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## **Purpose of the Manual**

Use the handbook as an information system for both current employees and as new employees.

The manual is supplied to provide you with details of your working conditions, benefits and relevant company policies. The information contained within should give you, the employee, the basic guidance and foundation to understand the company's aims and goals.

We hope this will empower you with the opportunity's to reach your full potential and forge solid career goals, maximising the benefit to both parties.

The XXX Pest Control employee manual should answer some of your questions regarding policies and procedures within the organisation. It is essential that you understand and comply with all the provisions of this manual.

XXX Pest Control reserves the right to modify, revise or supplement policies and portions of this manual as appropriate. Employees will of course be notified in writing of any such changes to the employee manual as they occur.

## **XXX 's Mission & Values**

CA places great emphasis on professional conduct, quality, innovation and customer service. All team members are expected to uphold and support our mission and values by demonstrating them to those they come in contact with. This is most important to us.

## **Our Mission**

To provide our clients with security from insect attack and to safeguard their health and well being by providing superior pest management services.

## **Our Values**

We foster close relationships so that we better understand what our client's needs and wants are.

We encourage innovation, independent action, team spirit, personal growth and well being of all team members.

We make sure that everything we do reflects exceptional levels of quality. We show the utmost integrity in all business relationships.

## **Team Members Responsibilities**

Your key duties and responsibilities are outlined in your position contract statements that will be updated as required. As you will appreciate, your ongoing responsibilities will change from time to time to meet the changing needs of the company.

## **Introduction & Training**

XXX Pest Control is focused on providing every employee with an environment where they can become part of a team and excel in their chosen career. We believe that every employee's contribution is valuable and encourage staff involvement. It is an important part of every new staff members development and training to familiarise with the working environment at XXX Pest Control.

As part of training at XXX we will assign every new employee with a mentor to help guide him through the introductory process. Your mentor may be a supervisor or the most suitable member of your team. Your mentor will help you familiarise yourself with the working environment and assist you to settle in.

As part of the introduction process you will be shown around the premises and introduced to your fellow colleagues. Any rules and regulations that you need to follow will be outlined by your mentor at this stage. You will also need to fill out various papers to begin your personnel file. These will include banking details, tax and superannuation details as well as any other relevant information.

You will be given on the job training to familiarise you with your new position. Your mentor will ensure that you have a clear idea of your new responsibilities and will be able to fulfil your duties without problems. It is the responsibility of your mentor to ensure you are trained in the safest and most efficient way to perform your job.

You will be given documentation outlining the duties involved in your position. Your mentor will be available to help you with any questions regarding your employment. This arrangement usually ends when your trial period expires.

## **Trial Period and Review**