



## Human Resources Policy

Industrial & Commercial Boiler Services believe **engaging our employees is key to our business**. Employees are our most valuable asset. Our dedicated and skilled workforce is necessary to maintain a viable, profitable business for the long haul.

We promote a positive workplace culture where employees can develop their skills, embrace training and development opportunities, work to the highest standards and enjoy coming to work.

Industrial & Commercial Boiler Services will always work within relevant legislation requirements.

### Our key Human Resources objectives fall under the following headings

- **Recruitment and Selection** – Ensure the highest standard of skills and experience are available on all projects, sites and operations.
- **Employee Induction** – Provide induction training that allows our people to understand who we are, how we work and our occupational health and safety principles.
- **Employee Entitlements and Payment** – We use fair employment instruments and make them available for full review. We provide working conditions and remuneration packages which are competitive and based on performance, skills and responsibility.
- **Performance Management and Dispute Resolution** – All employees will participate in performance management reviews at least annually. We encourage promotion from within wherever possible. We seek opportunities to appropriately reward our people for outstanding performances. All issues raised by our employees will be treated with respect and in accordance with our dispute resolution procedure.
- **Professional Development** – All employees are encouraged to enhance their knowledge and skills and from time to time may be offered professional development opportunities.

- **Equal Opportunity** – Industrial & Commercial Boiler Services is an equal opportunity employer and will not tolerate any forms of discrimination or harassment.
- **Employee Exit Requirements** – All employees will complete an exit interview.
- **Employee Relations** – We will actively utilise consultative committees to review and improve performance and to quickly, efficiently and fairly resolve any industrial issues.
- **Communication** – We will promote ease of communication at all levels, both upwards and downwards. We encourage open and collaborative discussion from all our people to continue to grow our business.

Industrial & Commercial Boiler Services is committed to this Human Resources Policy and will review its content annually to ensure that it remains relevant and suitable.



**David Osman** General Manager  
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