

**REGISTER OF
ENTERPRISE AGREEMENTS**

ENTERPRISE AGREEMENT NO: EA00/2

TITLE: Reckitt & Colman Household Products "Vision and Values" Certified Agreement 1999

L.R.C. NO: 99/6151

DATE APPROVED/COMMENCEMENT: Approved 13 December 1999 and commenced 1 June 1999

TERM: 30 May 2001

**NEW AGREEMENT OR
VARIATION:** New

GAZETTAL REFERENCE:

DATE TERMINATED:

NUMBER OF PAGES: 54

**COVERAGE/DESCRIPTION OF
EMPLOYEES:** Applies to employees at R & C Products Pty Ltd (trading as Reckitt & Colman)

PARTIES: Automotive, Food, Metals, Engineering, Printing and Kindred Industries Union, New South Wales Branch -&- Reckitt & Coleman, The Australian Workers' Union, New South Wales



Registered
Enterprise Agreement
Industrial Registrar

**AGREEMENT
BETWEEN
RECKITT & COLMAN
AND ITS
EMPLOYEES AND
THEIR UNIONS**

RECKITT & COLMAN HOUSEHOLD PRODUCTS "VISION AND VALUES" CERTIFIED AGREEMENT 1999

1. TITLE

This shall be known as the Reckitt & Colman Household Products "Vision and Values" Certified Agreement 1999.



2. ARRANGEMENT

The Agreement shall be arranged as follows:

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3. APPLICATION AND PARTIES BOUND

(a) This Agreement shall apply at R & C Products Pty Ltd (trading as Reckitt & Colman) and its successors, transmittes or assignors operating at the Household Factory, the Aerosol Factory and the Warehouse and associated Quality Assurance sections of the West Ryde site to all employees who are bound by the terms of the Metal Engineering and Associated Industries Award 1998 - Part 1, the Food Preservers Interim Award 1986, the Drug Factories (State) Award, Transport Industry Mixed Enterprises (State) Award, Miscellaneous Workers - General Services (State) Award and the Security Industry (State) Award, insofar as these provisions relate to the parties referred to in Clause 3(b) - Parties Bound - of this Agreement. The parties agree the phrase "successors, transmittes or assignors" has the same meaning attributed to it under s170MB of the Workplace Relations Act 1996.

(b) The parties to this Agreement are:



(i) All employees who are members of the organization of employees listed in subclause (iii) hereof or not engaged in any occupations or callings specified in Part 1 of the Metal Engineering and Associated Industries Award 1998 and the Food Preservers Interim Award 1986, the Drug Factories (State) Award, Transport Industry Mixed Enterprises (State) Award, Miscellaneous Workers - General Services (State) Award and the Security Industry (State) Award.

(ii) The Automotive, Food, Metals, Engineering, Printing & Kindred Industries Union;
The Australian Workers Union;
The Communications, Electrical, Electronic, Energy, Information, Postal, Plumbing and Allied Services Union of Australia;
Transport Workers Union;
Liquor Hospitality and Miscellaneous Workers Union.

- (iii) R & C Products Pty Ltd (trading as Reckitt & Colman), its successors, transmittes or assignors.

4. OUR OBJECTIVES - WORKING TOGETHER

VISION

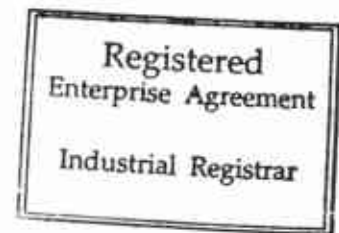
An outstanding global company with leading brands and exceptional people that together *really make a difference*.

CORE STRATEGIC INTENT

To be the world's leading household products company.

CORE VALUES

- We think, behave and perform globally.
- We listen to consumers to develop leading brands.
- We have an exciting team-based workplace which is open, involved and supportive, which celebrates success.
- Our organization is fast, flexible and focused on what is important.
- Our passion is to be the best in every activity that *"really makes a difference"*.



5. WHAT WE MUST DO

To be a world class manufacturer we must -

- Grow our business significantly in Australia and the Asia Pacific Region.
- Meet our customers needs through high levels of service.
- Continuously look for ways to improve our supply chain.
- Ensure a quick response to change
 - ◆ by significantly reducing changeover times and unplanned downtime.
- Constantly look for ways of improving quality and eliminating waste.
- Promote and maintain a safe workplace.

6. CONSULTATION

A Structure and Competency Advisory Group will be formed. Its objectives and activities are set out in Appendix E and the Production/Distribution Structure is set out in Appendix C.

7. ACTIVITIES FOR 1999 AND 2000

The Asia Pacific Supply Chain has set specific performance targets which include:

- Order fill rate of at least 90%.
- On time delivery of at least 95%.

Additionally lost time injuries must be eliminated.



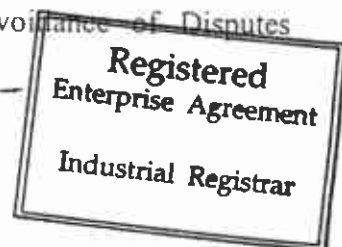
The Company and its employees agree that work flexibility is critical for success. Employees will continue to broaden their skills as they have in past years. Production, trades, distribution and quality assurance employees will provide assistance and support to each other in this process (e.g. by providing on-the-job training to each other or assisting in formal structured programs).

Areas of particular importance are:

- All employees becoming actively involved in continuously improving their areas through -
 - ◆ Wastage reduction and quality improvement.
 - ◆ Housekeeping and safety.
 - ◆ Ensuring the smooth flow of production through their areas to the customer.
- Production and trades employees working together and taking joint responsibility for:
 - ◆ Changeovers, cleaning and maintenance of lines. This includes:
 - Production employees performing basic cleaning, lubrication and changeovers (depending upon the complexity of the equipment involved), learning proper equipment operation and how

- equipment processes work, general inspection procedures, and how to undertake simple repairs and replacements,
- maintenance employees continuing to up-grade their technical and general skills to act as a support, trainers and advisers to the production groups and have a good understanding of new equipment,
- quality assurance employees providing training, advice and feedback to production and distribution areas,
- distribution employees identifying and implementing changes that improve customer service,
 - ❖ including a review of the span of hours in the warehouse,
- services employees will continue to support and assist improvements in the Asia Pacific Supply Organization.

These areas of particular importance outlined above will be then the subject of consultation and agreement between the parties who may be affected by the changes. The parties agree that safety will be of paramount importance to all employees. They undertake to continue with the implementation of improvement measures in the workplace and will assist in and actively co-operative in achieving increased productivity, efficiency and flexibility. Any disagreements will be dealt with local consultation and the Avoidance of Disputes procedures of the respective parent Awards.



8. WAGES AND DURATION

It is agreed that a general wage movement as set out in Appendix A will occur over the life of our Agreement.

The parties have agreed that the Agreement will operate ^{on and} from 01 June, 1999 to 30 May 2001
~~Our Agreement will have a duration of 24 months from its date of acceptance by the parties.~~

It is agreed that the current system of cash pay creates unacceptable levels of safety and security risks. In these circumstances, all payments of wages and allowances will be made by Electronic Funds Transfer, from the first pay period on or after the 31 December 1999.

9. TRAINING AND DEVELOPMENT

We recognize the importance of on-going training for continuous improvement. Training may occur in various ways:

- On-the-job as part of learning about an area or process.
- In-house Company based courses (e.g. Company knowledge quality, continuous improvement and safety practices).
- Formal industry accredited courses (e.g. technical training).

Training needs will be identified in consultation with each work area group and the Structure and Competency Advisory Group (or sub-committee which it establishes). These groups will have an important role in determining levels of competency and recommending appropriate training.

The Company agrees that accreditation of courses should be pursued wherever possible.

Where training is required by the Company employees will not suffer any loss in pay. In other situations, the Company may provide assistance in accordance with its training policies.

10. FAMILY RESPONSIBILITIES



We appreciate the importance of families in the lives of our employees. It is therefore agreed that the decision of the Australian Industrial Relations Commission in the Family Leave Test Case will be applied. This provides for:

- Increased flexibility to use sick leave for family illness;
- Unpaid leave for family illness;
- An increase in the amount of annual leave which can be taken as single days off from four to five.

The Family Leave Orders which vary the Metal Industry Award 1984 - Part 1 and give effect to the Commission's decision will apply to our Agreement.

11. **AVOIDANCE OF INDUSTRIAL DISPUTES**

The parties to this Agreement will use the Avoidance of Industrial Disputes procedure of the respective parent Awards.

12. **JOB SECURITY**

The Company, its employees and their unions have negotiated a 'Security of Employment Agreement'. This is attached as Appendix D.

13. **CARE FOR INJURED OR ILL EMPLOYEES**



It is recognized that from April 1995 sick leave may be used for family care purposes. Having regard to this situation the Company believes that employees would take steps to ensure that they are adequately covered for genuine instances of personal illness or injury. While the Company has an extended sick leave policy, it may not cover all situations and each case is assessed on its merits.

The Company shall provide an allowance of up to \$2.50 per week where an employee has taken out personal income insurance covering periods of illness or injury. This gives our employees an additional option to the extended sick leave concession. Such an insurance plan must be approved by the Company.

Entitlements under the Plan will be exhausted before any application is made for Company extended sick leave. The allowance will not be payable where an employee withdraws from such a Plan. The employee will inform the Company if they cancel or alter their policy or their policy is cancelled by the insurer.

14. UNION MEMBERSHIP

The Company will abide by its obligation as set out in the relevant Award and or legislation. It is agreed that during the life of this Agreement the parties will work together to minimize demarcation through the acquisition of skills and consultation. Existing flexibility arrangements between the parties will continue.

15. NO EXTRA CLAIMS

It is the term of this Agreement that the Unions and the Company will not pursue any extra claims, award or overaward, for the life for this Agreement including increases arising from award variations or decision of the commission other than increases that are consistent with the terms of this Agreement. The parties reserve their rights to pursue further negotiations in relation to items contained within Clause 19 of this Agreement.

It is also agreed that the Company will not be required to make any further wage payments for a period of six months after the last increase under this Agreement.

16. NOT TO BE USED AS A PRECEDENT

This Agreement will not be used in any manner to obtain similar arrangements or benefits in any other plant or enterprise.



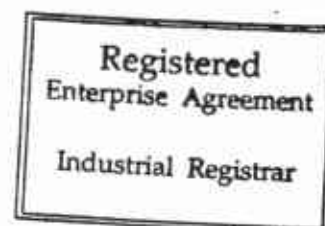
17. LABOUR HIRE FOR SEASONAL AND FLUCTUATION WORKLOADS

Reckitt & Colman is a manufacturing Company that must be very responsive to its customer needs. As a result workload may fluctuate on a daily or seasonal basis as a result of customer demands, leave or training employees or the launch of new products. The Company is not intending to use contractors in situations where full-time permanent employment is available.

In these fluctuations or seasonal circumstances additional labour is required to support our full time workforce. The Company has been using Contractor Companies to provide assistance to cover such situations. This system allows flexibility for the Company and gives greater security to both the people being used to cover these situations and to our employees. It wishes to have this flexibility throughout its production, distribution and services areas.

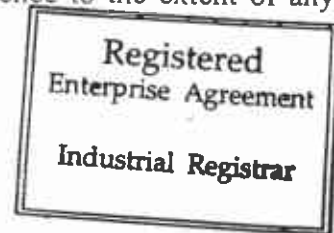
The Company agrees:

- That it will only use reputable Contract firms (i.e. those who follow all legal and award obligations).
- That contract labour will be notified of any vacancies within our Company.
- That the Contractors will be subject to award and site conditions.
- The Company will actively assist in resolving any industrial disputes involving contract staff.
- The Company agrees to provide the appropriate union representative with information about the number, purpose and expected duration of contractors prior to their use and to respond to any concerns promptly. It is recognized that emergency and urgent situations may require departure from this requirement. The parties will review the adequacy of these arrangements at the expiration of the Agreement.
- That the Company is prepared to resolve any difficulties in accordance with the avoidance of industrial disputes procedures and to ensure that contract staff comply with these procedures.



18. **RELATIONSHIP WITH OTHER AGREEMENTS AND AWARDS**

This Agreement does not change existing site conditions in relation to such matters as hours of work (being the 36 hour week nine day fortnight), shift allowances, laundry allowance, leave loadings, disability, meal, service pay, redundancy or superannuation and related general conditions except where specifically varied by this Agreement. We all agree to work together flexibly to meet customer needs in a friendly and consultative manner. This Agreement is to be read in conjunction with the Awards in Clause 3 and the Agreements in Appendix B provided that where there is any inconsistency between this Agreement and these Awards and Agreements, this Agreement shall take precedence to the extent of any inconsistency.



19. **LEAVE RESERVED**

This Agreement may be varied by consent of the parties to allow for changes arising from:

- Any work pattern variations or changes to the competency based structure that may create improvements.
- Reviews of the operation of the site agreements listed in Appendix B.
- Superannuation.
- Long service leave.
- Recommendations of the Structure Review and Competency Advisory Group and work area groups.
- Annualized wages.
- Individual reward and incentive schemes that may arise from work area and career structure changes.
- Flexible working hours

The ordinary hours of work are currently spread between 6.00a.m. to 6.00p.m. MONDAY TO FRIDAY.

Subject to the employers right to fix the daily hours of work from time to time, a more flexible approach to working hours may be adopted, which moves the hours of work beyond the current spread of hours.

If the Company, or the employees concerned, wish to adopt flexible working hours then full consultation must take place between the employer and all employees affected.

To adopt the new working arrangement every individual's circumstances must be considered. Therefore, any proposed changes that move to more flexible working hours, then there must be unanimous agreement to do so.

Consideration must be given to any other section or department affected by the adoption of working flexible hours.

To consult in relation to the development and implementation of a strategic plan for the Household Factory during the life of this Agreement. The parties commit to work together in developing efficient and flexible systems of work and improved career opportunities for all employees.



APPENDIX A
SCHEDULE

THE FIRST PAY INCREASE FROM THE FIRST PAY PERIOD ON OR AFTER THE ACCEPTANCE OF THE AGREEMENT WITH EACH SUBSEQUENT PAYMENT BEING SIX MONTHS APART

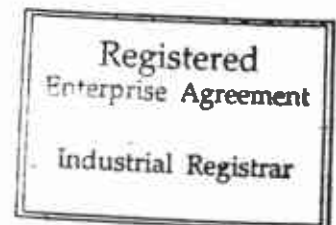
AREA	CLASSIFICATION	CURRENT WAGE	2% INC	NEW WAGE	2% INC	NEW WAGE	2% INC	NEW WAGE	2% INC	NEW WAGE	2% INC	NEW WAGE	2% INC
HOUSEHOLD AEROSOL DISTRIBUTION SERVICES/OA SECURITY	LEVEL 9	\$678.24	\$13.55	\$691.80	\$13.84	\$705.64	\$14.11	\$719.75	\$14.40	\$734.15	\$14.68	\$748.83	\$14.96
	LEVEL 7	\$645.11	\$12.90	\$658.01	\$13.16	\$671.17	\$13.42	\$684.60	\$13.69	\$698.29	\$13.97	\$712.25	\$14.25
	LEVEL 7A	\$612.99	\$12.26	\$625.25	\$12.50	\$637.75	\$12.76	\$650.51	\$13.01	\$663.52	\$13.27	\$675.79	\$13.53
	LEVEL 6	\$593.50	\$11.87	\$605.37	\$12.11	\$617.48	\$12.35	\$629.83	\$12.60	\$642.42	\$12.85	\$655.27	\$13.10
	LEVEL 5	\$575.01	\$11.50	\$586.51	\$11.73	\$598.24	\$11.96	\$610.21	\$12.20	\$622.41	\$12.45	\$634.86	\$12.70
	LEVEL 4	\$564.74	\$11.29	\$576.03	\$11.52	\$587.56	\$11.75	\$599.31	\$11.99	\$611.29	\$12.23	\$623.52	\$12.46
	LEVEL 3	\$550.27	\$11.01	\$561.28	\$11.23	\$572.50	\$11.45	\$583.95	\$11.68	\$595.63	\$11.91	\$607.54	\$12.14
	LEVEL 3A	\$534.43	\$10.69	\$545.12	\$10.90	\$556.02	\$11.12	\$567.14	\$11.34	\$578.48	\$11.57	\$590.05	\$11.80
	LEVEL 2	\$512.85	\$10.26	\$523.11	\$10.46	\$533.57	\$10.67	\$544.24	\$10.88	\$555.13	\$11.10	\$566.23	\$11.32
	LEVEL 1	\$465.70	\$9.31	\$475.01	\$9.50	\$484.51	\$9.69	\$494.20	\$9.88	\$504.09	\$10.08	\$514.17	\$10.27
EQUIPMENT METAL INDUSTRY ASS'N/ARC CLASSIFICATION	TRADES GROUP												
	C10	\$718.07	\$14.36	\$732.43	\$14.65	\$747.08	\$14.94	\$762.02	\$15.24	\$777.26	\$15.55	\$792.81	\$15.85
	C11	\$700.65	\$14.01	\$714.66	\$14.29	\$728.96	\$14.58	\$743.54	\$14.87	\$758.41	\$15.17	\$773.57	\$15.46
	C12	\$656.43	\$13.13	\$669.56	\$13.39	\$682.95	\$13.66	\$696.61	\$13.93	\$710.54	\$14.21	\$724.75	\$14.49
	C12 (MULTI-SKILLS)	\$612.21	\$12.24	\$624.45	\$12.49	\$636.94	\$12.74	\$649.68	\$12.99	\$662.68	\$13.25	\$675.93	\$13.50

THE ABOVE REPRESENT BASE RATES ONLY AND DO NOT INCLUDE SERVICE PAY OR OTHER ALLOWANCES


Appendix B


Agreements currently existing:

- Samuel Taylor (West Ryde) Industrial Agreement 1991 (covering AWU, TWU, ALHMWU)
- Leave Without Pay Agreement
- Metal Trades Contractors Agreement
- Metal Trades Special Allowance Agreement
- Redundancy Agreement
- Memorandum of Understanding between Samuel Taylor, its Employees and the Automotive Metal and Engineering Workers Union 1994
- 1986 West Ryde Site Agreement
- Memorandum of Understanding between Samuel Taylor, its Employees and the Australian Liquor Hospitality and Miscellaneous Workers Union 1993
- Memorandum of Understanding between Samuel Taylor, its Employees and the Federation of Industrial Manufacturing and Engineering Employees 1993
- Memorandum of Understanding Samuel Taylor, its Employees and the Transport Workers Union
- Reckitt & Colman Household Products Agreement 1995
- Reckitt & Colman Household Products Certified Agreement 1997.



**Automotive, Food, Metals, Engineering,
Printing and Kindred Industries Union**



(signature)


(witness)

DATED THIS



DAY OF



1999

The Australian Workers Union

(signature)

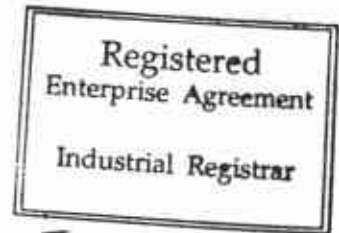
(witness)

DATED THIS

DAY OF

1999

**Communications, Electrical, Electronic, Energy,
Information, postal, Plumbing and
Allied Services Union of Australia**



(signature)

(witness)

DATED THIS

DAY OF

1999

**Automotive, Food, Metals, Engineering,
Printing and Kindred Industries Union**

(signature)

(witness)

DATED THIS DAY OF 1999

The Australian Workers Union

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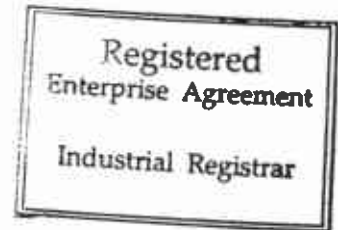
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(witness)

DATED THIS *ninth* DAY OF *September* 1999

**Communications, Electrical, Electronic, Energy,
Information, postal, Plumbing and
Allied Services Union of Australia**



(signature)

(witness)

DATED THIS DAY OF 1999

**Automotive, Food, Metals, Engineering,
Printing and Kindred Industries Union**

(signature)

(witness)

DATED THIS DAY OF 1999

The Australian Workers Union

(signature)

(witness)

DATED THIS DAY OF 1999



**Communications, Electrical, Electronic, Energy,
Information, postal, Plumbing and
Allied Services Union of Australia**

B. Ri

(signature)

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(witness)

DATED THIS 9TH DAY OF SEPTEMBER 1999

Reckitt & Colman

Tony Davies

(signature)

M Alotta

(witness)

DATED THIS 6th DAY OF September 1999

Liquor Hospitality and Miscellaneous
Workers Union

[Signature]

(signature)

[Signature]

(witness)

DATED THIS _____ DAY OF _____ 1999

Transport Workers Union



-

(signature)

(witness)

DATED THIS _____ DAY OF _____ 1999

Reckitt & Colman

Tony Davies

(signature)

M. Allotta

(witness)

DATED THIS 6th DAY OF September 1999

Liquor Hospitality and Miscellaneous
Workers Union

AT Jones

(signature)

[Signature]

(witness)

DATED THIS DAY OF 1999

Transport Workers Union

[Signature]

(signature)

[Signature]

(witness)

DATED THIS DAY OF 1999



Appendix C

*TO BE USED AS A STARTING POINT FOR DISCUSSION BETWEEN
REPRESENTATIVES FROM EACH AREA*

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CLASSIFICATION STRUCTURE

DRAFT STANDARDS

SUGGESTED CORE TRAINING FOR EACH LEVEL

LEVEL	CORE TRAINING
1	<i>ENTRY LEVEL - Commencement of L2 training</i>
2	<u>QUALIFIED OPERATOR</u> <ul style="list-style-type: none">- R & C PRODUCTS INDUCTION PROGRAMME- COMPANY KNOWLEDGE- OCC. HEALTH & SAFETY 1- QUALITY AWARENESS 1
3A	<u>SKILLED OPERATOR</u> <ul style="list-style-type: none">- OCC. HEALTH & SAFETY 2- QUALITY AWARENESS 2- TEAM PARTICIPATION SKILLS- ON-JOB TRAINING TECHNIQUES- HAND & POWER TOOLS COURSE <u>OR</u> FORKLIFT LICENSE- INTRO. TO WAREHOUSING (Where appropriate)
3	<u>ADVANCED OPERATOR</u> <ul style="list-style-type: none">- GROUP LEADERSHIP PRINCIPLES- BASIC TRAINING & ASSESSMENT PROCEDURES- TOTAL PRODUCTIVE MAINTENANCE TECHNIQUES- BASIC COMPUTING SKILLS
4	<u>MULTI-SKILLED OR SPECIALIST OPERATOR</u> <p><i>Where appropriate :</i></p> <ul style="list-style-type: none">- BASIC CHEMISTRY- WAREHOUSING/DISTRIBUTION SYSTEMS- HANDLING HAZARDOUS CHEMICALS/ DANGEROUS GOODS

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5

MULTI-SKILLED OR SPECIALIST OPERATOR

Where appropriate :

- ADVANCED QUALITY AWARENESS
- ADVANCED SAFETY KNOWLEDGE
- PRODUCT COMPOSITION & PROPERTIES
- STOCK CONTROL, MANAGEMENT & PLANNING
- BASIC COMPUTER SYSTEMS (BOS, BPCS)

6

TEAM CO-ORDINATOR

Where appropriate :

- LEADERSHIP SKILLS
- TRAIN-THE-TRAINER PROGRAMME
- CUSTOMER SERVICE
- SYSTEMS ANALYSIS
- PROCESS IMPROVEMENT TECHNIQUES

7

SECTION CO-ORDINATOR

- ADVANCED LEADERSHIP SKILLS
- DESIGNING TRAINING PROGRAMMES
- CONTINUOUS IMPROVEMENT PROGRAMME

8

MANAGEMENT TRAINEE

- MANAGEMENT PRINCIPLES
- CONFLICT RESOLUTION
- NEGOTIATION SKILLS
- REPORT WRITING SKILLS
- INDUSTRY AWARENESS



1.

GENERAL INFORMATION

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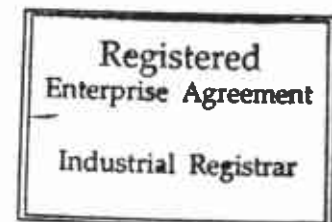
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- 1.3 GENERAL REQUIREMENTS FOR EACH LEVEL

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- 2.2 LEVEL 2
- 2.3 LEVEL 3A
- 2.4 LEVEL 3
- 2.5 LEVEL 4
- 2.6 LEVEL 5
- 2.7 LEVEL 6
- 2.8 LEVEL 7A
- 2.9 LEVEL 7
- 2.10 LEVEL 8



3. EMPLOYEE DEVELOPMENT

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- 3.2 EMPLOYEE MOVEMENT BETWEEN STREAMS
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1.1 INTRODUCTION

The primary aims of introducing a skills-based Classification Structure are to provide a sound framework for meeting the needs of the business and for developing and rewarding employees in a fair and equitable manner.

By establishing an integrated structure with defined competency standards at each level, avenues for career pathing will become clearer. In turn, this will provide increased opportunities for structured individual development and progression.

1.2 CLASSIFICATION STRUCTURE

The Classification Structure has 8 levels, with two additional interim levels (3A and 7A) to recognise recent skill development and provide a smooth transition to the new Structure.

Work is organised into four streams - *Production, Warehousing, Laboratory and Services*. This allows for the standards to more accurately reflect the varying nature of work between the different functional areas of the company.

1.3 GENERAL REQUIREMENTS FOR EACH LEVEL

The requirements for each level are defined in three areas:

SCOPE OF WORK

TRAINING REQUIRED

COMPETENCY STANDARDS

SCOPE OF WORK

This area indicates the scope of work typically expected of an employee at a particular classification level.

TRAINING REQUIRED

Two types of training will be provided to allow employees to meet the required competency standards at each level.

Core Training: This refers to training which is relevant to competent performance in all roles at a particular level.

On-Job Training: This type of training is provided to enable employees to achieve the level of competence required in the particular tasks associated with their respective roles.

COMPETENCY STANDARDS

Within each classification level, there are typical standards of competency that employees are expected to achieve. These standards reflect the increasing complexity of work between levels.



2.

CLASSIFICATION LEVEL STANDARDS

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2.1

LEVEL 1 - TRAINEE OPERATOR

SCOPE OF WORK

Employees at this level will undertake structured training to enable them to develop competence in basic machine operations within at least one major work centre (eg. Household or Aerosol).

TRAINING REQUIRED

- Core Training:
- * INDUCTION PROGRAMME
 - * COMPANY KNOWLEDGE
 - * OCCUPATIONAL HEALTH & SAFETY 1
 - * QUALITY AWARENESS 1

On-Job Training:

On-job training will be undertaken to enable the employee to successfully meet all required competencies.

TYPICAL COMPETENCY STANDARDS

Education, Experience and Training

- Attain literacy and numeracy levels to specified entry level criteria
- No previous experience required
- Successfully complete one to three months of training

General Responsibilities

- Assume responsibility for making the necessary decisions to ensure that routine work processes and procedures are completed efficiently
- Recognise deviations/faults in materials, information and work to ensure correct work output
- Work effectively under direct supervision
- Recognise and correct straightforward problems
- Manage time effectively to meet work schedules allocated by the supervisor

Knowledge

- Acquire a basic general knowledge about the company
- Acquire a sound knowledge of relevant operating procedures
- Acquire a basic knowledge of the area work flow, products and machinery



Level 1 - Trainee Operator (Continued)

Communication

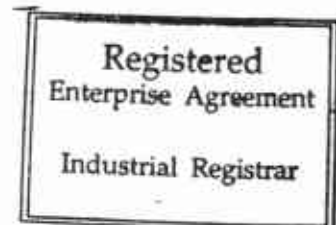
- Work within a team as a participative and co-operative member
- Understand basic information, instruction or procedures
- Record or verbally report basic information, clearly and to required specifications

Work Context

- Understand and correctly apply Occupational Health and Safety requirements to prevent injury to self and others

Technical Skills (Where required)

- Complete basic arithmetic accurately and record clearly
- Use manually controlled mobile equipment correctly, ensuring safe movement and storage
- Operate machines according to procedures, using basic controls to ensure correct processing of product
- Maintain a clean and tidy work area in accordance with procedures, ensuring correct disposal of waste



2.2

LEVEL 2 - QUALIFIED OPERATOR

SCOPE OF WORK

Employees classified at this level will have completed their basic training and will be expected to demonstrate competence in basic machine operations within at least one major work centre (eg. Household or Aerosol) and to assist in other areas if required.

TRAINING REQUIRED (To be completed during the period as a Trainee Operator)

Core Training:	*	INDUCTION PROGRAMME
	*	COMPANY KNOWLEDGE
	*	OCCUPATIONAL HEALTH & SAFETY 1
	*	QUALITY AWARENESS 1

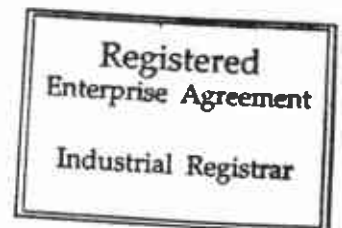
On-Job Training:

On-job training will be undertaken to enable the employee to successfully meet all required competencies.

TYPICAL COMPETENCY STANDARDS

Education, Experience and Training

- Attain literacy and numeracy levels to specified entry level criteria
- Up to three months as a Trainee Operator.
- Successfully complete one to three months of training



General Responsibilities

- Assume responsibility for making the necessary decisions to ensure that routine work processes and procedures are completed efficiently
- Recognise deviations/faults in materials, information and work to ensure correct work output
- Work effectively under routine supervision
- Detect unusual errors or problems occurring in routine work activities and advise appropriate person
- Manage time effectively to meet work schedules allocated by the supervisor

Knowledge

- Acquire a basic general knowledge about the company
- Acquire a working knowledge of other relevant jobs for purposes of relieving employees
- Acquire a basic knowledge of the work flow, products and machinery in relevant areas

Level 2 - Qualified Operator (Continued)

Communication

- Work within a team as a participative and co-operative member
- Explain procedures, action or situations to others, ensuring clear and effective communication
- Liaise with other work areas to provide or access information, services or materials, correctly and on time
- Understand basic information, instruction or procedures
- Record or verbally report basic information, clearly and to required specifications

Work Context

- Understand and correctly apply Occupational Health and Safety requirements to prevent injury to self and others

Technical Skills (Where required)

- Complete basic arithmetic accurately and record clearly
- Measure quantity of product or material accurately using basic measuring device(s)
- Use manually controlled mobile equipment correctly, ensuring safe movement and storage
- Operate machines according to procedures, using basic controls to ensure correct processing of product
- Maintain a clean and tidy work area in accordance with procedures, ensuring correct disposal of waste

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2.3

LEVEL 3A - SKILLED OPERATOR

SCOPE OF WORK

Employees classified at this level will be expected to demonstrate competence in all tasks associated with at least one major work centre (eg. Household, Aerosol) and to be capable of assisting in other centres as required. Duties will include at least two of the following skills: basic line set-up/adjustments, basic maintenance, Forklift driving.

TRAINING REQUIRED

- Core Training:**
- * OCCUPATIONAL HEALTH AND SAFETY 11 (Workplace Audits)
 - * QUALITY AWARENESS 11 (Continuous Improvement)
 - * TEAM PARTICIPATION SKILLS
 - * ON-JOB TRAINING TECHNIQUES
 - * HAND AND POWER TOOLS COURSE
OR
FORKLIFT LICENSE
 - * INTRODUCTION TO WAREHOUSING (Where appropriate)

On-Job Training:

On-job training will have been undertaken to enable the employee to successfully meet all required competencies.

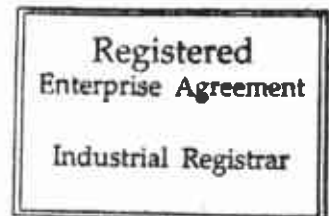
TYPICAL COMPETENCY STANDARDS

Education, Experience and Training

- Attain literacy and numeracy levels to specified criteria
- From three to six months as a Qualified Operator
- Successfully complete from three to six months on-job training

General Responsibilities

- Assume responsibility for determining the most efficient method and sequence in which work activities are completed within the limits of established procedures
- Recognise deviations/faults in materials, information and work to ensure correct work output
- Work effectively under routine supervision
- Detect unusual errors or problems occurring in routine work activities and advise appropriate person. Where authorised, correct the situation
- Plan materials for own work to ensure correct and sufficient supply
- Manage time effectively to meet allocated work schedules



Level 3A (continued)

Knowledge

- Acquire a basic general knowledge about the company.
- Acquire a working knowledge of other relevant jobs for purposes of relieving employees
- Acquire a basic knowledge of the work flow, products and machinery in relevant areas.

Communication

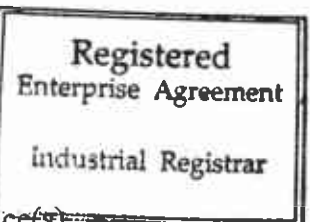
- Work within a team as a participative and co-operative team member
- Provide one-on-one, on-job training in specific task activities, ensuring clear communication and effective monitoring of skill development in the trainee
- Liaise with other work areas to provide or access information, services or materials, correctly and on time
- Understand detailed, but not complex, information, instruction or procedures
- Maintain detailed records accurately, clearly and to required specifications

Work Context

- Understand and correctly apply Occupational Health and Safety requirements to prevent injury to self and others

Technical Skills (Where required)

- Complete basic arithmetic accurately and record clearly
- Measure quantity of product or material accurately using basic measuring device(s)
- Use basic hand or power-operated tools or equipment correctly and safely
- Use manually controlled mobile equipment correctly, ensuring safe movement and storage
- Operate power-driven mobile equipment requiring licensing correctly and safely
- Operate machines according to procedures, using an array of controls to ensure correct processing of product
- Complete basic mechanical set-up/adjustments, ensuring specified procedures are followed correctly
- Disassemble and assemble a small number of basic machine parts accurately, using simple tools where necessary
- Complete basic maintenance on machines or equipment, correctly following procedures
- Clean basic equipment or machine parts, using correct cleaning agents and following specified procedures



2.4

LEVEL 3 - ADVANCED OPERATOR

SCOPE OF WORK

Employees classified at this level will be expected to demonstrate competence in Level 3A duties within at least one major work centre, and be capable of assuming basic leadership responsibilities where appropriate. Additional skills at this level may include, for example, inducting, training and assessing competence of new employees, data entry, more complex line set-up and adjustment procedures.

TRAINING REQUIRED

Core Training: *

- * GROUP LEADERSHIP PRINCIPLES
- * BASIC TRAINING AND ASSESSMENT PROCEDURES
- * TOTAL PRODUCTIVE MAINTENANCE TECHNIQUES
OR
BASIC COMPUTING SKILLS

On-Job Training:

On-job training will have been undertaken to enable the employee to successfully meet all required competencies.

TYPICAL COMPETENCY STANDARDS

Education, Experience and Training

- Attain literacy and numeracy levels to specified criteria
- From three to six months as a Skilled Operator
- Successfully complete from three to six months on-job training

General Responsibilities

- Assume responsibility for determining the most efficient method and sequence in which work activities are completed within the limits of established procedures
- Recognise deviations/faults in materials, information and work to ensure correct work output
- Work effectively under moderate supervision, with general responsibility for conducting daily work within the scope of the job
- Detect unusual errors or problems occurring in routine work activities and advise appropriate person. Where authorised, correct the situation
- Plan materials for own work to ensure correct and sufficient supply
- Manage time effectively to meet occasional competing activities, requiring prioritising

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Level 3 - Advanced Operator (Continued)



Knowledge

- Acquire a basic general knowledge about the company
- Acquire a working knowledge of other relevant jobs for purposes of relieving or training employees
- Acquire a basic knowledge of the work flow, products and machinery in relevant areas

Communication

- Co-ordinate the activities of team members, including allocating tasks and providing assistance
- Provide one-on-one, on-job training in specific task activities, ensuring clear communication and effective monitoring of skill development in the trainee
- Liaise with other work areas to provide or access information, services or materials, correctly and on time
- Understand detailed, but not complex, information, instruction or procedures
- Maintain detailed records accurately, clearly and to required specifications

Work Context

- Understand and correctly apply Occupational Health and Safety requirements to prevent injury to self and others

Technical Skills (Where required)

- Complete calculations using simple formulae accurately and record clearly
- Measure quantity of product or material accurately using basic measuring device(s)
- Use basic keyboard skills to accurately input, access or transfer routine information
- Use basic hand or power-operated tools or equipment correctly and safely
- Use manually controlled mobile equipment correctly, ensuring safe movement and storage
- Operate power-driven mobile equipment requiring licensing correctly and safely
- Operate machines according to procedures, using an array of controls to ensure correct processing of product
- Complete detailed mechanical set-up/adjustments for batch, size or product change, ensuring specified procedures are followed correctly
- Disassemble and assemble a small number of basic machine parts accurately, using simple tools where necessary
- Complete basic maintenance on machines or equipment, correctly following procedures
- Clean basic equipment or machine parts, using correct cleaning agents and following specified procedures

2.5 LEVEL 4 - MULTI-SKILLED/SPECIALIST OPERATOR

SCOPE OF WORK

Employees classified at this level will be expected to demonstrate competence in either

- (i) specialist roles, such as basic mixing skills or despatch skills, or
- (ii) multi-skilled stores roles, including such duties as receiving, clerical/administrative, data entry and forklift driving, or multi-skilled production duties (to be defined)

TRAINING REQUIRED

Core Training: * WAREHOUSING/DISTRIBUTION SYSTEMS
 * BASIC CHEMISTRY (Where appropriate)
 * HANDLING HAZARDOUS CHEMICALS
 * ???

On-Job Training:

On-job training will have been undertaken to enable the employee to successfully meet all required competencies.

TYPICAL COMPETENCY STANDARDS

Education, Experience and Training

- Attain literacy and numeracy levels to specified criteria
- From six to twelve months as an Advanced Operator
- Successfully complete from three to six months on-job training

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General Responsibilities

- Assume responsibility for determining the most appropriate resources and approaches to achieve outcomes. Considerable initiative is required, generally without supervisory assistance
- Identify recurrent quality problems or issues, using considerable experience to detect, and implement/initiate action to rectify the situation
- Work effectively under moderate supervision, with general responsibility for conducting daily work within the scope of the job
- Detect unusual errors or problems occurring in routine work activities and advise appropriate person. Where authorised, correct the situation
- Plan materials for own work to ensure correct and sufficient supply
- Manage time effectively to meet occasional competing activities, requiring prioritising

Level 4 - Multi-Skilled/Specialist Operator (Continued)

Knowledge

- Acquire a working knowledge about the structure of the company, including department functions and inter-relationships
- Acquire an understanding of the nature and requirements of roles within other departments that have a direct impact on the current role
- Acquire a basic knowledge of the work flow, products and machinery in relevant areas

Communication

- Co-ordinate the activities of team members, including allocating tasks and providing assistance
- Provide one-on-one, on-job training in specific task activities, ensuring clear communication and effective monitoring of skill development in the trainee
- Liaise with other work areas to provide or access information, services or materials, correctly and on time
- Communicate with external supplier or adviser on an occasional basis to ensure that information, services or products are supplied or provided correctly and on time
- Understand detailed, but not complex, information, instruction or procedures
- Maintain detailed records accurately, clearly and to required specifications

Work Context

- Understand and correctly apply Occupational Health and Safety requirements to prevent injury to self and others.

Technical Skills (Where required)

- Complete calculations using simple formulae accurately and record clearly
- Measure quantity of product or material accurately using basic measuring device(s)
- Use basic keyboard skills to accurately input, access or transfer routine information
- Use basic hand or power-operated tools or equipment correctly and safely
- Use manually controlled mobile equipment correctly, ensuring safe movement and storage
- Operate power-driven mobile equipment requiring licensing correctly and safely
- Operate machines according to procedures, using an array of controls to ensure correct processing of product
- Complete detailed mechanical set-up/adjustments for batch, size or product change, ensuring specified procedures are followed correctly
- Disassemble and assemble a small number of basic machine parts accurately, using simple tools where necessary
- Complete routine maintenance on machines or equipment, correctly following procedures
- Clean basic equipment or machine parts, using correct cleaning agents and following specified procedures
- Transfer and store sealed containers of hazardous chemicals according to specified procedures



2.6 LEVEL 5 - MULTI-SKILLED/SPECIALIST OPERATOR

SCOPE OF WORK

Employees classified at this level will be expected to build on their Level 4 skills by demonstrating competence in either

- (i) specialist roles, such as advanced mixing skills or warehouse checking skills, or
- (ii) multi-skilled stores roles. (including store procedures, distribution systems, suppliers) multi-skilled production duties (to be defined)

TRAINING REQUIRED

- Core Training:
- * ADVANCED QUALITY AWARENESS
 - * ADVANCED SAFETY KNOWLEDGE
(Personal Protective Equipment, Confined Spaces Entry)
 - * PRODUCT COMPOSITION AND PROPERTIES
 - * STOCK CONTROL, MANAGEMENT AND PLANNING
 - * BASIC COMPUTER SYSTEMS (BOS/BPCS)

On-Job Training:

On-job training will have been undertaken to enable the employee to successfully meet all required competencies.

TYPICAL COMPETENCY STANDARDS

Education, Experience and Training

- Successful completion of 2 year Part-time TAFE Course or equivalent
- From six to twelve months as a Level 4 Operator
- Successfully complete from six months to twelve months of on-job training

General Responsibilities

- Assume responsibility for determining the most appropriate resources and approaches to achieve outcomes. Considerable initiative is required, generally without supervisory assistance
- Identify recurrent quality problems or issues, using considerable experience to detect, and implement/initiate action to rectify the situation
- Work effectively under moderate supervision, with general responsibility for conducting daily work within the scope of the job
- Detect unusual errors or problems occurring in routine work activities and advise appropriate person. Where authorised, correct the situation
- Plan materials for own work to ensure correct and sufficient supply
- Manage time effectively to meet occasional competing activities, requiring prioritising



Level 5 - Multi-Skilled/Specialist Operator (Continued)

Knowledge

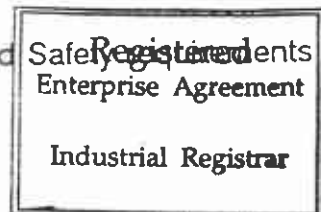
- Acquire a working knowledge about the structure of the company, including department functions and inter-relationships
- Acquire an understanding of the nature and requirements of roles within other departments that have a direct impact on the current role
- Acquire an in-depth knowledge of specific functions, eg. systems, supplier base or raw materials

Communication

- Co-ordinate the activities of team members, including allocating tasks and providing assistance
- Provide one-on-one, on-job training in specific task activities, ensuring clear communication and effective monitoring of skill development in the trainee
- Liaise with other work areas to provide or access information, services or materials, correctly and on time
- Communicate with external supplier or adviser on an occasional basis to ensure that information, services or products are supplied or provided correctly and on time
- Understand detailed, but not complex, information, instruction or procedures
- Maintain detailed records accurately, clearly and to required specifications

Work Context

- Understand and correctly apply Occupational Health and Safety Registered Enterprise Agreement to prevent injury to self and others



Technical Skills (Where required)

- Complete calculations using simple formulae accurately and record clearly
- Measure quantity of product or material accurately using precision measuring device(s)
- Use intermediate keyboard skills to accurately generate/access information for reporting, tracking or inventory control purposes
- Use basic hand or power-operated tools or equipment correctly and safely
- Use manually controlled mobile equipment correctly, ensuring safe movement and storage
- Operate power-driven mobile equipment requiring licensing correctly and safely
- Operate machines according to procedures, using an array of controls to ensure correct processing of product
- Complete detailed mechanical set-up/adjustments for batch, size or product change, ensuring specified procedures are followed correctly
- Disassemble and assemble a small number of basic machine parts accurately, using simple tools where necessary
- Complete routine maintenance on machines or equipment, correctly following procedures
- Clean basic equipment or machine parts, using correct cleaning agents and following specified procedures
- Handle hazardous chemicals, following correct safety and storage procedures

2.7 LEVEL 6 - TEAM CO-ORDINATOR

SCOPE OF WORK

Employees classified at this level will be expected to build on their Level 5 skills by demonstrating competence in:

- (i) leading and organising the work of a specialist work unit or a large production group, and
- (ii) co-ordinating an operator training programme,
- (iii) undertaking work flow management,
- (iv) undertaking analysis for work process improvement,
- (v) advanced knowledge in relevant specialist areas, eg.
 - Material Storage practices
 - Transport/Distribution systems
 - Management Information systems
 - Chemistry

TRAINING REQUIRED

- Core Training:
- LEADERSHIP SKILLS
 - TRAIN-THE-TRAINER PROGRAMME
 - CUSTOMER SERVICE
 - SYSTEMS ANALYSIS

On-Job Training:

On-job training will be undertaken to enable the employee to successfully meet all required competencies.

TYPICAL COMPETENCY STANDARDS

Education, Experience and Training

- Successful completion of 1 year part-time TAFE course or equivalent
- From 1-3 years experience as a Level 5 operator
- Successfully complete from 6-12 months of on-job training

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General Responsibilities

- Assume responsibility for determining the most appropriate resources and approaches to be used to achieve required outcomes. Considerable initiative is required, generally without supervisory assistance.
- Identify recurrent quality problems or issues, using considerable experience to detect, and implement/initiate action to rectify the situation
- Work effectively under moderate supervision, with general responsibility for conducting daily work within the work area
- Detect difficult or recurring problems in routine work activities, Decide on an appropriate long-term solution and implement the improvement, without supervisory assistance, but notifying the supervisor of the actions taken
- Prioritise time effectively to meet occasional competing activities
- Develop a planned order of activities which is cost and/or time efficient, and which meets required schedule or specifications

Knowledge

- Acquire a working knowledge about the structure of the company, including department functions and inter-relationships
- Acquire an understanding of the nature of and requirements of roles within other departments that have a direct impact on the current role
- Acquire an in-depth knowledge of specific functions, eg. systems, supplier base, raw materials etc.

Communication

- Schedule, co-ordinate and monitor the work activities of a team, including goal setting and monitoring of progress; assist in establishing training and development plans for each team member, and provide advice and assistance where necessary
- Assume responsibility for and organise/conduct complete on-job training of individual employees, including organising any specialist training resources
- Provide guidance or advice to others in order to assist them in achieving objectives or sorting out difficult situations, ensuring that communication is handled sensitively
- Liaise with other work areas to provide or access required information, services or materials, correctly and on time
- Communicate with external supplier or advisor on an occasional basis to ensure that information, services or products are supplied or provided correctly and on time
- Understand detailed information, instruction or procedures
- Assist in the preparation/modification of work procedures or specifications, training or induction programmes, clearly and accurately

Work Context

- Understand and correctly apply Occupational Health and Safety requirements where there is functional responsibility to ensure the safety of others in the work area

Technical Skills (where required)

- Complete calculations using simple formulae accurately and record clearly
- Measure quantity or quality of product using precision measuring device(s)
- Use intermediate keyboard skills to accurately generate/access information for reporting, tracking or inventory control purposes
- Use hand-held power-operated tools/equipment correctly and safely
- Operate power-driven mobile equipment requiring licensing correctly and safely
- Operate machines according to procedures, using an array of controls to ensure correct processing of product or material
- Complete basic mechanical set-up and adjustments, ensuring specified procedures are followed correctly
- Disassemble and assemble a small number of machine parts accurately, using simple tools where necessary
- Complete routine maintenance on machines/equipment, correctly following procedures
- Clean basic equipment or machine parts, using correct cleaning agents and following specified procedures
- Handle hazardous chemicals/dangerous goods, following correct safety and storage procedures



2.8 LEVEL 7 - SECTION CO-ORDINATOR

SCOPE OF WORK

Employees classified at this level will be expected to build on their Level 6 skills by demonstrating competence in:

- (i) advanced leadership (motivation, counselling, grievances etc.)
- (ii) designing structured training programmes
- (iii) organising resources and exercising overall responsibility for effective operations within the work section
- (iv) detailed understanding of all equipment/machines, systems and work processes within the work section
- (v) comprehensive understanding of how management information systems within the work section relate to other sections of the business
- (vi) internal and external customer communication
- (vii) participation in Continuous Improvement Programmes

TRAINING REQUIRED

Core Training:

- ADVANCED LEADERSHIP SKILLS
- DESIGNING TRAINING PROGRAMMES
- CONTINUOUS IMPROVEMENT PROGRAMME

On-Job Training:

On-job training will be undertaken to enable the employee to successfully meet all required competencies.

TYPICAL COMPETENCY STANDARDS

Education, Experience and Training

- Successful completion of 1 year part-time TAFE course or equivalent
- More than 3 years experience as a Level 6 operator
- Successfully complete from 6-12 months of on-job training

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General Responsibilities

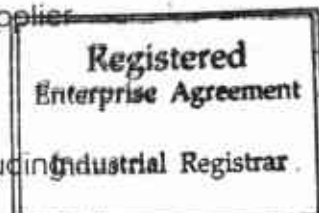
- Assume responsibility for decisions required in the day-to-day running of a work section, including those relating to output and work allocation, without supervisory assistance
- Anticipate or predict potential quality problems or issues, based on analyses or patterns of information, and implement/initiate action to rectify the situation so that quality requirements are met in the future
- Work effectively under general supervision with only broad guidance in terms of key activities and outcomes. General responsibility is required for the organisation, planning and conduct of most of the work within the section
- Detect difficult or recurring problems in routine work activities, Decide on an appropriate long-term solution and implement the improvement, without supervisory assistance, but notifying the supervisor of the actions taken
- Prioritise time effectively to meet on-going competing activities
- Develop a planned order of activities which is cost and/or time efficient, and which meets required schedule or specifications

Knowledge

- Acquire a working knowledge about the structure of the company, including department functions and inter-relationships
- Acquire a sound knowledge of the requirements of all jobs within the department, including the main responsibilities of each employee and the way work relates to current strategies and values
- Acquire an in-depth knowledge of specific functions, eg. systems, supplier base, raw materials etc.

Communication

- Schedule, co-ordinate and monitor the work activities of a team, including goal setting and monitoring of progress; establishing training and development plans for each team member, and provide advice and assistance where necessary
- Assume responsibility for and organise/conduct complete on-job training of individual employees, including organising any specialist training resources
- Influence the thinking and/or behaviour of others through persuasion or negotiation, presenting information in an objective manner and ensuring clear and effective communication
- Liaise with other work areas to direct or monitor activities, ensuring effective communication
- Communicate with external supplier or advisor on a regular basis to ensure that information, services or products are correctly supplied/provided
- Understand and interpret highly detailed information, or procedures
- Prepare/modify work procedures or specifications, training or induction programmes, clearly and accurately



Work Context

- Understand and correctly apply Occupational Health and Safety requirements where there is functional responsibility to ensure the safety of others in the section

Technical Skills (where required)

- Complete calculations using simple formulae accurately and record clearly
- Measure quantity or quality of product using precision measuring device(s)
- Use intermediate keyboard skills to accurately generate/access information for reporting, tracking or inventory control purposes
- Use hand-held power-operated tools/equipment correctly and safely
- Operate power-driven mobile equipment requiring licensing correctly and safely
- Operate machines according to procedures, using an array of controls to ensure correct processing of product or material
- Complete basic mechanical set-up and adjustments, ensuring specified procedures are followed correctly
- Disassemble and assemble a small number of machine parts accurately, using simple tools where necessary
- Complete routine maintenance on machines/equipment, correctly following procedures
- Clean basic equipment or machine parts, using correct cleaning agents and following specified procedures
- Co-ordinate and supervise the use of hazardous chemicals/dangerous goods, ensuring correct handling and storage procedures

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2.9 LEVEL 8 - MANAGEMENT TRAINEE

SCOPE OF WORK

Employees classified at this level will be expected to build on their Level 7 skills by undertaking training in preparation for a management position. This Level is essentially a transition stage. Level 8 employees will be expected to work without supervision and perform a range of tasks of a higher complexity than those required at Level 7.

They will have responsibility for considerable decision making within broad policies including the planning of work, work flow, training and development of the employees for whom they are responsible, and a high degree of technical skill within their work area. They may be required to represent their department on new product development and continuous improvement projects.

Competence will be demonstrated in:

- (i)
- (ii)
- (iii)
- (iv)
- (v)

TRAINING REQUIRED

Core Training: *

- *
- *
- *
- *



On-Job Training:

On-job training will be undertaken to enable the employee to successfully meet all required competencies

TYPICAL COMPETENCY STANDARDS

2.9 LEVEL 8 - MANAGEMENT TRAINEE

SCOPE OF WORK

Employees classified at this level will be expected to build on their Level 7 skills by undertaking training in preparation for a management position. This Level essentially provides a transition stage for those employees interested in progressing to a management position. Level 8 employees will be expected to work without supervision and perform a range of tasks of a higher complexity than those required at Level 7.

They will have responsibility for considerable decision making within broad policies including the planning of work, work flow, training and development of the employees for whom they are responsible, and a high degree of technical skill within their work area. They may be required to represent their department on new product development and continuous improvement projects.

Indicative competencies at this level include:

- (i) Assist other levels as required
- (ii) Develop, conduct and/or co-ordinate the delivery of structured training
- (iii) Perform a range of tasks involving the set-up and operation of an entire production system of a more complex nature than Level 7 or overseeing more than one production system OR

Perform a range of tasks involving overseeing more than one company receipt, storage and despatch system OR

Perform a range of tasks involving overseeing more than one quality assurance system

- (iv) Knowledge of modern management practices such as JIT, Kaizen etc.

TRAINING REQUIRED

- Core Training:
- MANAGEMENT PRINCIPLES
 - CONFLICT RESOLUTION
 - NEGOTIATION SKILLS
 - REPORT WRITING SKILLS
 - INDUSTRY AWARENESS

On-Job Training:

On-job training will be undertaken to enable the employee to successfully meet all required competencies



TYPICAL COMPETENCY STANDARDS

Education, Experience and Training

- Successful completion of 2 year part-time TAFE course or equivalent
- More than 3 years experience as a Level 7 operator
- Successfully complete from 1-3 years of on-job training

General Responsibilities

- Assume responsibility for making decisions which have a significant impact on the department, without supervisory assistance
- Anticipate or predict potential quality problems or issues, based on analyses or patterns of information, and implement/initiate action to rectify the situation so that quality requirements are met in the future
- Work effectively under general supervision with only broad guidance in terms of key activities and outcomes. General responsibility is required for the organisation, planning and conduct of most of the work within the department.
- Identify serious or complex problems in work activities that require considerable experience to detect, and through interpretation of a pattern of information, implement appropriate and lasting solutions, calling upon expert assistance if required
- Prioritise time effectively to meet on-going competing activities
- Develop a logical sequence of activities, procedures or operations required to complete a specific phase or section of a major project

Knowledge

- Maintain an up-to-date, working knowledge of any major organisational changes, including a general awareness of changes to overall company strategies, products, policies and procedures, in order to effectively complete work activities
- Acquire a sound knowledge of the requirements of all jobs within the department, including the main responsibilities of each employee and the way work relates to current strategies and values
- Acquire an in-depth knowledge of specific functions, eg. systems, supplier base, raw materials etc.

Communication

- Schedule, co-ordinate and monitor the work activities of a team, including goal setting and monitoring of progress; establishing training and development plans for each team member, and provide advice and assistance where necessary, in order to promote effective and harmonious relationships



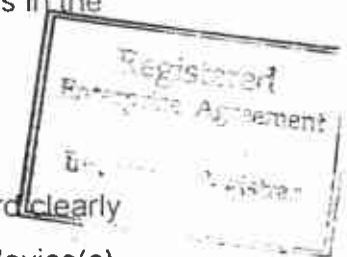
- Conduct a structured training programme for a group, ensuring clear communication; identification of individual needs and the provision of appropriate responses; effective monitoring of skill development, and the achievement of desired training outcomes
- Assume third party responsibility for identifying, clarifying and resolving conflicts, ensuring that the interaction is handled sensitively and resulting in a positive outcome for both parties where possible
- Provide specialist advice or knowledge to personnel from other work areas in order to increase the effectiveness of operations, policies or procedures
- Provide or access specialist advice to/from external supplier, customer or adviser in order to ensure effectiveness of operations, policies or procedures
- Understand and interpret highly detailed information, or procedures
- Provide a detailed written report ensuring accurate and clear presentation

Work Context

- Understand and correctly apply Occupational Health and Safety requirements where there is functional responsibility to ensure the safety of others in the section

Technical Skills (application and/or understanding where required)

- Complete calculations using detailed formulae accurately and record clearly
- Measure quantity or quality of product using precision measuring device(s)
- Use advanced keyboard skills to efficiently operate complex systems or in-house software packages
- Use hand-held power-operated tools/equipment correctly and safely
- Operate power-driven mobile equipment requiring licensing correctly and safely
- Operate machines according to procedures, using an array of controls to ensure correct processing of product or material
- Complete basic mechanical set-up and adjustments, ensuring specified procedures are followed correctly
- Disassemble and assemble a small number of machine parts accurately, using simple tools where necessary
- Complete routine maintenance on machines/equipment, correctly following procedures
- Clean basic equipment or machine parts, using correct cleaning agents and following specified procedures
- Co-ordinate and supervise the use of hazardous chemicals/dangerous goods, ensuring correct handling and storage procedures



SECURITY OF EMPLOYMENT AGREEMENT

1. INTRODUCTION

Reckitt & Colman values the contribution of its employees. It wishes to use their skills and knowledge in a team environment. The best way to ensure on-going employment opportunities is to have a strong and productive Company.

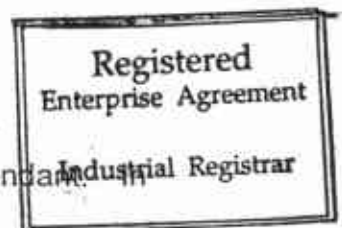
From time to time it will be necessary to make decisions which are aimed at the strengthening of our business. These decisions may involve expanding or reducing certain activities, buying new brands or selling existing ones, introducing modern technology and better using our resources.

The Company is committed to the concept of security of employment for its employees. It will to the maximum extent possible avoid redundancy situations. Nevertheless there may be occasions in which redundancies are unavoidable. In these circumstances, the following procedures outlined below will be applied.

2. BEFORE REDUNDANCY

The Company will make every effort to avoid making our people redundant. In situations where redundancies could occur, the Company will:

- 2.1 As a first step, look at other areas within the Company where employees can be provided with productive work.
- 2.2 Advise our employees and their unions of these alternative employment opportunities and discuss the likely options with them (including re-training and transfers etc.).
- 2.3 Offer alternative employment opportunities where they are available within the Company.
- 2.4 Approach other companies to try and arrange employment opportunities (including any company taking over part of the Reckitt & Colman business).
- 2.5 Comply with its obligations under relevant awards and legislation.
- 2.6 Agree that casual employees or contract labour will be terminated prior to the retrenchment of permanent employees.



The Company would like to give our employees as much choice as possible in these situations.

3. SCOPE

Retrenchment applies only to employees who have completed in excess of 18 continuous weeks of service.

4. RETRENCHMENT

- 4.1 Retrenchment is cessation of employment of an employee on the initiative of the Company, except for dismissal on grounds allowed within awards as grounds for dismissal.
- 4.2 When an employee who is classified within the production/ distribution or trades structures is moved to a job graded at a different level from his/her own, but within their structure or its equivalent, such a move will not constitute a retrenchment situation.
- 4.3 Without prejudice to 4.2, when an employee is declared redundant by the Company, it may offer the redundant employee an alternative job. In such a case the employee may elect to take the alternative job or be retrenched. An employee electing to take this option will still be entitled to redundancy for a period of up to eighteen (18) weeks after commencing his/her alternative job.
- 4.4 Where an employee decides to accept another job as an alternative to retrenchment and the other job pays less than the one that has become redundant, the employee's wage will be frozen at the level of the redundant job until the rate for the lower paying job catches up. Acceptance of another job as an alternative to retrenchment will not affect an employee's service payment.



5. SELECTION

- 5.1 Management will notify unions when jobs become redundant but before any employee is retrenched. The parties will consult about alternative employment opportunities as early as practicable in this process including the steps set out in section 2 "Before Redundancy".
- 5.2 When Management have notified unions of redundant jobs, Management will consult fully with union representatives in determining employees to be retrenched.

5.3 The basis for selection of employees to be retrenched will be:

1. Volunteers for retrenchment will be retrenched first, provided that:
 - 1.1 In the event of there being more volunteers than are redundant jobs, retrenchment will be on the basis of last in first out among the volunteers; (in other words the volunteer with least continuous service with the Company will be retrenched first).
 - 1.2 The Company reserves the right to refuse voluntary redundancies where the skills or experience of the employees is vital to the Company's future needs. The parties agree to consult about such circumstances.



6. NOTICE

- 6.1 Employees to be retrenched will be given four (4) weeks notice of retrenchment. This shall constitute a declaration of retrenchment.
- 6.2 An employee notified of retrenchment who within two (2) days of notification elects to terminate immediately will receive one (1) weeks pay in lieu of notice as well as retrenchment payments. All statutory entitlements will be paid up to the end of the shift on the day the employee terminates.
- 6.3 Without prejudice to 6.2 an employee notified of retrenchment may leave at any time during the period of notice without any loss of retrenchment payments. All statutory entitlements will be paid up to the end of the shift on the day the employee terminates.

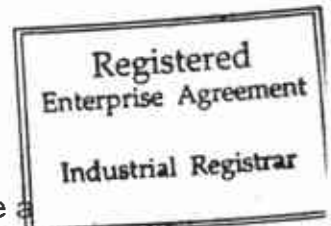
7. PAYMENT ON RETRENCHMENT

Retrenched employees will receive:

- 7.1.1 Four (4) weeks pay for each completed year of continuous service with pro rata payment for any part year at shop rates of pay, including service payment and shift allowance where the retrenchee has worked on shift on a permanent basis, but excluding all other allowances.
- 7.1.2 Each retrenched employee will be paid a severance payment of four (4) weeks wages, calculated at the base rate of pay.
- 7.1.3 33 1/3% loading on all accrued and pro rata annual leave.
- 7.1.4 Pro rata long service leave after five (5) years continuous service.
- 7.1.5 All statutory requirements.
- 7.1.6 Upon death of employee - total payment of benefits to the next of kin (or to the estate of the deceased).

8. ASSISTANCE

- 8.1 Notification of the Commonwealth Employment Service to have a representative from that organisation interview retrenched employees, who wish to obtain its assistance in seeking alternative employment.
- 8.2 Reasonable time up to four (4) days off without loss of pay to allow employees to seek and be interviewed for alternative employment, provided that the employee, if the Company so requests, can substantiate that the time is being used to seek alternative employment.
- 8.3 The Company, in conjunction with the union, will nominate 2/3 counselling groups for individuals to select from for both financial and employment benefit.
- 8.4 Provision of certificate of service.



9. SICK PAY

Outstanding sick leave entitlements under the relevant award will be paid to employees to a maximum of ten (10) days pay.

10. DISPUTES PROCEDURES

10.1 NOT TO BE USED IN OTHER NEGOTIATIONS

This agreement will not be used in support of any other claim against a Company either in enterprise negotiations or in an industrial tribunal.

10.2

Should any disagreements occur about the implementation of this agreement, the disputes procedures of the relevant Award shall apply.

11. DURATION

This Agreement will be in force for a period of two (2) years from the date of signing, and shall continue in force until such time that it is varied by the mutual consent of the parties.



To Reckitt & Colman employees and their unions.

Registered
Enterprise Agreement

Industrial Registrar

Re: Letter of Intent ; Security of Employment

(a) Consultation

I have been asked about the circumstances in which the Company would consult about decisions that may lead to job redundancies.

The Termination, Change and Redundancy decision of the Australian Industrial Relations Commission requires employers to discuss possible redundancies after they have "made a definite decision" about changes in their business. Our Company has already guaranteed that it will consult about possible redundancies, and ways of trying to keep people in jobs, before any employee is retrenched.

We are also committed to giving people as much notice as possible about significant changes that may affect them and to consult with them about such changes - this includes potential redundancy situations. Where practicable, we will involve our employees as early as possible in the decision making process. We may not always be able to notify or consult before a final decision is made because of legal or commercial confidentiality considerations. It must also be understood that the right to make a final decision remains with the Company.

(b) Leave Reserved

It should be noted that in three recent factory closures, the Company discussed with employees how retrenchments would be handled. In these cases we were not able to offer our employees alternative jobs at their site. Because we were asking our employees to work for long periods without being offered alternative work at these locations, special retention payments were offered. At Bellambi this payment reflected each employee's attendance record. If similar circumstances were to occur at the West Ryde site, the Company would be willing to discuss comparable arrangements and is prepared to leave this open in the Job Security Agreement.

I hope that this clarifies the Company's position.



Tony Davies

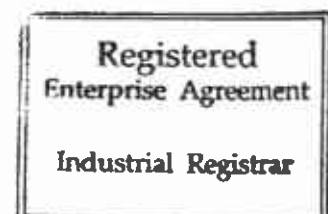
HUMAN RESOURCES MANAGER

**STRUCTURE AND COMPETENCY
ADVISORY GROUP**

The Structure and Competency Advisory Group will work to assist in the introduction of change by identifying training opportunities, developing plans for employees. Also by being a part of the communication program, and reviewing the delivery of career path training. Assessor and assessment workplace groups, conduct assessments in accordance with the established assessment procedure. The role is to collect evidence and make judgements on progress towards competency. Assessment is to decide whether competency has been achieved.

Structure and Competency Advisory group and assessor panels will conduct assessments in accordance with an established assessment procedure.

1. Each work area should have a main responsibility of identifying their local needs, and advising the Structure and Advisory Competency Group to develop training plans, for individuals in that area.
2. Each work area should utilize internal assessors to assist in the development and assessment of individual employees. These assessors are employees who are recognized as being experienced in specific skills relevant to their area. They will also have knowledge of the career structure, its core competencies and the processes for moving employees within the structure. They will act as an advisory internal resource to the group.
3. Work areas may also use external resources to assist with development and assessment of employees. External experts may be called in to help introduce new skills, provide guidance where there is uncertainty or disagreement and ensure consistency in assessment of core competencies between any work area.



4. The Structure and Competency Advisory Group will comprise of five representatives from Manufacturing, Engineering and Distribution as follows: two engineering tradespersons from any area, (one mechanical tradesperson and one electrical tradesperson), one Production person from Household, one person from Distribution and one Production person from Aerosol. These representatives will be elected by employees to the Structure and Competency Advisory Group.

This Group will clarify the Structure and Competency Standards at Reckitt & Colman, so as to increase the flexibility of all employees, to undertake a wider scope of training, and be responsible for the delivery and quality of their own work.

The Group will also do:

- Make recommendations to management about changes in core competencies.
- Give guidance to workplace groups on the core structure competencies.
- Identify training and development opportunities related to core competencies.
- Assist in the transfer of skills, where appropriate, between different career streams within the structure.
- Clarify assessment procedures for competencies.
- Look at such matters as recognition of prior learning, and portability of competencies between areas.
- Ways of developing documentation to record training and development.

<p>Registered Enterprise Agreement</p> <p>Industrial Registrar</p>
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APPEALS MECHANISM

An employee should direct any questions about their assessment, in the first instance to the workplace group interview. The workplace group will explain the reasons for the "not yet competent" assessment and offer further training options.

If there are still questions outstanding then an employees grievance may be put on the agenda of the Structure and Competency Advisory Group who will conduct an independent review. Should the grievance still exist, the matter will be referred to the dispute avoidance procedure. This grievance should be resolved quickly and co-operatively to the mutual satisfaction of all concerned.

This Group shall meet at least bi-monthly unless agreed otherwise by its members -

1. Shall adopt a competency based approach to skills and career development and clarify assessment procedures.
2. Clarify such matters as recognition of prior learning, and portability of competencies between all areas.
3. Ways of developing documentation to record training and development.
4. Determine the correct circumstances in which an employee will be paid at a higher level classification, both temporarily and on a permanent basis, and develop guidelines.

The employer's representatives, shall include as far as practicable a person with authority to implement measures. Management may appoint a number of representatives equal to, but not exceeding, the number of employee representatives.

Decisions will be by mutual consensus.

