

OBJECTIVES

Glad is committed to ensuring that fair and effective procedures and processes are implemented in recruitment and selection activities. Glad is an equal opportunity employer and is committed to providing a work environment which is free from discrimination. As such Glad's recruitment and selection process reflects those principles and all recruitment decisions will be based on merit.

PRE RECRUITMENT ACTIVITIES

When it becomes necessary to recruit for a position, managers should refer to the position description to establish the requirements and key selection criteria for the position.

NEW/REVISED POSITION

If no position description exists for the available position, or a current position is required to be amended, it is the responsibility of the manager to develop the appropriate position description in consideration of Glad's business plan(s) and in consultation with their relevant General Manager/Branch Manager (Hiring Manager) and the Human Resources Department. Once the new position description has been drafted, it is then required to be forwarded to the General Manager – Human Resources.

APPROVAL TO RECRUIT

Prior to commencing recruitment, the Hiring Manager must gain approval to perform recruitment activities by completing the 'Authority to Recruit' form found on the intranet ensuring all necessary levels of authorisation have been received. Note that the Managing Director's approval is required in this process.

ADVERTISING THE NEW AVAILABLE POSITION

Once the Hiring Manager has received approval to recruit, HR will place an advertisement for the role (based on the brief given to the team by the Hiring Manager).

SHORTLISTING CANDIDATES AND CONDUCTING INTERVIEWS

It will generally be the responsibility of the Hiring Manager to shortlist candidates and conduct interviews. However, the Human Resources Department will provide a suggested list of questions to the Hiring Manager and otherwise act as support throughout the process.

Hiring Managers are responsible for ensuring that all:

- candidates are interviewed in conjunction with the correct criteria outlined in the relevant position description;
- interviews for a position are consistent and that appropriate documentation is completed for all applicants and forwarded to the Human Resources Department for record keeping.

The Hiring Manager must consult with the Human Resources Department to ensure that the interview guide and process is consistent with the selection criteria, and legislative requirements. A second interview with other stakeholders may also need to be arranged prior to the appointment of a new employee.

REFERENCE CHECKING

The Hiring Manager, under the guidance of the Human Resources Department will conduct a minimum two (2) behavioural reference checks for all applicants being considered for appointment. Reference checks should be done with the knowledge and permission of the applicant, and in accordance with any relevant legal requirements. Reference checking should preferably be carried out by telephone, or in person, using a structured question approach.

A written record of all reference checks should be maintained. Where a recruitment company is utilised, the company can obtain the reference on the company's behalf.

The purpose of a reference/background check is to verify the accuracy of information provided by an applicant and to further determine his/her qualifications for the position in question. Some of the questions to be covered in a reference check are:

- dates of the previous employment;
- nature of the previous position;
- salary, quality of performance;
- strong or weak points; and
- reason for leaving.

OTHER CHECKS

Any checks which may form part of the selection process should be completed prior to issuing an offer of employment. This includes obtaining a copy of education transcripts.

Proof of eligibility to work in Australia (copy of suitable Birth Certificate, Visa or passport) must be provided before employment or an engagement is offered with Glad.

Managers should request this information to be brought to the first interview by prospective employees and Workers. If the applicant is not a permanent resident of Australia, the Manager must speak to the Human Resources Department for advice and confirmation of the employee's or Worker's right to work in Australia. A copy of the successful applicant's birth certificate or passport should be placed on their personnel file.

EMPLOYMENT OFFER

All recommendations for employment or engagement of Workers must be approved by the General Manager Human Resources and the Managing Director prior to an offer of employment or an engagement being extended to a candidate.

NEW WORKER PAPERWORK

It is the responsibility of the Hiring Manager to forward all the relevant information about the successful candidate to the Human Resources Department, for preparation of the relevant employment documents.

UNSUCCESSFUL APPLICANTS

Once the Human Resources Department have received the candidate's signed letter of appointment, the Hiring Manager will be responsible for notifying all unsuccessful candidates. The Hiring Manager must also provide the Human Resources Department the details of the unsuccessful candidates.

UNSUCCESSFUL INTERNAL APPLICANTS

If any internal candidates are unsuccessful, these Workers should be notified personally or by telephone by the Hiring Manager and /or the Human Resources Department before all other unsuccessful candidates are informed.

The recruitment process prescribed above is a guide only. Glad and management may (where appropriate) follow a recruitment process which may or may not necessarily follow each step outlined above, depending upon the circumstances.



Nick Iloski

Managing Director

Glad Group, comprising of:

Glad Group Pty Ltd | ABN 62 092 928 115

Glad Cleaning Service Pty Ltd | ABN 43 054 617 891

Mutual Cleaning and Maintenance Pty Ltd | ABN 53 006 516 810

Glad Maintenance Pty Ltd | ABN 85 127 522 481 | Contractor's Licence: 215410C

Glad Security Pty Ltd | ABN 122 097 590 | Security Licences: NSW 409557154, ACT 17502081, QLD 3199590, VIC Licence 763-211-20S, WA SA40606



© COPYRIGHT GLAD GROUP (ALL RIGHTS RESERVED)		CONFIDENTIAL – DISTRIBUTION TO AUTHORISED PERSONNEL ONLY	
Document Name: Recruitment Policy	Associated Procedure: IBMS Manual	Authorised by: Human Resources	
Last revision date: 26/11/2014	Next revision date: November 2016	Electronic Updates Only – Printed Copies Are Not Controlled	PAGE: 3 OF 3