



# THREE BLUE DUCKS

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## WORKPLACE POLICY

You've been hired because you are a legend at what you do.

The following document goes through expectations and policies that will help you achieve success at Three Blue Ducks.

# ACKNOWLEDGEMENT OF COUNTRY

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The Ducks acknowledge the Traditional Custodians, and Elders past, present and future, of the lands on which we work and live. The Ducks pay forward respects to the Traditional Owners of all the Aboriginal lands that make up Australia from which our venues sit, and products are sourced.



While you are working for Three Blue Ducks you will come into contact and be trusted with confidential information and methods of working. You must not disclose, discuss, show, tell or share, directly or indirectly any person for any reason other than in the conduct of the company's business (or if legally required).

- You must not disclose, discuss, show or share, directly or indirectly any of the company's information that may come to your notice during the time you are working for us to any members of staff, which includes managers (senior or otherwise) of other restaurants in the Three Blue Ducks unless express permission is given from the owners.
- Examples of our confidential information and methods of working include, but are not limited to financial information, information about guests, methods of working, systems, manuals and employee details.
- Example methods of communication are verbal, hard copies, electronic (email, web portals/sites) and text. If you do this you will be subject to our warning and discipline process and the possibility of legal action if the company's business is prejudiced or damaged in any way, or competitive advantage is given to any other person or company because they used this knowledge.

## OUR VALUES

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Our community and sense of teamwork is what sets us apart from other businesses you may have worked for.

At the ducks', we believe in a couple of cliché things:

- Teamwork makes the dream work
- Treat others how you would like to be treated!
- Please think before you do anything
- If you have a problem, please talk to someone

Put these things at the forefront of your mind and you will be a Duck in no time!



At the Ducks we pride ourselves on providing equal opportunities to all Ducks' employees. We work hard to eliminate and prevent discrimination and harassment based on; race, colour, descent, national or ethnic origin, ethnoreligious background; sex; marital status; pregnancy, potential pregnancy; family responsibilities; disability (physical, intellectual, psychiatric, sensory, neurological or learning disabilities, illnesses such as mental illness, HIV/AIDS); age; gender orientation; political conviction; and religious beliefs.

Equal opportunity refers to the right of all staff to work in a business environment that is safe, equitable, free from discrimination and harassment. A space in which everybody is respected and treated fairly. Our commitment to equal opportunity encourages the acceptance and valuing of diversity within its staff. We aim to provide a work environment free from discrimination and harassment, to assist members of under-represented equity groups to overcome past or present discrimination and to provide a supportive and open organisational culture in which all employees can develop to their full potential. This relates to all aspects of employment including recruitment and selection, promotion, job classification, staff development, supervision and interpersonal relationships.

All staff have a responsibility to contribute to the achieve a productive, ethical, safe and equitable work environment. This responsibility extends to all: employees, guests to the restaurants, suppliers, subcontractors working on-site; people external to us that staff interact with as part of their work e.g., internal work training, external training, work-based learning units.

Three Blue Ducks are committed to providing a Healthy and Safe working environment for all Workers, Contractors and Visitors within our venues.

A copy of Three Blue Ducks Workplace Health & Safety manual is kept in the office and is available for everybody to read.

We take food safety and hygiene extremely seriously. Our restaurants feed a lot of people every day and the utmost care is taken to ensure that our customers dine safely with us.

Please ensure you take heed of the training you are given in this regard. Whether it be taking temperatures of fridges, labelling and dating stock, preparing food safely, following cleaning checklists or simply washing your hands, please be vigilant.

If you are ever in doubt, please ask your food safety supervisor or your manager.

This policy will be reviewed annually or when necessary to ensure it remains relevant and current

## Purpose

The purpose of this policy is to establish a framework for managing employee performance and ensuring consistent and fair treatment.

## Scope

This policy applies to all employees of Three Blue Ducks across all departments and locations.

## Performance Management Process

**Objective Setting:** At the beginning of each performance period, managers and employees will collaboratively set clear, measurable objectives aligned with company goals.

**Continuous Feedback:** Managers will provide regular feedback on performance, identifying strengths and areas for improvement.

**Mid-Year Review:** A formal review will take place at mid-year to assess progress against objectives and adjust goals as necessary.

## Identifying Performance Issues

**Observation:** Managers are responsible for observing and identifying any performance issues, which may include failing to meet objectives, poor quality of work, lack of teamwork, or any conduct that impacts the work environment negatively.

For further information on Managing performance, please follow the link to Fair Work Ombudsman - <https://www.fairwork.gov.au/employment-conditions/performance-in-the-workplace>

Unlawful harassment is any unwelcome conduct, verbal or physical, which has the intent or effect of creating an intimidating, hostile or offensive educational, or work environment and which happens because of a person's sex, pregnancy, race or ethno-religious background, marital status, age, sexual preference, appearance, gender status or disability.

The offensive behaviour does not have to take place several times: a single incident can constitute harassment. What is important is how the behaviour affects the person it is directed against. Unlawful harassment can occur even if the behaviour is not intended to offend.

- Staff should be aware that differing social and cultural standards may mean that behaviour that is acceptable to some may be perceived as offensive by others.
- Disciplinary action will be taken against any employee who harasses other employees or members of the public on company premises. Harassment is an offence and is considered by us as misconduct, which may result in the instant dismissal of the offender.
- Respecting pronouns - You can't always know what someone's pronouns are by looking at them. Asking and correctly using someone's pronouns is one of the most basic ways to show respect for their gender identity.
- Any harassment of any kind must be immediately referred to the Restaurant Manager of that venue. This incident will then be referred to and managed by Human Resources.

As a guide, ask yourself: "Would a reasonable person be intimidated, offended or humiliated by this behaviour?"



# SEXUAL HARASSMENT

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Sexual Harassment can happen to anyone and has NO place at the Ducks. We understand how detrimental to the mental and physical well-being of an individual such an event can be.

The Ducks is committed to ensuring that all its employees are provided with a working environment free from sexual harassment. We aim to create an environment where all staff members are treated with dignity, courtesy and respect. We will not tolerate any form of harassment by any employee, under any circumstances. Sexual harassment can either be a direct act or actions which create a “hostile work environment”. Sexual harassment can consist of any or all of the following (please note this is not an exhaustive list):

- Suggestive behaviour
- Displaying sexually offensive pictures; sexual propositions or gestures
- Physical contact of a sexual nature;
- Sexually related language or jokes;
- Gender-based insults;
- Unwelcome comments about a person’s sex life or physical appearance;
- Unnecessary familiarity such as deliberate brushing up against a person;
- Indecent assault or rape (which are also criminal offences);
- Promises or threats in return for sexual favours.

Any harassment of any kind must be immediately referred to the Restaurant Manager of that venue. This incident will then be referred to and managed by [bianca@threeblueducks.com](mailto:bianca@threeblueducks.com).

Please find link to the policy [HERE](#)

The Ducks are committed to providing a workplace that is free from bullying. The Ducks aim to ensure everyone treated with respect, dignity and fairness to create an environment that promotes positive working relationships.

Bullying is repeated, unreasonable behaviour directed towards an employee or a group of employees that creates a risk to health and safety and is unlawful.

Repeated behaviour refers to the persistent nature of the behaviour and can involve a range of behaviours over time. Unreasonable behaviour means behaviour that a reasonable person, having regard for the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating, intimidating or threatening. Any instances of this behaviour occurring are dealt with to ensure an amicable resolution through the use of counselling, mediation or disciplinary action.

## NOTE

Managers frequently have to make difficult decisions, for example changing work tasks, moving people about or changing training details. They may also need to manage performance and behavioural expectations.

These decisions and actions are done in the best interest of the business and may not please everybody, but they do not constitute bullying.

If an employee is found or suspected to be under the influence of alcohol or drugs before or during their shift, they will be suspended, pending an investigation and any subsequent disciplinary action.

If you are taking medication prescribed by a doctor we may ask you to provide us with a certificate from your doctor stating you are fit to work whilst taking the prescribed medication and if we should be making any reasonable adjustments to support you with your health.

Incapacity or misconduct caused by drugs or an excess of alcohol at work is a potential gross misconduct offence under the Duck's disciplinary procedure and may result in an employee being terminated without notice.

Alcohol can only be consumed during your work hours with prior authorisation from a manager.

Three Blue Ducks has a zero-tolerance policy regarding theft in the workplace. We aim to create an environment where all staff and guests are treated with dignity, courtesy and respect. We will not tolerate any form of theft by any employee under any circumstances.

Property belonging to the company including but not limited to food and beverage may not be taken from any part of the business premises. Any unauthorised removal, attempted removal or interference with the property of the company, or the property of any other employee or guest will be treated as a disciplinary offence and may result in instant termination.

Any persons involved in the concealment of any unauthorised removal, attempted removal or interference with the property of the company or the property of any other employee or guest will also face disciplinary action. If it is proven that there has been theft (which is a criminal offence) within the workplace, the Company has a legal obligation to notify the relevant authorities.

Concerning the above Three Blue Ducks and any of its affiliated companies are not liable for any belongings of employees or guests left in its restaurants or offices. Since we are all friends and wish to get on as such, we do not take anything that does not belong to us. Anybody disregarding this will be facing instant dismissal. Keeping cash tips when our tips are pooled, is also viewed as stealing.

## SICK DAYS

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- Falling sick can happen to anyone and, especially in a Post COVID-19 world, we would always rather you call in sick than work. If you are sick for more than 1 day in succession, we require a medical certificate to be sent to your manager and Human Resources as soon as possible.
- Casual Employee- As a casual if you fall sick, you will NOT be paid for your sick days. Please provide your manager with a minimum of 24hrs notice to cover your shifts.
- Contract Employee - You will be paid from your accrued sick leave. If you are out of sick leave, you will then be paid out of your annual leave / time in lieu (Unless you specify to your manager, you'd like to go onto leave without pay).

## PERSONAL LEAVE

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Casual - You will not be paid for your holidays/leave. You are, however, expected to put your leave request into Deputy for Approval before taking it.

Contract - You will be paid your accrued annual leave. You are expected to put your leave request into Deputy for Approval before taking it. If you do not have enough annual leave saved up, you must request BEFORE your leave for Leave without Pay to be taken. It is not an option for staff to take leave without pay when they have enough annual leave accrued.

# DUCK'S MATERNITY/PARENTAL LEAVE POLICY

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The Ducks offer a Maternity/Paternity Leave Policy for Three Blue Ducks Employees that is separate from the Government Payment.

To be eligible for the Ducks Payment, you either:

- Have worked with Three Blue Ducks for a minimum of one year in a Full-Time capacity - You will receive four equal weekly payments of \$500, that can be taken anytime during your maternity/paternity leave (however you do need to be on leave, i.e. spending time with you family/baby)
- Have worked with the company in a casual capacity for one year in a regular and systematic basis - you will be eligible for two equal weekly payments of \$250 to be taken anytime during your maternity/paternity leave (however you do need to be on leave, i.e. spending time with you family/baby).

If this applies to you now (from 1st January 2023) or in the future, please reach out to Bianca in HR who can take you through your options - [bianca@threeblueducks.com](mailto:bianca@threeblueducks.com)

- No BYO alcohol. Should you have any doubt, please contact the Manager on duty for assistance.
- No food from outside the restaurant is allowed to be brought in. The only exception to this is infant's pre-made food i.e. children < 2 years old, or birthday cakes – see below.
- Birthday cakes sourced from outside the venue can be consumed on location with prior consent. We charge a \$5 cakeage fee p/p and serve the cake for the guests with ice cream. If a guest turns up with a cake unannounced it is served at the discretion of the manager with a \$20 surcharge. In this case, the guests serve it themselves, we just provide a knife and plates.
- We do not guarantee the allocation of tables for guests. We take requests and do our best to honour them. If you encounter any issues, please refer the matter to the manager on duty.
- If a guest requests a change to a dish or has any dietary concerns - check with the manager and or senior chef first before you commit to anything with the guest.
- It is our responsibility to ensure that all care is taken when recommending dishes for guests with allergies and taking their order. You must be educated and fully informed as to which menu items are suitable/unsuitable for various allergies, this information is updated regularly and is readily available. If you are uncertain, you must ask for help. Allergies need to be taken seriously.
- Once the order has been taken, the allergy and appropriate menu alterations must be clearly communicated to the kitchen, both on the POS and verbally to the head chef, who will approve the order.
- Service and care of our guests must continue until they leave the restaurant. If a guest is walking through the room, stand aside for them. Ensure to say hello and goodbye to all guests.

In order to work at Three Blue Ducks, all Front of House staff must hold a valid RSA on file in the restaurant. A copy can also be held in person via the NSW service app. Training received through the NSW RSA course must be applied within our venues.

The following are some examples for refusing entry or refusing service of alcohol to our guests:

- Minor - under age, intoxicated guests, or disorderly guests
- Safety of staff / guests – where consumption of liquor is placing safety at risk
- Civil litigation – the potential for a licensee to be held responsible for not adhering to the above

It is illegal to serve someone again after they have been refused alcohol. NEVER be persuaded to give “one last drink” after you state they have had enough. Mitigation should include the following:

- Mention non-alcoholic beverage options
- Follow “Sequence of Service” by ensuring tap water is always on guest’s tables, even after payment
- Offer “can we organise transportation by phoning a taxi to drive you home?”
- Ensure your tone of voice is polite, gentle and never raise your voice – if they raise theirs, lower yours
- Ensure your manager knows the situation - only a manager/supervisor can ask a guest to leave.
- Further RSA training will be outlined in your SOS induction.



Disciplinary action will be taken against any employee of ours who engages in any form of harassment or discriminatory behaviour of other employees or members of the public on company premises. Sexual harassment is an offence and is considered by us as misconduct, which may result in the instant dismissal of the offender.

Any complaints of any harassment or discrimination by an employee at our business will be investigated immediately and confidentially and care will be taken concerning the sensitivity of the issue. Appropriate steps will then be taken to ensure that sexual harassment stops. The relevant disciplinary action taken by us will depend on the results of our investigations. In addition, the victim may take legal action against any employee who engages in conduct that can be described as harassment or discriminatory behaviour. Successful legal claims may result in the offender being required to pay a substantial amount in damages to the victim or face jail time.

Individuals who experience or witness harassment or discrimination should immediately make it obvious that the behaviour is unwelcome and notify his or her immediate supervisor, manager or the restaurant manager. If you need to make a complaint about your department head or manager, or if you are unhappy with the response to your complaint, you should raise the matter with Human Resources.

Once a complaint has been made; we will take all appropriate steps to immediately investigate the complaint. If we have reason to believe that the complaint is substantiated, we will interview the alleged offender and provide the alleged offender with an opportunity to respond to the allegations. Depending on the outcome of this interview, we will take the appropriate steps to ensure that: the harassment or discrimination stops, and appropriate disciplinary action (which may include dismissal) is taken.

The Ducks encourages all employees to take advantage of development opportunities to further develop their career here at the Ducks or beyond. All open positions are listed online for staff to review. Employees are welcome to discuss opportunities in confidence with HR before applying.

The following procedures should be followed when an employee decides to investigate a job transfer within the Ducks:

- (1) The employee is to email the Managing Director, their line manager and HR stating which position/venue they'd like to transfer into and why they'd be best suited.
- (2) Management will review the employee's history then reach out to the requested venue to work out needs, requirements and if said employee is best suited to the proposed role/venue. If they are, dates will be set to begin the transfer with both the current and future line manager and DMC.

Please note that while the Ducks would like to always guarantee an internal promotion, the success of an employee's application depends on the quality of the application and if the employee best suits the role/venue's requirements. If an employee's application is denied, that does not exclude the employee from applying again in the future.

If you think Three Blue Ducks is such an EPIC place to work and you would like to refer someone for a role...cool!  
If they're successfully hired we'll gift you a referral bonus!

## DEFINITION OF 'SUCCESSFULLY HIRED'

Contract - Once they successfully roll off their probation period

Casual - They must have worked somewhat regularly over a six-month period

## REFERRAL BONUS AMOUNT

Full time contract - \$1000 will be paid along side your pay Casual - \$200 will be paid along side your pay

## QUALIFICATION PROCESS

For a referral to be considered apart of the Ducks' referral scheme, their CV must be emailed to  
bianca@threeblueducks.com.

They must successfully complete the recruitment process and work for the outlined period above before consideration for the scheme.

The Ducks' Exchange Policy is open to any employee, who has been with the group for 12+ months, an employee can apply for a short-term & non-permanent exchange to another venue.

The application process can be found in the Ducks' perks document.

## TERMS & CONDITIONS

Must be working at the Ducks for 12+ months to be considered

By undertaking an exchange, you will not lose your job.

The Ducks will attempt to honour all exchange requirements in some variation. However, things like dates, role availability and venue needs might see an application request refused or countered with an alternative offer.

The Ducks retain the right to cancel your exchange or reduce its timeframe if the needs of the business change. A Ducks' exchange is the employee's own decision, so relocation costs or rental subsidies will not be covered.

Employees are welcome to discuss opportunities to permanently relocate with HR. The following procedures should be followed when an employee decides to investigate a job transfer within the Ducks:

The employee is to email the Managing Director, their line manager and HR stating which position/venue they'd like to transfer into and why.

Management will review the employee's history then reach out to the requested venue to work out staffing needs, requirements and if this candidate is best suited to the proposed role/venue. If they are, relocation dates will be arranged with both current and future line manager and DMC.

Please note that while the Ducks would like to always guarantee a venue transfer, the success of the transfer depends on whether the transfer request is a valid application and whether the candidate is the best possible option for the role/venue. If the transfer request is denied, that does not exclude the employee from applying again in the future.

A relocation request is the employee's own decision, so moving costs or rental subsidies will be not offered or covered. Please note that once a transfer is complete, a new contract will be issued and the probationary period will recommence.

# LEAVING THE DUCKS

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There might be a day when you decide to leave the nest and fly away from Ducks. If that day comes, there are steps you will need to follow...

## CASUAL

Please provide one week's notice in writing with your expected last day to your manager.

Last day? - Return any Ducks' property (tees, aprons, work phones etc).

During probation? Please provide one week's notice in writing with your expected last day. If you don't see-out your notice period, the Ducks will withhold all or part of your final pay as payment.

## CONTRACT

Outside of Probation? Please see the Notice of Termination Table in the Restaurant Award table to determine your notice period. Then provide a formal letter in writing with your expected last day to your manager. While seeing out your notice, the Ducks expect the same high-quality level of output you would every other day. During your notice period please draft up a list of tasks that will be outstanding after you leave for the next person!

Last day?

Return any Ducks' property (tees, aprons, work phones etc).

Exit Interview – if you have been with the company for 1+years. HR will give you a call before your last day to hear your feedback on the role and company!

Good luck in your next adventure!



ENJOY YOUR TIME WITH US AT THE DUCKS!