

Duke of Marlborough Business Limited House Rules

Introduction

Our customers are essential to the success of our business. They must be served cheerfully, politely and with courtesy at all times.

Our establishment has a number of important policies and procedures that you must be familiar with and which you are required to observe and follow in your employment. These rules and policies are referred to in your employment agreement or will be notified to you by management as necessary and/or required and any changes and you shall familiarise yourself with such rules and policies. These rules and policies are in place to protect and help you perform your duties and ensure that our business and property are protected. In some cases these policies and procedures are statutory requirements arising out of the Sale of Liquor Act, the Gambling Act or the Smoke-free Environments Act or other Acts or regulations.

Failure to comply with these requirements may affect your ongoing employment and have serious consequences for our business.

Appearance and Dress

All staff must be smartly dressed and groomed. Hair must be clean, well cut and combed and tied if necessary. Fingernails and hands must be clean and tidy. Males must be clean shaven, although neat beards and moustaches are permitted. Makeup, perfume, and jewellery must not be worn excessively and tattoos should not be visible. Personal hygiene should be such that there is no risk of offending customers.

Uniform

Unless you are authorised to wear something else, all staff are required to wear the uniform or dress code specified from time to time. This may include promotional and sponsorship clothing.

Presentation and Conduct

All staff are required to treat each other and the employer with courtesy and respect. Offensive and obscene language must not be used while at work, at work functions or in situations or in a way that may bring the employer into disrepute. Insubordination, including disregard for supervisors, management and the employer, and harassment (verbal or physical) toward anyone else will not be tolerated at any time and may result in disciplinary action. You are also referred to the Dispute Resolution Procedure in your employment agreement.

Punctuality & Timekeeping

It is your responsibility to check your required hours of work and to ensure you start work on time. Your start time is the time that we expect you to commence work. If you are unable to report for duty or if you are going to be late, you must advise your supervisor or management at your earliest opportunity. There is also a procedure for taking sick leave and a requirement to advise this as earliest as possible. Unexplained lateness or absence may result in disciplinary action.

Start and finish times may not be altered by staff. If you require a roster change or time off you must organise this through your supervisor or manager.

At the end of your shift, you must leave the working and staff areas. Once you have completed your shift you are required to complete a hand over and leave the work area within your responsibility in a way that you would like to find it.

Where you are required to record your times of work on a timesheet or other time recording system you must do so. Failure to do so could mean that you are not correctly paid for time worked.

Rest and Meal Breaks

Rest breaks are important for maintaining health and wellbeing and you will be provided with rest and meal breaks as per your employment agreement and these may be taken with the agreement of the employer or your supervisor. Although we will do our best to accommodate any reasonable requirements in regards to timing of breaks these will be at reasonable times and durations having regard to our operational requirements to enable us to maintain continuity of service. It may therefore be necessary to wait until an appropriate time for breaks.

Meal breaks must be taken in designated areas for staff meals.

Smoking/Drinking

Smoking is not permitted in the workplace at anytime and is a breach of a statutory requirement. Smoking in a defined 'open area' while not on duty may be permitted at the discretion of the employer or your supervisor. If in doubt at any time seek advice from your supervisor.

Drinking alcoholic beverages while on duty is also not permitted at any time and may result in disciplinary action including dismissal. Eating and drinking behind the bar is also not permitted by staff at any time.

No liquor or food is to be removed from the premises for any reason by any staff member. Any staff caught doing so will be dismissed for serious misconduct.

Off Duty Conduct & Responsibility

Although we like to see our staff enjoying the establishment, if you do come into the establishment outside working hours you are expected to act appropriately and responsibly and not bring the establishment into disrepute. Any behaviour outside working hours, whether on premises or off, that brings the establishment into disrepute or otherwise damages the employer may result in disciplinary action.

Cash Handling

You are expected to handle all money, till and cash recording procedures safely and carefully at all times.

Staff may be called upon to explain variances and irregular transactions such as no sales at any time.

All cheques must be made out to the full name of the establishment and the staff member accepting the cheque should note his/her name on the cheque even if the person is known to you or any other staff member.

When accepting credit cards for payment you are responsible for ensuring that the signature on the card matches that of the person signing the transaction record. If the person signing the record is not the card holder you may be held accountable for the cost of the transaction and may result in disciplinary action.

When accepting EFTPOS payments you are responsible for ensuring that the EFTPOS transaction is accepted. If you accept a declined transaction you may be held accountable for the cost of the transaction and may result in disciplinary action.

The establishment operates a zero tolerance for theft and misappropriation of money. Any staff caught stealing, mishandling or misappropriating funds of any kind will be dismissed for serious misconduct.

If you are unsure about anything to do with cash handling at any time please seek assistance from a manager or supervisor.

Credit

No credit is to be extended to any customer without the prior consent of management. Where credit is extended a full name, address, and telephone number must always be obtained.

There are no staff accounts and no facilities for staff IOUs. Borrowing money from the tills, operating a till or using an account of the premises to pay for your own purchases is not permitted and may result in disciplinary action including dismissal.

Mispours

All mispours however small must be recorded in the mispour or incident book with date, type of beverage, reason and staff member's name. Failure to do so may result in disciplinary action.

Safety and Security

The safety and security of employees and guests is of paramount importance. You have a joint responsibility with management to ensure and maintain a safe working environment. You are required to take all reasonable care in the performance of your work to ensure not only your own safety, but also that of your fellow employees and guests. Any work related accident must be reported to your supervisor and entered in the accident register. Failure to report and record safety incidents may result in disciplinary action.

In the event of a potentially violent situation arising, such as a hold-up, do not try to be a hero. Do exactly as the offender tells you. As soon as practicable and when safe to do so, contact management and the Police. In the event of a burglary, do not unnecessarily disturb the crime scene and contact management immediately. In the event of any potentially violent behaviour arising alert your supervisor or management as soon as possible.

Cameras

Security and observation cameras are operating in all work areas and are in place to protect guests and staff on premises. They may also be used in the investigation of losses and other incidents where staff or guest safety is affected.

Bag and Property Searches

This policy has been developed for the effective and safe security of the employer's business and for the welfare and interests of employees and will not be exercised unreasonably. The employer may search personal property (such as bags) in the following situations:

- Investigation of a workplace accident or security incident.
- If the employer considers checking the employee's personal property fair and reasonable in the circumstances. Where such an occasion arises the employer will first explain to the employee the reasons for a property search and will take into account any comment from the employee prior to any decision on whether to conduct a search.

Confidentiality & Public Relations

Under no circumstances should any information learnt while at work relating to management, guests or any other employees be disclosed to any other person at any time except as may be required by law.

At no time should any staff speak or comment to the media or any other outside organisation and make any statements about the employer, the employer's business, guests or other staff without the express authorisation of the employer.

Any enquires from the media or any other outside organisation must be referred to the employer without comment.

Telephone Calls

Personal phone calls should be avoided during work hours. In the event of a call being necessary this should be made during your break.

During busy times private calls must not be taken and messages will not be passed on until a break or an appropriate opportunity unless in an emergency.

Personal cell phones must be turned off during work hours.

No staff member may give personal phone numbers of any other staff to anyone else unless authorised by that person.

Use of Computers

Computers must be used for work purposes only and be used with appropriate care.

No information contained on the employer's computers may be accessed, reproduced or removed in any way other than as necessary for performance of work duties including accessing or "hacking" into any website or area of any website, system, databases or networks of any individual or organisation.

No information or programs may be installed or stored on work computers without the express consent of the employer.

No material that is illegal or objectionable under the laws of New Zealand may be accessed, uploaded, downloaded, stored, shared, distributed or transmitted.

No activity that is contrary to New Zealand law, including illegal downloading, uploading or other file sharing of copyright material is permitted.

Computers (including printers) must not be used for personal use.

Any emails, internet messages and any other information sent or received from the employer's computers are part of the employer's systems and property and may be accessed and monitored by the employer.

Any access, creating, receiving and sending emails, internet messages and other any information unrelated to work business or performance is prohibited and this includes material of an offensive, objectionable, damaging and inappropriate nature including pornography, racist or sexist comments and jokes.

All passwords must be treated as confidential and not disclosed to anyone else.

Breaches may result in disciplinary action.

Social media / Online presence

All staff should take particular care with their use of social media and online reviews such as Facebook, Google, Trip Advisor and other similar social networking facilities. It is not acceptable to make insulting or otherwise disparaging remarks about the place of work, employer, colleagues or employment conditions. If any employee has any concerns about their work an appointment should be made to discuss such concerns with their manager.

Further staff should take particular care to always be honest and to avoid negatively affecting the industry in general.

Negative outcomes of the misuse of reviews can include unrealistic expectations of establishments and/or the overall downgrading of a local region.

Any inappropriate use of social media may result in disciplinary action and in some cases may be considered serious misconduct.

Disciplinary Procedures

For the avoidance of confusion the following acts may contravene your conditions of employment and may result in disciplinary action being taken. The procedure for disciplinary action is as prescribed in your employment agreement. Continued or serious contravention may result in dismissal:

- Absenteeism or lateness
- Abuse of sick and bereavement leave provisions, including notification requirements
- Absence from your place of work during required working hours
- Failure to complete or perform to the required standards, assigned or work duties
- Failure to safeguard or damaging the establishment's property
- Unacceptable appearance
- Unacceptable behaviour toward the employer, the employer's agents, guests or other staff

Serious Misconduct

The employer may dismiss the employee without notice for serious misconduct. Serious misconduct includes but is not limited to:

- Refusing to follow a lawful and reasonable direction or request of the employer
- Failure to report for work without reasonable excuse or leaving work without permission
- Abuse of sick leave
- Unauthorised interference with or possession of property (including theft) of the employer, the employer's employees or agents and guests.
- Providing the employer's products and or stock to anyone free or below the required price
- Wilful falsification of records, including pre employment information, rosters and time sheets
- Refusal and or failure to disclose a conflict of interest to the employer, including other employment
- Possession of or consuming at work or being or reporting to work under the influence of alcohol or drugs
- Use of obscene or offensive language or images including toward the employer, the employer's employees or agents and guests
- Fighting and or wilfully threatening the employer, the employer's employees or agents and guests
- Refusing to follow safety rules or directions, including failure to notify and report safety incidents and hazards
- Deliberate acts adversely affecting food safety and hygiene
- Being convicted of a criminal offence or engaging in behaviour that brings the employer into disrepute
- Acting in breach of confidentiality requirements
- Engaging in harassment of any kind toward the employer, the employer's employees or agents and guests
- Acting in breach of security requirements
- Possession and or use of an offensive weapon
- Sale of alcohol of any kind to prohibited persons being minors and intoxicated persons
- Gambling of any kind while on duty, including playing gaming machines and betting on the TAB.
- Breach of the employer's smoking policies
- Posting obscene or offensive notices in the workplace
- Misuse and or unauthorised use of the employer's computer equipment

