



11A Collard Place, Auckland 0610

P: 09 3902184 M: 022 081 7231

E; admin@controlsplus.co.nz

Policy & Procedure Manual

CONTROLS PLUS

11A Collard Place

Henderson

09 390 2184

022 0817231

Revision Number	Date	Signature
Issue A		

Table Of Contents

1	OUR BUSINESS	3
1.1	Introduction	3
1.2	Mission Statement	3
1.3	Welcome To Our Business	4
1.4	History of This Company	5
2	POLICY MANUAL INTRODUCTION	7
2.1	Policy Manual	7
2.2	Equal Opportunity Policy	8
2.3	Roles	10
2.4	Reporting Relationships	11
2.5	What Do I Need To Do When Beginning Work?	11
2.6	Protocols for communication	11
3	WORKPLACE REQUIREMENTS	11
3.1	Hours of Work	11
3.2	Leave	12
3.3	Sick Leave	12
3.4	Timesheets	12
3.5	Professionalism	13
3.6	Dress Code	13
3.7	Workplace Procedures	14
3.8	Workplace Supplies and Suppliers	14
3.9	Getting Around	14
3.10	Health and Safety	15
4	WORKPLACE EQUIPMENT	17
4.1	Workplace Equipment - General	17
4.2	Personal Use and Restrictions	17
4.3	Equipment Summary	17
5	PROCEDURE MANUAL INTRODUCTION	19
5.1	Procedure Manual	19
5.2	Procedure – Meeting Room Preparation	19
5.3	Procedure - Answering The Phone	20
5.4	Procedure – Cleaning The Office	21
5.5	Procedure – Completing Your Timesheet	22
5.6	Procedure – How To Lock The Office	23
5.7	Procedure – How To Apply for Leave – Holiday Leave	24
5.8	Procedure – How To Apply for Leave – Sick Leave	24
6	PROCEDURE & POLICY MANUAL SUMMARY	25
6.1	Summary	25

1 Our Business

1.1 Introduction

This Policy and Procedure Manual outlines all the 'Rules and Guidelines' of our business. As an employee, you are required to follow these rules and guidelines. You should read this document in its entirety and follow these guidelines in your daily work.

1.2 Mission Statement

.”

Our mission statement:

***“At **CONTROLS PLUS**, our mission is to be the best at identifying, qualifying and delivering solutions and services that enhance our customers bottom line.*”**

1.3 Welcome To Our Business

Dear Employee,

Welcome to **CONTROLS PLUS**

We are excited to have you as part of our team. You were hired because you 'stood out from the crowd' and we believe you can contribute to the achievement of the goals of this company while also progressing in your career.

CONTROLS PLUS is committed to distinctive quality and unequalled customer service in all aspects of our business. As part of the team, you will discover that you will be challenged to pursue excellence which will become a truly rewarding aspect of your career. As a team member, you must "own" the results of your productivity.

This employee handbook contains the key policies, goals, benefits, and expectations of **CONTROLS PLUS**; and other information you will need as part of our team.

The success of **CONTROLS PLUS** is determined by our success in operating as a team and your ability to be part of this team. We have to earn the trust and respect of our customers every day in order that the customer make the decision to choose our services. We sell service and service is provided by people.

Our success is guaranteed by creative, productive employees who are empowered to make suggestions while thinking "outside the box." Your job and every job in **CONTROLS PLUS** is essential to fulfilling our mission to "provide distinctive quality and unequalled customer service" everyday to more people who "trust and respect" us.

The primary goal at **CONTROLS PLUS**, and yours, is to live our mission statement and continue to be an industry leader. We achieve this through dedicated hard work and commitment from every employee. It is the desire of **CONTROLS PLUS** management to have every employee succeed in their career, and assist in achieving our goals.

You should use this Procedures Manual as a reference as you pursue your career with **CONTROLS PLUS**

Additionally, the manual should assure good management and fair treatment of all employees. At **CONTROLS PLUS**, we strive to recognize the contributions of all employees.

Welcome aboard. We look forward to working with you.

Sincerely,

Vimal Sharma
Director

1.4 History of This Company

We have in excess of 23 years' experience in the Electrical for Mechanical field. During this time we have successfully completed a good number of quality installations that include but are not limited to the following;

Wiring and commissioning of BMS controls systems, pumps, boilers, chillers, VRV Air-conditioning systems, commercial refrigeration units, supply and extract fans and critical pressurisation and smoke clear fans, dampers, actuators and numerous additional Electrical for Mechanical plant items.

Due to our vast expertise we are able to deliver quality installations and services regardless of project size. Whether it be wiring of cool-rooms, split systems, designing, installations of BMS controls systems for air conditioning, refrigeration or multi storey buildings H.V.A.C etc.

With our extensive knowledge in the Electrical for Mechanical industry we can offer our clients exceptional quality and service. We are flexible and can work from pre-designed drawings and or offer a complete design package.

Communication is the key to the success of this business. Owners and Managers believe that keeping the communication channels open throughout the whole business assists everyone to perform their job accurately and efficiently.

Our Clients and team of employees, suppliers and management are the cornerstone of our business success. Our business is about people and relationships. We aim to uphold our mission statement for every assignment.

POLICY MANUAL

2 Policy Manual Introduction

2.1 Policy Manual

This Policy Manual outlines all the policies of our business. As an employee, you are required to read and know these policies and follow the rules and guidelines. Failure to follow these policies could result in disciplinary action which could involve termination of your position in the company.

These policies are taken seriously. Any breaches of these policies are to be reported to management.

Should you have any queries regarding any Policies, do not hesitate to ask your Supervisor.

2.2 Equal Opportunity Policy

CONTROLS PLUS is an Equal Opportunity Employer. This means that we will extend equal opportunity to all individuals without regard for race, religion, color, sex, national origin, age, disability, handicaps or veterans status.

This policy affirms **CONTROLS PLUS**'s commitment to the principles of fair employment and the elimination of all discriminatory practices that might exist.

CONTROLS PLUS is committed to the following principles:

- Fair practices in the workplace
- Management decisions being made without bias
- Respect for the social and cultural backgrounds of all staff
- Employment practices which produce team member satisfaction and commitment to the job
- The delivery of a high quality product

Improving productivity by ensuring that:

- The best person is recruited and / or promoted
- Skilled team members are retained
- Training and development are linked to employee and company needs
- The workplace is efficient and free of harassment and discrimination

Equal Employment Opportunity aims to ensure fair outcomes in all areas of employment including:

- Recruitment
- Training and development
- Promotion
- Transfer
- Access to information
- Supervision and management of staff
- Conditions of employment

All **CONTROLS PLUS** team members are responsible for ensuring that **CONTROLS PLUS** continues to provide a work place free of discrimination, and where all employees are treated on the basis of their merits and performance.

All allegations of discrimination will be promptly and thoroughly investigated. The confidentiality of all parties will be maintained.

Where allegations are substantiated, appropriate action will be undertaken to ensure that the discrimination does not continue.

All policies and procedures will be consistent with State Legislation.

2.3 Environment and Company Details

Address, Telephone and other Details

CONTROLS PLUS is located at:

427 Great North Road
Henderson

The Post box address
is: 104086
Lincoln North
Auckland 0654

T: 09 835 2936
M:021 0600719
E: admin@controlsplus.co.nz

Personal email is: vimal@controlsplus.co.nz

Web address is: www.controlsplus.co.nz

2.4 Roles

What is my role and how does it contribute towards the goals of **CONTROLS PLUS**?

Your Role
Provide high level practice and procedures to ensure continuous improvement and accountability in the delivery of quality services to CONTROLS PLUS Clients.
Effectively plan, lead and manage projects from beginning through to completion in accordance with CONTROLS PLUS 's agreement.
Undertake work collaboratively in a way that shares knowledge and expertise and builds the capability of team members in the Workplace.
Effectively develop and implement procedures, methods and processes for use
Ensure a strong focus on maintaining a high standards of results continuous improvement.

2.5 Reporting Relationships

All team members report to Workplace manager:

- regarding human resource issues such as leave requests, and for issues regarding any team members conflict.
- for general supervision regarding work related progress and issues.

2.6 What Do I Need To Do When Beginning Work?

Conditions and entitlements

Conditions and entitlements of your appointment are available to you.

Please ask your Workplace Manager if you have not yet received this information.

2.7 Protocols for communication

Notice Board

The Company Web Intranet and the Notice Board allows team members to share information.

- Meetings (Includes times, agendas and minutes)
- Electronic Calender - Day to day location of team members

All team members have access to admin@controlsplus.co.nz

3 WORKPLACE REQUIREMENTS

3.1 Hours of Work

The standard hours of work per day are **8 hours** excluding ½ hour for a lunchbreak.

It is your responsibility to inform your Workplace Manager of any significant variations to your start and finish times or any periods of leave.

The normal spread of working hours are **8 am to 4.30 pm**.

3.2 Leave

Leave can only be taken when accrued. Notice as far in advance as possible is requested. Unpaid leave will only be approved at the companies convenience.

To find the location of leave forms please refer to [Projects Manager](#)

3.3 Sick Leave

If you are going to be away sick, please let the Workplace Manager know directly.

Sick Leave forms are available at [Manager](#) and are to be filled out on the first day back to work and forwarded to the Workplace Manager to sign.

A medical certificate is required for more than 2 days sick leave.

A medical certificate is required for either more than 2 days sick leave.

3.4 Timesheets

Timesheets must be filled out on a daily basis.

At the end of each day, all team members are required to enter in their hours for the day in the relevant timesheet.

Every Monday you need to check your timesheet for the previous week, save any changes, and submit it for approval.

You may wish to keep a personal copy of your timesheets and any attached leave forms.

Workplace Managers will file all signed team members timesheets and leave documents centrally on team members personnel files.

3.5 Professionalism

The 'CONTROLS PLUS Service'

CONTROLS PLUS prides itself on providing quality service to it's customers.

Excellent service is the purpose of the company and all team members are requested to contribute and maintain a high standard of service.

Simple examples of excellent service are;

- Responding to Clients and suppliers as quickly as possible
- Returning phone calls
- Going the extra mile whether the customer is paying or not
- Spending as much time as necessary with each customer
- Have a passion for what you do
- Never expect anyone to trust you unless you have earned it first
- Treat people the way you would wish to be treated yourself
- Enjoy what you do

3.6 Dress Code

As an employee of **CONTROLS PLUS**, we expect you to present a clean appearance when you represent us, whether that is in, or outside of the business.

Management, and those employees who come in contact with our clients are expected to dress in accepted corporate tradition.

It is just as essential that you act in a professional manner and extend the highest courtesy to co-workers, visitors, customers, vendors and clients. A cheerful and positive attitude is essential to our commitment to extraordinary customer service and impeccable quality.

3.7 Workplace Procedures

Security

If you are the last to leave, please ensure these items are turned off before you leave:

- Printers
- Computers
- Machinery
- Workplace lights
- Air conditioners

Ensure ALL doors are locked.

3.8 Workplace Supplies and Suppliers

Obtaining stationery and other supplies

A range of stationery is kept in the Workplace. If stocks are low or you require a particular stationery item that is not readily available, you should advise the Workplace Manager and he/she will arrange for an order to be placed.

3.9 Getting Around

Travel

If, during the course of your work duties you need to travel intra or interstate, you will need to obtain approval for such travel prior to commencing any arrangements. Email detailing travel needs is to be sent to an Workplace Manager to be approved by an Workplace Manager.

- Flights
- Accommodation
- Car Hire
- Taxi Vouchers
- Meals
- Reimbursements

Please ensure that you give your Workplace Manager as much information as possible at the earliest possible time before the pending trip to allow sufficient time for arrangements to be confirmed and altered if required.

Taxis

If you are unable to access a vehicle, you can use a taxi to travel to and from official appointments when appropriate. Team members must make every attempt to use their own transport before using taxis.

You can also claim reimbursement from Petty Cash for taxi expenses if:

- You have paid for the taxi yourself
- The travel was to and/or from an official appointment
- You can supply a receipt and details of the reason for the travel.

Mileage

To claim mileage you must fill out the Mileage Claim form.

A Mileage form is available at:

3.10 Health and Safety

What are the safe working practices that I need to be following?

CONTROLS PLUS will provide a healthy and safe workplace for all employees and visitors.

Safety is a joint venture at **CONTROLS PLUS**. **CONTROLS PLUS** provides a clean, hazard free, healthy, safe environment in which to work in accordance with the Occupational Safety and Health Act.

As an employee, you are expected to take an active part in maintaining this environment. You should observe all posted safety rules, adhere to all safety instructions provided by your supervisor and use safety equipment where required. Your work place should be kept neat, clean and orderly.

It is your responsibility to learn the location of all safety and emergency equipment, as well as the appropriate safety contact phone numbers.

All safety equipment will be provided by **CONTROLS PLUS**, and employees will be responsible for the reasonable upkeep of this equipment. Any problems with or defects in, equipment should be reported immediately to management.

As an employee, you have a duty to comply with the safety rules of **CONTROLS PLUS**, assist in maintaining the hazard free environment, to report any accidents or injuries - including any breaches of safety - and to report any unsafe equipment, working condition, process or procedure, at once to a supervisor.

All work related accidents are covered by Worker's Compensation Insurance pursuant to the laws of the state in which we operate.

Emergency Procedures

This section covers the action to be taken in calling for assistance for various emergencies. Those attending to patients should use discretion in assessing the seriousness of the injury so that appropriate action can be taken.

Accidents

Accidents involving personal injury or the possibility **MUST** be reported immediately to your Workplace manager and Director.

If medical costs or lost time is involved, team members are responsible for completing their Workers' Compensation Report Forms which are available from a Director.

Reporting accidents serves a twofold purpose:

1. It acts as a record should insurance claims be necessary;
2. It brings to the notice of the Directors that an accident has occurred and can possibly result in minimising or eliminating the chance of a similar accident taking place.

Personal Accident – Minor

First aid kit is located in next to the filing cabinet in the centre of the Workplace.

If the accident is considered too serious to be dealt with by first aid, professional medical advice must be sought immediately.

It may also be considered necessary to contact the Ambulance.

Render help and reassurance to the patient while awaiting Ambulance assistance.

If considered appropriate, transport the patient to the Ambulance Centre or Hospital, otherwise contact the Ambulance and render help and reassurance to the patient while awaiting Ambulance assistance.

Personal Accident - Serious

Emergency Phone Numbers

- Ambulance: **111**

(a) During Normal Hours

Telephone the Ambulance, render help and reassurance to patient until its arrival.

Evacuation procedure/exits.

Ensure you have studied them and know what to do in an emergency.

4 WORKPLACE EQUIPMENT

4.1 Workplace Equipment - General

You will be provided with the correct equipment to perform your role. Equipment is replaced on a regular basis to keep the Company at the forefront of technology.

Should you have any suggestions with regards to equipment and improvements to be made, do not hesitate to raise these issues.

No equipment is to be removed from the premises without the approval of your manager.

No equipment is to be serviced or dismantled. Should the equipment break down contact your manager and the correct service personnel will be contacted.

4.2 Personal Use and Restrictions

Company equipment must not be used for personal use. This includes but is not limited to;

- Computers
 - Vehicles
 - Telephones
 - Machinery
 - Printers
 - Facsimiles
 - Stationary
 - Tools

It is important that the telephone lines remain open at all times. Using telephones for personal use is prohibited.

Should you wish to use any equipment or facilities for personal use, you must ask your manager and they will review the situation.

International long distance telephone calls are also prohibited within the Company unless they are work related.

4.3 Equipment Summary

Conclusion

This concludes the Workplace Equipment Section. Should you have questions about equipment and usage, do not hesitate to ask your manager.

PROCEDURE MANUAL

5 Procedure Manual Introduction

5.1 Procedure Manual

This Procedure Manual outlines specific tasks and step by step process you are required to do to get your job done.

As this is quite detailed, you are required to have a copy of this document with you while working. Should you have any queries regarding your tasks, please refer to this document first and then should you still have further queries, please refer to your Supervisor.

5.2 Procedure – Meeting Room Preparation

Task:

Prepare the meeting room for use. This task is required to prepare the meeting room for use for any meeting.

Steps to be Completed	Completed
Step 1: Ensure that all tables are clean. Wipe down the boardroom table.	
Step 2: Check the floor to make sure the carpet is clean. If it requires a quick vacuum, there is a vacuum cleaner located in the storeroom.	
Step 3: Make sure a jug of cold water and glasses are positioned in the middle of the table 10 minutes before the meeting starts.	
Step 4: Ensure there are mints on the table.	
Step 5: Once the meeting is complete, clear the empty glasses and water jugs and make sure the meeting room is ready for the next meeting.	

Things to Remember:

You may need to organise the meeting room well before a meeting starts.

Ensure that people advise you well before the meeting so you have enough time to prepare it for the meeting.

5.3 Procedure - Answering The Phone

Task:

Answer the phone – how to do this correctly.

Steps to be Completed	Completed
<p>Step 1: Answer the phone before it has rung 3 times if possible. Do not let it keep ringing.</p>	
<p>Step 2: Answer the phone like so: Good Morning/Afternoon. Thank you for calling Controls Plus. This is (Name) How may I help you?</p>	
<p>Step 3: Be courteous at all times.</p>	
<p>Step 4: You must answer the phone in a cheerful and enthusiastic manner. Answering the phone gives a 'first impression' to the caller and it is important that you give an excellent impression at all times.</p>	
<p>Step 5: Ensure you take notes if required. Missing details is unprofessional and not acceptable.</p>	
<p>Step 6: If the caller asks for a person in particular, make sure you check to see if they are in the office before telling the caller they are.</p>	

Things to Remember:

Always be enthusiastic and professional. Speak clearly and at a normal pace. Do not rush what you are saying and make sure you don't mumble. Answering the phone correctly is a skill that needs to be mastered to maintain a high impression of this Company.

5.4 Procedure – Cleaning The Office

Task:

Clean the Office – how to do this correctly.

Steps to be Completed	Completed
<p>Step 1: You can find items such as wipes, cleaner and vacuum cleaner in the storeroom/below the kitchen sink cupboard.</p>	
<p>Step 2: Vacuum all the floors.</p>	
<p>Step 3: Clean all the glass.</p>	
<p>Step 4: Wipe down the tables.</p>	
<p>Step 5: Wipe down the phones.</p>	
<p>Step 6: Empty all the rubbish bins.</p>	

Things to Remember:

Clean the office once a week.

5.5 Procedure – Completing Your Timesheet

Task:

Complete your timesheet – how to do this correctly.

Steps to be Completed	Completed
<p>Step 1: You need to record all your hours in your timesheet</p>	
<p>Step 2: Your hours must total (40 hours) a week.</p>	
<p>Step 3: Choose the day and the task and project you worked on and enter the time spent. Include relevant notes if required.</p>	
<p>Step 3: If you have taken leave, you must enter this time as well and write 'Leave'.</p>	
<p>Step 4: If you have taken a sick day, you must enter this time as well and write 'Sick Leave'.</p>	
<p>Step 5: Once you have completed your timesheet for the week – Give it to your Manager.</p>	

Things to Remember:

Your total time must be max 40 hours a week unless over-time has been done

5.6 Procedure – How To Lock The Office

Task:

Lock The Office

Steps to be Completed	Completed
Step 1: Ensure you are the last person to leave	
Step 2: Turn off the printers	
Step 3: Turn off any computers that may have been left on – Leave the server on	
Step 3: Ensure all windows are locked	
Step 4: Ensure the rear door is locked	
Step 5: Turn off the lights	
Step 5: Exit through the front door and ensure the door is locked. Check it twice.	

Things to Remember:

Remember the security of the business is up to you. Please ensure that all doors and windows are locked securely.

5.7 Procedure – How To Apply for Leave – Holiday Leave

Task:

Apply for Leave – Holidays

Steps to be Completed	Completed
<p>Step 1: All time in Holiday Leave must be agreed on with your manager before you take the leave. Give as much notice as possible so your leave can be resourced in the workload forecast.</p>	
<p>Step 2: Record your time in your time sheet as 'Holiday Leave'.</p>	
<p>Step 3: Complete the Leave form that is downloadable from the system.</p>	
<p>Step 4: Submit the completed form to your Manager for review and signing.</p>	

Things to Remember:

You are allowed a maximum of 4 weeks leave per year.

5.8 Procedure – How To Apply for Leave – Sick Leave

Task:

Apply for Leave – Sick

Steps to be Completed	Completed
<p>Step 1: On return from your sick leave – complete your timesheet as 'Sick Leave.'</p>	

Things to Remember:

A Medical Certificate is required on your return from sick leave. You require a medical certificate for 2 or more consecutive sick days.

If your sick day is on either side of a weekend, eg; a Monday or a Friday or after or before a public holiday, then you must provide a medical certificate.

6 Procedure & Policy Manual Summary

6.1 Summary

This concludes the Policy and Procedure Manual. Please keep a copy of this Procedures Manual so you can refer to it on a daily basis.

Should you have questions about your employment, daily tasks or any other questions, do not hesitate to speak to your team leader, Workplace manager or supervisor.

The use of the procedure and policy manual is a requirement to fulfil your position correctly. If you are not following policies and procedures then chances are you are performing your role incorrectly.

It is important as a team that everyone follows the same rules and guidelines so that our work is performed in an efficient manner.

Following the guidelines set out in this procedure and policy manual ensures that our business is competitive and also avoids frustrations from everyone involved.

Should you have any concerns or suggestions on how to improve this quality control document do not hesitate to contact your supervisor.