSW, a division of Linfox Armaguard Pty Limited is committed to providing quality service and conducting its business with efficiency, impartiality and integrity. This commitment requires that all employees perform their duties at a high standard and comply with both Federal and State legislation at all times during their course of employment.
- A.1.2 Staff should be aware that a Code of Conduct can provide assistance for both employers and employees when they are required to decide what are acceptable standards of behaviour.
- A.1.3 Staff should familiarise themselves with the contents of this Code of Conduct and should ensure they observe its provisions. They should also realise departure from the provisions of this Code could be grounds for disciplinary action.

A.2 Conflict of Interest

- A.2.1 When at work, staff should act in the companies and general public interest and not in a manner designed primarily to gain unfair advantage for themselves or other individuals, in areas such as the letting of contracts or purchasing of goods and services. Staff should disclose in writing to a senior officer any pecuniary or other definite interest held by them which could lead to a potential conflict between personal interest and official duty, e.g. outside employment.
- A.2.2 Staff should notify a senior officer when dealing with relatives and close friends and, wherever possible, disqualify themselves from the dealing.
- A.2.3 Conflict of interest between private activities and official duties must be resolved in favour of the company.

A.3 Acceptance of Gifts or Benefits

- A.3.1 Staff may accept token gifts of benefits, such as a box of chocolates or flowers from a grateful fellow employee or customer. However, if the gift or benefit is intended to influence decisions about how work is done, contracts let or goods purchased (or if it could reasonably be perceived as such), it should not be accepted.
- A.3.2 An offer of such a gift should be politely declined and any unsolicited gift be promptly and publicly returned. Gifts include acceptance of subsidised or free travel or accommodation arrangements from companies supplying goods or services. Staff in doubt as to the appropriateness of receiving such gifts of benefits should refer the matter to Executive Management for clarification.

A.4 Personal and Professional Behaviour

A.4.1 Staff should refrain from any form of conduct in relation to other staff or public intended to cause any person offence or embarrassment.

A.4.2 In the performance of their duties staff:

- * Should not wilfully disobey or wilfully disregard any lawful order given by any person having the authority to make or give the order.

- * In cases of dispute arising from compliance or non-compliance with an order, staff may appeal to an Executive Manager against being required to carry out the order. However, as far as it is possible and practical, they should comply with the order until the appeal is heard by senior management or trade union representative if appropriate.

- * Should observe the strictest practices of honesty and integrity, and avoid conduct which could suggest any departure. This may include a duty to bring to notice dishonesty on the part of other staff.

- * Should ensure their work is carried out efficiently, economically and effectively, and that the standard of work reflects favourably on their organisation. Quality service and personal appearance are an integral element of our customer service policy.

- * Should follow the policies of the organisation, whether or not they approve of these policies. Should an extreme situation arise in which a staff member finds a policy at major variance with his or her personal views, the matter should be discussed with an Executive Manager with a view to having the situation resolved. If that is not possible, the staff member should consider requesting transfer to another position in which the conflict does not arise or, as a last resort, resigning.

- * Should follow the procedures and guidelines, as laid down by the organisation for day to day operational and legal requirements.

- * Must not seek to influence any person in order to obtain promotion, or other advantage.

A.5 Fairness

Staff should deal with issues or cases in a consistent, prompt, fair and non- discriminatory manner.

A.6 Public Comment and Disclosure of Official Information

A.6.1 Individuals have the right to make public comment and openly debate political and social issues not related to Company activity. However, staff should make it clear that other than in the course of duty or when giving evidence in court, they are not making an official comment nor speaking as Armaguard employees representing an official position of the company.

A.6.2 Contents of official documents or privileged knowledge may only be released by staff with the authority to do so and personal opinions should not be offered in place of facts.

A.6.3 Official information must not be used for personal gain, for example to obtain rewards from a successful tenderer supplied with inside information.

A.7 Use of Official Resources

A.7.1 Staff should ensure that resources, funds, staff or equipment under their control, are used effectively and economically in the course of their duties for the purpose of Armaguard business. Official facilities and equipment include, for example, typing facilities, photocopiers and computers.

A.7.2 Requests to use resources outside of core business, for example to aid in a charitable activity, should be referred to an appropriate senior employee.

A.7.3 Unless permission has been granted, staff must not use the services of other staff or official facilities for private purposes. Where there are specific directions on the use of official facilities for private purposes or conditions for their use, these must be strictly complied with.

A.8 Patents

If an employee makes an invention which has an application to his or her official duties, matters relating to patent rights must be submitted through the State Manager. This is a highly complex field of law, eg whether invention took place in working time or the employee's private time. Employees who consider they have a legitimate right to patents would be well advised to detain independent legal advice.

A.9 Volunteer Fire Fighting and State Emergency Services

Staff wishing to join the Volunteer Fire Brigade or State Emergency Service are required to make application. Such applications may be approved provided the State Manager is satisfied that no undue inconvenience to the facility will result. Any remuneration received for this work may be retained.

A.10 The Employee as a Private Employer

Where an employee acts as a private employer of others, approval must be sought where such activities have the potential to conflict with official duties or where it may be seen to be arising from their official duties.

A.11 Employee Relations

It is essential to the effective management of Armaguard that all employees understand their responsibilities and accountabilities. These responsibilities and accountabilities in regard to the Code of Conduct are detailed in Appendix 1 - Managers/Supervisors, Appendix 2 - Employees, Appendix 3 - Employee Representatives and Appendix 4 - Collaborative Responsibilities respectively.

A.12 Security of Official Information

All staff are to ensure that confidential and sensitive documents cannot be accessed by unauthorised persons. Such papers should be retained in secure storage overnight or when otherwise attended. Managers are responsible for seeing that premises are secure and that suitable arrangements are in place to maintain security of confidential and sensitive documents, including transferring these by hand when necessary.

The deliberate release of confidential documents or information to unauthorised persons constitutes a serious offence.

APPENDIX 1

MANAGERS/SUPERVISORS

Managers/Supervisors are responsible for the overall control of their operations, particularly employee relations.

To this end Managers/Supervisors should:

- * Establish and maintain effective working relationships.
- * Ensure employees have an excellent understanding and carry out their Employee Relations responsibilities.
- * Maintain high standards of behaviour and performance and take necessary steps to deal with any breaches of those standards.

- * Take appropriate steps to provide relevant training for employees in the competencies expected of them.
- * Ensure that workplace health, safety and welfare standards are effectively maintained.
- * Provide appropriate feedback as a means of enhancing employee performance both collectively and individually.
- * Ensure that the provisions of the relevant Award and Enterprise Agreement are adhered to.
- * React and respond to any potential areas of friction and dispute at an early stage and inform the next level of management, as appropriate.
- * Be honest and fair with other employees and treat them with respect and dignity.
- * Ensure that Company operational, administrative and security policies and procedures, are understood and followed by all employees.
- * Provide counselling, training and where necessary, take disciplinary action.
- * Be receptive to the concept of collaboration and open communication.

APPENDIX 2

EMPLOYEES

All employees, full time permanent, part-time permanent or casuals are expected to:

- * Apply their best endeavours to the performance of the duties and responsibilities they are employed to carry out.
- * Contribute positively to the achievement of work objectives in their work areas.
- * Accept responsibility for self improvement by participating positively in relevant training and to provide training to others where appropriate.
- * Adopt work practices that promote the objective of a safe and healthy workplace.
- * Adopt a co-operative team approach compatible with the needs of the Industry/Division/Depot.
- * Comply with all lawful and reasonable instructions.
- * Undertake work which is ancillary to or peripheral to their normal functions providing training to do the work has been undertaken.
- * Maintain professional, courteous and helpful standards in dealing with customers and the public.
- * Take reasonable care of Company equipment and assets, to prevent loss or damage and immediately report any loss or damage to their supervisor or manager.

APPENDIX 3

EMPLOYEE REPRESENTATIVES

The employee representative or delegate is an employee elected by his/her fellow employees to represent employees within each work place. The delegate is an important link in the Company communication process and is encouraged to build a constructive working relationship with managers/supervisors in the interests of effective employee relations.

In the performance of their duties, delegates must:

- * represent the view and interests of all employees they represent.
- * ensure that they and fellow employees understand and follow agreed dispute resolution procedures.
- * act in an honest and fair manner when dealing with other employees, supervisors and managers, as well as treat them with respect and dignity.
- * assist in ensuring that work place health, safety and welfare standards are effectively maintained.
- * be responsible and mature in problem solving and organisational issues.
- * understand that their appointment does not entitle them to any special privileges or security of employment over and above other employees.
- * appreciate that they are employed and paid to perform duties within the business and the representative role is a secondary role only.
- * accept that payment of wages for time spent on Union activity is based on criteria such as:
 - obtaining prior approval
 - duration
 - reason
 - nature of the activity is directly related to Armaguard and it's workforce
 - normal hours performed by the delegate must not be affected by way of delay while the delegate is away from the work place on Union business.
- * be receptive to the concept of collaboration and open communication.

APPENDIX 4

COLLABORATIVE RESPONSIBILITIES

The achievement of effective employee relations is a joint responsibility of management and employees. A great deal depends on how well Manager, Supervisor, Leading Hands and Delegates work together to ensure sound employee relations.

In particular there is a need for Managers and Supervisors to take a positive view of their working relationship with delegates. Well trained and motivated delegates are an invaluable resource in promoting constructive workplace relationships.

To ensure a successful relationship with delegates all Managers and Supervisors should ensure that all delegates are:

- * Informed and are aware of relevant matters at all times.
- * Appreciative and familiar with each other's role.
- * Notified and involved in dealing with issues at an early stage, rather than after the event.
- * Encouraged to play a constructive role in employee relations by being provided sufficient scope to liaise with employees.
- * Conversant with the latest training, employee relations, industry and management practices.

* Conversant with overall strategies and directions of the Company and industry as well as the need to maintain a competitive position in the market.

ANNEXURE 2

Supplementary Information to Classification Structure

A tool to assist with the determination of grade payments.

Grade 1	Examples
Entry level position	Trainee position fro Grade 2 level (refer clause 5 of EA) Trainee clerical officers Trainee cash processors
Grade 2	
Cash Processor	Deposit/cash processing, customer deposits
Deposit Prepper	Preparation of deposits for faster cash processing
Payback Processor	Cash for Coin
ATM Rebank Processor	Counting of ATM cash returns
ATM Packer	Packing of ATM canisters
Bulk Packer	Packing of client orders (outwards) eg, paybacks
Floats Processor	Shell canisters, Coles Changemasters, general floats
Enveloper	Enveloping of customer payrolls
Coin Roller	Rolling and bagging coin
Coin Processor	Counting and running coin through machine
Clerical Assistant	Data input, switch/phones, basic office duties
Training*	Training for a Grade 3 position
Grade 3	
Deposit/CHIP Controller 1	Data input of deposits into CHIP program. Work prioritisation.
Coin Teller 1	General coin duties. Balancing of coin holding. General reporting.
Discrepancy Clerk 1	Processing discrepancies. Arranging settlement method with client. General Reporting.
Office Assistant/Clerk	General office duties. Assisting Grade 4 or 5 Clerical Officers
Branch Teller Assistant VMS Assistant	Checking, packing and sealing of customer cash/coin orders. Loading of coin breaks. Requires basic understanding of Branch/VMS Teller procedures and able to assist with balancing.

Assistant Amalgamating Teller	Assistant to amalgamating teller. Preparing deposits and assist with workflow. Able to assist with balancing.
ATM Assistant	Checking, packing and sealing of ATM canisters.
Training*	Training for a Grade 4 or 5 position.
(*) Note: Training period may be over a period of 2 to 12 weeks, with a review process in place. The review process is established prior to commencement of training.	
Grade 4	
Deposit/CHIP Controller II	Additional responsibilities to CHIP Controller I. eg, Delegation and reconciliation of work. Fully in control of able to workflow. Possesses a good knowledge of branch operations and solve most problems. Authorised to sign.
Coin Teller II	Additional responsibilities to Coin Teller I eg, Management of Reserve Bank Coin. Maybe required to work closely with Branch Teller. Overseas various coin holdings. Possesses a good knowledge of Branch operations and able to solve most problems. Authorised to sign.
Discrepancy Clerk II	Additional responsibilities to Discrepancy Clerk I. eg, Control of surpluses tin. Reporting, liaising with management. Required to maintain high standard of customer service. Good problem solving skills and possesses a good knowledge of branch operations. Authorised to sign.
ATM Teller	Responsible for overseeing and balancing incoming and outgoing ATMs. May be required to have own cash holding. Possesses a good knowledge of branch operations and able to solve most problems. Authorised to sign.
Amalgamating Teller	Responsible for checking and amalgamating deposits counted by Cash Processors. Balancing of cash holding. Good problem solving skills and possesses a good knowledge of branch operations. Authorised to sign.
VMS Teller	Responsible for checking and balancing incoming and outgoing cash within the VMS System. Reporting and liaising with management. Possesses a good knowledge of branch operations and able to solve most problems. Authorised to sign.
Cash Controller	Coordinates workflow. Troubleshooting, problem solving, training. Possesses a good knowledge of branch operations and able to solve most problems. Assistant to Branch Cash Coordinator/Supervisor. Authorised to sign.
Branch Teller	Teller No. 1 who is fundamentally responsible for processing customer change/coin orders and balancing cash holding. Reporting and liaising with management. Able to solve most problems. Possesses a good knowledge of branch operations. Authorised to sign.

<p>Clerical Officer I</p>	<p>Additional responsibilities to Office Clerk/Assistant. Required to have in depth knowledge of accounts and able to solve problems with clients. Has skills to perform most tasks required for the smooth running of the office. Possesses a good knowledge of branch operations and able to solve most problems. Input and assistance with payroll and Bundy cards. Authority to sign.</p>
<p>OH&S/Rehabilitation Officer</p>	<p>Overseeing and implementing the new "Safety Map Procedures". Ensuring branch complies with OH&S standards. Coordinates meetings. Responsible for open and new claims and ensuring rehabilitation is conducted to achieve "back to normal work" productivities. Requires good understanding of branch operations. Required to liaise with doctors and management. Good administrative, communication and organisational skills required. Authorised to sign.</p>
<p>Training*</p> <p>(* Note: Training period may be over a period of 2 to 12 weeks, with a review process in place. The review process is established prior to commencement of training.</p>	<p>Training for a Grade 5 position</p>
<p>Grade 5</p> <p>(Grade 5 roles do not incorporate any supervisory or disciplinary accountabilities)</p>	
<p>Branch Cash/Systems</p>	<p>Team Leader. Responsible for rostering coordination of internal staff. Required to control workflow and ensure daily objectives are achieved.</p>
<p>Coordinator</p>	<p>Required to train, troubleshoot and solve complex problems. Reporting and analysing function. Able to identify and assess situations, provide solutions and improve systems and implement them. Customer service oriented. Possess comprehensive understanding of branch operations. Good organisational and communication skills required. May be required to hold a gun licence and open or close the branch. Authorised to sign.</p>
<p>Clerical Officer II</p>	<p>Able to run office without supervision. Comprehensive knowledge of accounts and other accounting systems required. Required to coordinate fellow clerical staff and workflow. Required to train, troubleshoot and solve complex problems. Able to identify and assess situations, provide solutions and improve systems and implement them. Ensures high standards of customer service is maintained. Possess comprehensive understanding of branch operations. Good organisational, communication and administrative skills required. May be required to hold a gun licence and open or close the branch. Authorised to sign.</p>

Introduction of New Technology

The introduction of new technology inevitably changes the way things are done. Positions fade out as new ones come in. In these situations, there may be an impact on how these positions are graded. An ongoing Grading Committee is established to review these situations as they arise. This Committee should also be utilised in the event of a dispute or when there is an apparent ad hoc situation within a particular branch.

Ad hoc Positions - Branch Specific Positions.

These positions can often be the responsibilities of Managers or Supervisors in smaller branches.

Airport Coordinator - Grade 5 Responsible for coordinating and preparing daily inward and outward flights. Able to communicate and liaise with customers, field security officers, dispatch and road crew. Planning of run sheets. Requires very good understanding of branch operations and security requirements. Customer service oriented. Manual charging of clients. Good organisational, communication and administrative skills required. Authorised to sign.

ATM Coordinator - Grade 5 Position may exist in branches with large ATM holdings. Responsible for overseeing and running ATM area. May be required to roster and coordinate staff with area. Required to control workflow and ensure daily objectives are achieved. Required to train, troubleshoot and solve complex problems. Responsible for configuration settings, combination keys and liaising with CSA. Following up of missed services. Customer service oriented. Possess comprehensive understanding of branch operations. Good organisational, communication and administrative skills required. Authorised to sign.

Branch Teller II - Grade 5 - Same duties as Teller I but with additional responsibilities as per Cash Coordinator. Authorised to sign.

SIGNATORIES

For and on Behalf on

Linfox Armaguard Pty Limited

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Mick Cronin
State Manager

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Witness:

.....

Date:

For and on Behalf of New South Wales Local Government, Clerical, Administrative, Energy, Airlines and Utilities Union.