



CoffeeVille

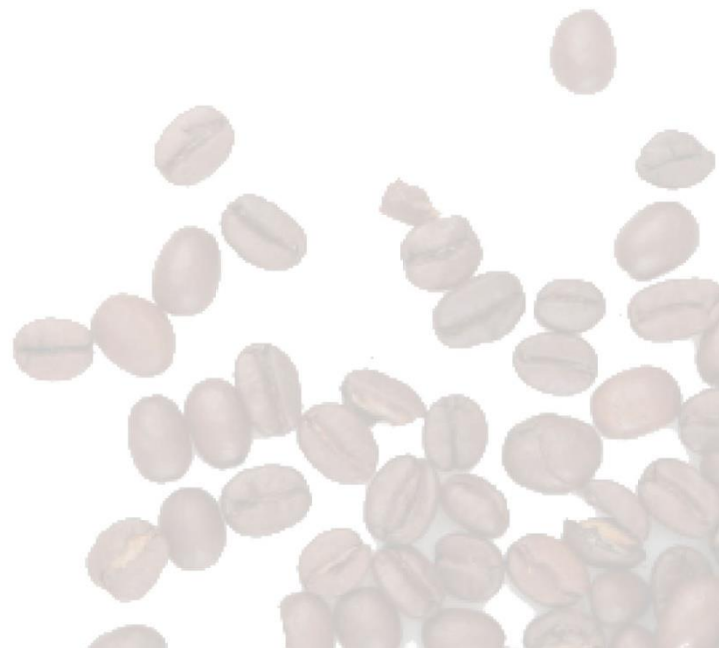
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# Employee Handbook





## **Welcome Letter**

### **Welcome To Our Team!!**

We welcome you to CoffeeVille. We look forward to the opportunity to work with you and want you to know that we recognise our employees as one of our most valuable resources. Our continued success in providing the highest quality of food, beverages and service to our customers depends on quality people like yourself and your fellow employees. We want you to enjoy your time here and we are committed to helping you succeed in your new job.

We have prepared this handbook to provide you with information about working at CoffeeVille; background information, policies, procedures and day-to-day operations. CoffeeVille's policies form part of your contract of employment so it is important that you read through this guide and ensure that you contact a manager for assistance if you have any questions.

We hope you find your time with us to be an enjoyable and rewarding experience.

Once again, welcome to CoffeeVille!

Sincerely,

CoffeeVille Management



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## **Our Mission**

CoffeeVille provides a unique and compelling cafe experience for the discriminating and socially aware Melbourne coffee drinker. CoffeeVille provides:

- high quality, fair trade coffee
- superior hot and cold gourmet food and beverages
- consistently high level of expert and knowledgeable, fast and friendly service.

## **Our Way of Doing Business**

CoffeeVille's success depends on our people. Our cafe can only prosper and provide opportunities for employment and growth when we continually improve ourselves, and the work we do. We recognise however, that success is not measured by sales alone. We are measured as much by the way in which we achieve our goals, as we are by the actual achievements themselves. We believe that a commitment to uncompromising values and integrity should always guide our decisions and actions as we pursue our goals.

Following are the core values that form the foundation of our measurement of success:

- We believe in providing superb service. Our goal is to provide a genuine service and attention to customer needs that our customers will tell their friends and colleagues about.
- We believe that good isn't good enough. We never stop trying to do it better, no matter how good we are. We constantly strive to 'raise the bar.'
- We believe in honesty and trust. We work to build trust with others in each and every interaction; customers and staff alike. We recognise that honesty and trust form the bond that holds businesses and relationships together.
- We believe in the ongoing training and development of our staff. We see it as a worthy investment in the future of the cafe as well as a way of enabling our people to achieve their potential.
- We believe our continued success depends on teamwork. We know that great achievements are only possible when everybody is supported and respected.
- Cleanliness is key in the cafe; from after-shift cleaning to the clean-ups made throughout the day. A clean cafe is an appetising cafe.

- We believe in doing business in a professional and orderly manner. While we promote a relaxed atmosphere, we expect your focus to stay on the job while you are here.
- We believe in being responsible to others and to ourselves. We do what we say we are going to do when we say we are going to do it. We believe in personal accountability and avoid blaming others when things don't turn out as planned.

## **About this Handbook**

This handbook is designed to familiarise you with the CoffeeVille's culture and practices. We want you to understand how we do business and how important you and every employee is in helping us take care of our customers and making this a rewarding place to work.

The policies stated in this handbook may change from time to time. We've done our best to include as much information as possible in an easy-to-understand manner.

This handbook is not intended as a formal or exhaustive statement of an employee's responsibilities and is not a contract of continued employment. Nothing in this handbook or any oral or written representation by any employee, official, manager, or supervisor of CoffeeVille shall be construed as a contract of continued employment.

We wish you the best of luck in your position and hope that your employment with CoffeeVille and as we expressed earlier in this handbook, will be a very enjoyable and rewarding experience.

## **Recruitment and Selection Policy**

This Recruitment and Selection Policy (the Policy) establishes guidelines for the recruitment and selection of CoffeeVille staff. CoffeeVille aims to attract and employ the most suitable person for the position who will support the organisation's values, culture and goals in order to achieve its strategic directions. Recruitment and selection of staff at CoffeeVille will comply with all legal requirements, and with relevant equal opportunity, affirmative action and human resource management principles, policies and guidelines adopted by the organisation.

This policy applies to all fixed-term, part-time and full-time appointments.

### **Principles**

The following principles guide decision-making in relation to recruitment and selection of staff to work at CoffeeVille.

- The aim of the recruitment and selection process is to appoint the most suitable person to the position.



- Recruitment and selection will be informed by CoffeeVille’s strategic directions and priorities and will take place following an evaluation of the need for the role given the staffing requirements to achieve these directions and priorities.
- Recruitment and selection will be guided by requirements of relevant legislation and other relevant human resource management policies in use by CoffeeVille such as equal opportunity and anti-discrimination policies.
- Recruitment and selection processes will be conducted on the basis of fair, equitable and respectful treatment of all applicants.
- Positions will be advertised on a range of sites including print and web media (where appropriate), which are most likely to maximise the field of suitably qualified applicants.
- Appointments will be made in open competition from the widest field of applicants attracted by both internal and external advertising.
- All appointments will be made on the basis of careful and consistent application of the principle of merit and adherence to the key selection criteria and requirements of the position as outlined in the position description.
- Recruitment and selection processes will be transparent, consistent, professional and timely. Accountability will be achieved by recruitment and selection processes being open and subject to appropriate scrutiny and review, having regard to the confidentiality of the applicants.
- All recruitment and selection processes will be conducted so as to ensure the confidentiality of the applicants and to preserve the integrity of the process.
- Decision-making is the responsibility of the owners or as delegated to the senior manager and/or nominee.

### **Responsibilities relating to this policy**

Offers of employment are made consistent with the decisions of the owners or delegated to the senior manager or another individual nominated by the owners.

The owner or senior manager is responsible for the operation, development and continuous improvement of this policy and for providing information about all legal aspects of the contract.

## **Probation**

Your employment is subject to a three-month probation period, during which you will be expected to perform the duties in the position description to the satisfaction of the senior manager or owners.

During the probationary period, either party may terminate your employment with one week's notice, except in the case of summary dismissal when no notice is required. CoffeeVille may elect to pay you in lieu of part or all of your notice period.

## **Responsibilities and Duties**

It is expected that you will perform all of your duties:

- referred to in your position description or any similar documents together with such other duties and responsibilities as may from time to time reasonably be assigned and communicated to you by the person to whom you report
- in accordance with CoffeeVille policies advised to you from time to time
- honestly, diligently, and to the best of your ability and endeavour to promote and protect its interests.
- and not undertake any activities or other employment that could result in a conflict of interest between you and CoffeeVille.

## **Hours of Work**

Schedules are prepared to meet the work demands of the cafe. As the work demands change, management reserves the right to adjust working hours and shifts.

Schedules are posted weekly on Friday. Each employee is responsible for working their shifts.

You should arrive for your shift with enough time to make sure you're ready to work when your shift begins. We suggest that you arrive 10 to 15 minutes before your shift begins so that you have time to get settled and ready for your shift. You should clock in when your shift begins and be ready to start work immediately.

Schedule changes may be allowed only if you find a replacement and get a manager's approval. To be valid, the manager must indicate and initial the change on the posted schedule. The cafe usually requires high levels of staff on or around holidays, and other special events.

We understand that you have a life outside of the cafe and will always try to find a way to work with you on your schedule requests. Schedule requests need to be submitted two weeks in advance. Please remember that even though we will try to comply with your requests, there is no assurance that you will get the requested time off.

For full-time and part-time employees, where you are required to work outside your ordinary weekly hours, you will be entitled to time-off-in lieu provided you have the prior agreement of your manager.

## **Remuneration**

The net cash of your wage will be paid fortnightly into your nominated bank account.

CoffeeVille is covered by the Restaurant Industry Award 2010. Where your employment is covered by an award, the terms and conditions in the award do not form part of this agreement or your contract of employment.

It is expressly agreed that your wage is designed to include and offset the minimum entitlements (including without limitation, minimum rates, overtime, penalties and leave loading) under the Restaurant Industry Award 2010.

Further information on remuneration is available in the CoffeeVille Remuneration and Performance Appraisal policy, available through the cafe's intranet.

## **Performance Management**

All employees are provided with an individual performance plan at the end of their probation period, and at after each July/August review for subsequent years of employment.

Staff performance appraisals are carried out twice a year. The January/February review is designed to assess progress towards the achievement of the employee's performance plan targets. The July/August review will comprise of an assessment of the achievement of targets and outcomes.

Further information on performance management is available in the CoffeeVille Remuneration and Performance Appraisal policy, available through the cafe's intranet.

## **Annual Leave**

You will be entitled to pro rata annual leave based on four weeks paid annual leave in accordance with the Fair Work Act (2010). Annual leave accrues pro rata and is cumulative.

Notice must be given to the employer in accordance with CoffeeVille's leave policy before taking annual leave.

## **Personal Leave**

Employees are entitled to ten days paid personal leave per year (pro rata) in accordance with the Fair Work Act (2010). Personal leave accrues pro rata and is cumulative.

Personal leave may be taken as personal sickness leave or personal carer's leave.

Employees are also entitled to two days unpaid carer's leave in accordance with the Act.

Three days, but not more than two consecutive days of sick leave may be taken without a doctor's certificate.

Documentation may be requested in support of carer's leave.

Personal leave is not paid out on termination of employment.

## **Other Leave**

You are entitled to unpaid parental leave and compassionate leave entitlements in accordance with the Fair Work Act (2010).

Employees may also be entitled to long service leave in accordance with the Victorian Long Service Leave Act (1996).

## **Public Holidays**

Employees will be entitled to all gazetted public holidays observed generally throughout Victoria.

## **Absences**

All employees are expected to work on a regular, consistent basis and complete their regularly scheduled hours per week. Excessive absenteeism may result in disciplinary action, up to and including termination. Disciplinary action taken because of absenteeism will be considered on an

individual basis, following a review of the employee's absentee and overall work record.

If you are going to be late or miss work, employees are expected to call and talk to a manager at least two hours before you are scheduled to work, or as soon as possible where two hours notice is impossible.

Any employee who does not call or report to work for two consecutive shifts will be considered to have voluntarily resigned employment at CoffeeVille.

Prior to taking a leave of absence for purposes of vacation, personal leave, military or jury duty, or other planned absence, an employee leave request must be made. An employee leave request shall be submitted via email to [info@CoffeeVille.com.au](mailto:info@CoffeeVille.com.au) or in writing to a manager and consist of a name, dates requested off, and the reason for the request.

Employee leave requests should be submitted at least two weeks prior to the scheduled leave date, unless the request is due to an unexpected emergency. The nature of the emergency should then be shared with an owner/manager.

To return to work from an accident or medical leave, all employees must present a doctor's release.

Any employee who fails to return to work at the expiration of a personal leave of absence will be deemed to have abandoned their job, unless CoffeeVille is notified of a reason, satisfactory to management, for not returning to work at the end of the leave of absence.

## **Punctuality**

Employees must be prepared to start work promptly at the beginning of the shift. It is suggested that you aim to arrive at the cafe 10 to 15 minutes before your shift commences. Your scheduled time is the time you are expected to be performing the duties of your job, not arrive at the cafe. You may clock in within five minutes of the start of your shift. All employees are given an employee ID number to clock in and out on the cafe's timekeeping system.

Repeated lateness is grounds for termination. If it is not possible for you to begin work at your scheduled time, call the cafe and speak to the manager on duty.

## Breaks

Each employee is allowed a one half -hour meal break if you work five or more hours.

You **must** clock out for lunch breaks. Sometimes, due to customer demands, lunch hours are not predictable, but you are still entitled to a half-hour (30 minute) break. You may remain in the employee designated eating area, but do take advantage of your break time as it cannot be counted as an additional work time. During peak times in the cafe, as required, a shorter lunch period may be permissible for which extra time will be paid if applicable. You are eligible for one soft drink per shift – no orange juice, milk, or coffee is included.

CoffeeVille provides a healthy and safe environment for customers and employees. Smoking breaks are not included in contracts of employment. Smoking is only permitted during lunch breaks, outside shift hours and away from the premises. Smoking in or around the premises is not permitted by law.

## Dress Code

All employees of CoffeeVille are expected to represent the business and dress accordingly. Clothing which is faded or tattered is not acceptable. All staff are required to wear black or khaki coloured trousers and uniform polo shirts. You will be provided with at least one polo shirt at no cost, to be returned upon completion of your contract. If you want to keep the shirt, you may purchase it for \$20.00. You may purchase extra polo shirts for your use at \$20.00 each.

Shirts and trousers should be ironed and neat in appearance, shirt tucked in and a belt worn with the trousers. Closed toed footwear with rubber soles is required.

## Hygiene and Food Safety

Due to the nature of the cafe business, it is ABSOLUTELY ESSENTIAL that EVERYONE follows safe food handling procedures. This is one area of the cafe where there is absolutely no compromise. NEVER take shortcuts on food safety and handling. Every day we are entrusted with the health and even lives of our customers. This is a huge responsibility, one that we must never take lightly.

While you will receive additional and ongoing training on food safety issues, following are some of the basic rules we ALWAYS follow and enforce.

- **Keep your hands washed.** Always wash your hands after using the restroom, smoking, touching your hair, eating, sneezing or coughing. If you use latex gloves, change them frequently.
- **Sanitise everything.** Besides clean hands, use sanitising solution to constantly keep counters, cutting surfaces, and utensils. This helps to keep food handling areas and preparation tools free of bacteria.
- **Prevent cross-contamination.** Cross-contamination occurs when raw meat comes in contact with other food that will be served without further cooking. For example, never place raw chicken on a cutting board and then cut vegetables for an uncooked product on the cutting board without first washing and sanitising it first. Utensils such as knives and portioning tools must always be washed and sanitised after every use.
- **Keep food at the proper temperatures.** Potentially hazardous foods like meat, poultry, dairy and fish should always be stored below 5°. Food that is cooking or in holding should always be above 60°. Bacteria count on food grows rapidly between 5° and 60° so it's imperative that our food products spend a minimum amount of time in the 'temperature danger zone.'
- **Store food correctly.** Raw meat should always be stored below cooked or prepared food. Raw poultry is always placed on the bottom shelf of the walk-in. Keep chemicals and cleaning products away from food products.

## Accidents, Fire and Emergency Situations

Report all accidents, no matter how minor they seem, to the manager on duty. In the event of an emergency, like an apparent injury or choking situation, notify a manager immediately. Managers are responsible for administering CPR, choking procedures or appropriate first aid.

All employees must know the specific location and operation of fire protection in the cafe. The cafe is equipped with many fire-extinguishing systems in the ducts and a separate one over the cooking equipment that contains a dry chemical. They can be set off immediately by pulling the ring attached to each system. We also maintain hand held CO<sub>2</sub> systems. Be specific about the nature of the situation when notifying someone to take action.

If the fire alarm sounds, assist guests to the nearest fire exit and out of the building immediately. Tell them the cafe is under 'fire alarm status' and it is their responsibility to leave the cafe through the nearest exit.

## **Equal Employment Opportunity**

CoffeeVille is guided by the principle of equal opportunity in all of its activities. CoffeeVille aims to create a positive, equitable and productive working environment. This includes providing staff with an environment that is safe, flexible, fair, culturally appropriate, friendly and professional. Equity principles are a core element of the planning, recruitment, interview, selection and appointment of new employees of CoffeeVille.

CoffeeVille is committed to an equitable and inclusive work environment that is free from discrimination and harassment. The organisation has implemented policies and procedures to promote a discrimination and harassment free work environment for all staff to ensure that they are able to work effectively within the organisation and with its clients and stakeholders.

CoffeeVille will assist staff in meeting these objectives with clear policy, education, training and practice.

### **Equal Employment Opportunity and Diversity**

CoffeeVille is responsible for ensuring that equal employment opportunities exist for all current and future employees. Staff will be selected or promoted according to merit irrespective of personal attributes.

Diversity is any collective mixture characterised by differences and similarities. In relation to staff, diversity can refer to function, experience, discipline, education, socio-economic background, marital status, personality profile, gender, age, language, ethnicity, culture, sexual orientation, religion, family responsibility, etc.

Managing diversity is about creating an environment in which everyone can achieve his or her full potential.

Employees are happier and more productive if they are appreciated and included, not assimilated or tolerated.

Strategic advantages can result from incorporating a wide variety of approaches and perspectives and the workplace. Improved innovation and creativity are documented benefits of diversity. Teams that are diverse and inclusive find more innovative, feasible and effective ways to overcome challenges. They bring a variety of perspectives to a situation and thus offer a wider range of solutions.

CoffeeVille is committed to identifying and eliminating the barriers that may be encountered by staff, including the elimination of discriminatory selection criteria and providing equal access to training and development, support and mentoring.



## Discrimination, Sexual Harassment and Bullying

CoffeeVille is committed to providing a workplace free from discrimination, sexual harassment and bullying. Behaviour that constitutes discrimination, sexual harassment or bullying will not be tolerated and will lead to action being taken, which may include dismissal.

For the purposes of this policy, the following definitions apply:

- **Direct discrimination** occurs when someone is treated unfavourably because of a personal characteristic.
- **Indirect Discrimination** occurs when a rule seems neutral, but has a discriminatory impact on certain people. For example a minimum height requirement of 175 cm for a particular job might be applied equally to men and women, but would indirectly discriminate on the basis of sex, as women tend to be shorter than men.
- **Sexual harassment** includes unwelcome conduct of a sexual nature in circumstances in which it could reasonably be expected to make a person feel offended, humiliated or intimidated.
- **Workplace bullying** may include behaviour that is directed toward an employee, or group of employees, that creates a risk to health and safety, e.g. physical and/or verbal abuse, excluding or isolating individuals; or giving difficult or unpleasant tasks to particular staff members.

CoffeeVille provides equal opportunity in employment. Discrimination based on a personal characteristic mentioned under state and federal equal opportunity legislation is strictly forbidden.

Under state legislation, characteristics that must not result in discrimination include:

- age
- breastfeeding
- carer status
- disability
- employment activity
- gender identity
- industrial activity
- lawful sexual activity
- marital status
- parental status

- personal association with someone having any of these characteristics
- physical features
- political activity/belief
- pregnancy
- race
- religious activity/belief
- sex
- sexual orientation.

Any employee found to have contravened this policy will be subject to disciplinary action, which may include dismissal as outlined in the complaint procedure below.

Employees must report any behaviour that constitutes sexual harassment, bullying or discrimination to their manager, or, where the manager is implicated in the inappropriate behaviour, to an owner: Rufus or Emma Belcastran.

Employees will not be victimised or treated unfairly for raising an issue or making a complaint.

### **Procedure: To make a complaint**

If you believe you are being, or have been, discriminated against, sexually harassed or bullied, you should follow this procedure.

1. Tell the offender the behaviour is offensive, unwelcome, and against business policy and should stop (only if you feel comfortable enough to approach them directly, otherwise speak to your manager). Keep a written record of the incident(s).
2. If the unwelcome behaviour continues, contact your supervisor or manager for support.
3. If this is inappropriate, you feel uncomfortable, or the behaviour persists, contact another relevant senior manager. Employees may also lodge a complaint with the Victorian Equal Opportunity and Human Rights Commission, the Australian Human Rights Commission, or take action under the *Fair Work Act 2009*.

Employees should feel confident that any complaint they make is to be treated as confidential as far as possible.

When a complaint is received by a manager/owner, the manager/owner will listen to both sides of the story separately, taking written notes for documentation purposes. You should check these notes carefully, where required, before agreeing on the accuracy of the notes. A further

investigation will only take place if agreed upon by the manager and complainant.

If, after investigation, management finds the complaint is justified, management will discuss with the complainant the appropriate outcomes which may include:

- disciplinary action to be taken against the perpetrator (counselling, warning or dismissal)
- staff training
- additional training for the perpetrator or all staff, as appropriate
- counselling for the complainant
- an apology (the particulars of such an apology to be agreed between all involved).

## **Grievance Policy**

CoffeeVille supports the right of every employee to lodge a grievance with their manager if they believe a decision, behaviour or action affecting their employment is unfair. An employee may raise a grievance about any performance improvement action taken against them.

Where a grievance may contravene CoffeeVille's equal employment and opportunity (EEO) policy or where the grievance constitutes bullying, discrimination or harassment, the grievance should be resolved in accordance with the procedures outlined in the EEO policy and procedures document.

We aim to resolve problems and grievances promptly and as close to the source as possible. When necessary, CoffeeVille will escalate a grievance to the next higher level of authority for more discussion and resolution, and continue escalating it to the level above until it is resolved.

Managers will do their utmost to action grievances objectively, discreetly and promptly. Be aware that grievances that are misconceived, vexatious, and lacking substance may result in disciplinary action being taken against the employee lodging the grievance.

### **Procedure**

1. The employee should try to resolve the grievance as close to the source as possible. This can be informal and verbal. At this stage, every possible effort should be made to settle a grievance before the formal grievance process starts. If the matter still can't be resolved, the process continues and becomes formal.
2. To start the formal grievance the complainants must fully describe their grievance in writing, with dates and locations wherever possible and how they have already tried to settle the grievance.

3. The person(s) against whom the grievance/complaint is made should be given the full details of the allegation(s) against them. They should have the opportunity and a reasonable time to respond in writing before the process continues.
4. A manager should have a discussion with both parties in an effort to resolve the grievance at the workplace level.
5. If the grievance still can't be resolved, refer the matter to the most senior manager for consideration and a final decision. A grievance taken to this level must be in writing from the employee.

Should the issue recur, a review may be undertaken at any stage thereafter by the most senior manager or owner. Further reviews may be held if required.

## Handbook Receipt

This employee handbook does not constitute a contract of employment either in whole or in part. CoffeeVille reserves the right to add, delete, or change any portion of the employee handbook with or without notice.

**FOR THE EMPLOYEE'S INFORMATION:**

Your name: .....

Your position title: .....

Your employment status:  Full Time

Part Time

Casual

Manager's name: .....

Your starting date: .....

I acknowledge receipt of, and have read, the employee handbook that outlines my benefits and obligations as an employee of CoffeeVille. I understand the standards of conduct and each of the rules and regulations which I am expected to follow, as well as the additional policies. I agree to abide by all of them.

All employees are expected to conform their conduct to the rules and regulations as set out in this handbook. The contents of any employee handbook, including this one, that may be distributed during the course of their employment shall not be construed to be a contract or in any way binding. CoffeeVille reserves the right to change, at its discretion, the contents of this handbook.

**POLICY STATEMENT**

This handbook is a general guide and provisions of this handbook do not constitute an employment agreement (contract) or a guarantee of continued employment. It is simply intended to outline the benefits and work requirements for all employees. It is further understood that CoffeeVille reserves the right to change the provisions in this handbook at any time.

Manager's signature and date: .....

Employee's signature and date: .....