



Induction Handbook



our core values



CUSTOMER FOCUS

Grower Service Excellence

Know our customer, understand their business and their needs.

Clear Communication

Communicate clearly, comply with industry standards and focus on quality outcomes.

Politeness & Equality

Treat our customers and your fellows with politeness and respect. Build and maintain relationships.



EFFICIENCY

Innovation

Introduce new and creative ideas to improve efficiency.

Open Communication

Encourage team members to openly share their opinions and views.

Effective Efficiencies

Be effective and efficient in achieving the best possible outcomes – planning, training, systems and time management.



ATTITUDE

Positive Workplace

Build a team focus. Take pride in the company and your fellows.

Motivation

Celebrate success. Recognise and reward individual and team achievements.

Passion

Show pride, enthusiasm and dedication. Be committed to delivery of high quality outcomes.



INTEGRITY

Responsibility

Accept responsibility for ones actions. Use your experience and good judgement to achieve good business outcomes.

Ownership

Take ownership of your actions that influence our customers and fellows.

Honesty

Act with honesty and integrity in all matters.



SAFER WORKPLACE

Personal Responsibility

Health and safety is everyone's responsibility, always look out for yourself and your fellow team members.

Step up, Speak up

If you don't think it is safe, say something.

Dedicated to a Safe Workplace

Employee safety is an integral part of our responsibility and we work hard to provide a safe and healthy working environment.

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Welcome to Punchbowl

Punchbowl is a leading Packhouse and Coolstore facility. We provide packing and cool storage for both Green and Gold Kiwifruit, packing approximately 3 million trays of kiwifruit and 25 tonnes of Blueberries annually.

Punchbowl also own or lease more than 50 orchards producing Kiwifruit (Green and Gold) and Blueberries. The orchards are located throughout Franklin, South & West Auckland areas as far north as Whangarei and as far south as Katikati.

At Punchbowl, we are committed to providing a safe, healthy and happy work environment. This induction booklet is designed to give you an overview of our business, our systems and our rules and regulations for both Packhouse/ Coolstore, and Orchard. We ask that you respect these rules and you enjoy your time here with us.

Punchbowl Key Personnel

Executive Director	Rob Craig
Managing Director	Colin Davies
General Manager	Simon Craig
HR Manager	Nicole Headington
Packhouse Manager	Justine Ede-Wilson
Financial Controller	Mitch Prasad
Operations Manager	Ron van Zantvoort
Payroll Officer	Natasha Timmo
People and H&S Administrator	Lissa Whittingham
Orchard Operations	Vernon Comley
Orchard Managers	Trevor MacDonald Chris Lowe Hilgard Du Preez
Nursery Manager	Travis Brunnbauer

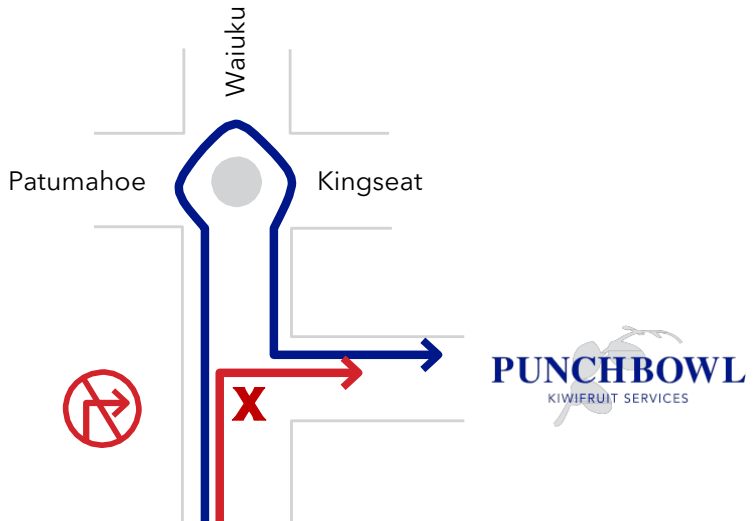
SITE INFORMATION

Traffic Hazard

Everyone must take extreme care when turning in at the Punchbowl entrance way.

If driving in from the right (Drury/Motorway direction) We strongly recommend that you continue down the road until you reach the Kingseat Roundabout, take the fourth exit back towards Punchbowl and turn left into the driveway. If turning right across the road pull hard left onto the shoulder and ensure it is safe before turning. **CORNER BEFORE DRIVEWAY IS DANGEROUS!**

Please follow right of way rules and posted speed limits.



Car Parking

Your Supervisor or Manager will cover parking locations during your site induction.

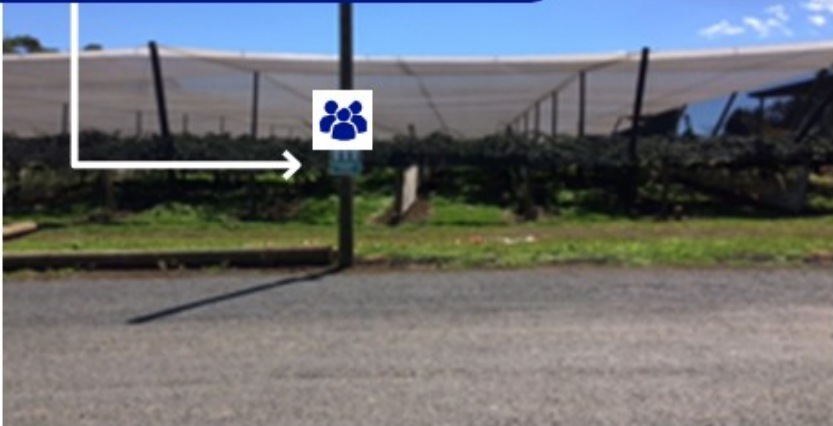
Parking is at the owner's risk. Punchbowl accepts no responsibility for damage or theft.

SITE INFORMATION

Emergency Procedures

Should the emergency alarm sound (continuous sounding alarm), everybody must move quickly out through the nearest exit to the emergency assembly point and immediately report to your supervisor on arrival. Full emergency procedures are posted on Health and Safety Noticeboards. Dial 111 and ask for Fire, Ambulance or Police.

Emergency Assembly Point



Restricted Areas

No person, without authority or unless escorted or instructed by a supervisor/manager may enter the following restricted areas:

- Private property areas
- Any area outside of your normal work area
- Orchards
- Laboratory
- Bin Tip
- Coolstores
- Engineer's Workshop

SITE INFORMATION

Food Safety

Our Packhouse/Coolstore Quality & food Safety Policy is to implement an effective quality management system that meets the criteria of Zespri International and other regulatory bodies involved in the production and export of Kiwifruit. This is achieved by maintaining a Documented Quality Systems Manual and a HACCP Manual based on food safety, worker health and safety, legal, quality authentic products and security.

Smoking, Vaping and E-Cigarettes

No smoking is permitted during work hours unless on a lunch/tea break in our designated smoking areas. Smoking is not permitted in any company vehicle. Designated smoking areas:

- Smoker's shed around corner from the Loadout room
- The BBQ tables outside roll-a-door at old Packhouse

Please ensure you use the ashtrays provided.

Staff Breaks

Lunch and tea breaks must be taken in the designated staff lunch areas, not in carparks. Drinking or eating food is NOT permitted outside the designated areas. No Hi-Viz vest or protective clothing is to be worn in the cafeteria, bathroom area or smoker's hut. Please leave all Hi-Viz and protective clothing in food production area/on hooks provided.

No Food/Lollies allowed in the Packhouse at anytime

Pedestrians/Visitors on Site/Security

- All visitors are to report to reception upon arrival and sign in using the visitor's register
- Please be careful when walking around the site at all times. Designated walking routes should be followed wherever possible
- Security guards are onsite monitoring during night shifts
- Security cameras are in operation around the site

SITE INFORMATION

Footwear

Employees, contractors, growers and all other visitors must wear covered suitable closed in footwear when working or visiting the Packhouse, Coolstore and any Orchard.

Colours & Hoods

Staff are not permitted to wear gang regalia. Colours and/or hoods are not to be worn in any part of the Punchbowl Packhouse or Coolstore facilities, including in our carparks.

Personal Electronic Devices and Pens

There will be no tolerance for employees using either Phones, Bluetooth/Wireless headphones, iPods, personal stereos, MP3 players or pens during shift hours. There is a safety issue if supervisors are unable to communicate with staff during these times. This is also a food safety issue and therefore such devices shall not be taken into the Packhouse.

Waste Management / Recycling

Please make sure you use the rubbish bins and ashtrays provided. We take pride in keeping our site nice and tidy. Please recycle:

- Cardboard - clean cardboard needs to be flattened and put into the yellow top bins that are outside the packhouse
- Clean plastic film (liners, bags, shrink wrap) - use the specially marked bags
- Cans/Plastic & Glass Bottles - use the specially marked bins.

PSA (*Pseudomonas syringae* pv. *Actinidiae*)

PSA is a bacterial disease that can severely affect Kiwifruit. It is important that orchard staff follow the appropriate processes to limit the spread of the disease between plants/orchards i.e. sanitising pruning equipment. Your Manager or Supervisor will induct you on best practice.

SITE INFORMATION

General Orchard/Packhouse Rules

- All health, safety and hygiene rules must be adhered to
- Authorised personnel only to operate trucks, forklifts, tractors, machinery and company vehicles
- All appropriate clothing/footwear & safety equipment must be worn
- Smoking and eating is only allowed in designated areas away from produce or produce handling equipment
- Cuts and grazes must be covered always with blue plasters with a metal strip. Please see your manager to obtain this. If necessary these may also be covered by wearing suitable gloves. Any product with blood on it must be carefully discarded and the worker removed from the area until the cut has been covered
- Hair should be tied back, and fingernails must be kept short & clean - no nail polish is allowed
- During harvest personal effects (e.g. jewellery) that are likely hazards are to be removed
- Toileting in the orchard and/or under the canopy is STRICTLY PROHIBITED
- Hands to be washed with soap and water or sanitised after eating, smoking, and after toilet breaks
- All allergens capable of causing serious harm (e.g. fish, nuts, celery and peaches) are to be eaten away from produce and hands washed or sanitised before handling fruit
- No rubbish or food scraps are to be left on orchards - use rubbish bins if provided, or take rubbish away with you
- Personal cell phones to be turned off during work hours
- A Risk-Card Report is to be filled out if any incident occurs or if any hazards identified
- Picking bins/bags are not be used for anything other than harvesting product
- Bins must be inspected prior to use, and cleaned if necessary
- Truck decks are to be cleaned at the start and finish of the season, and as necessary
- Harvesting equipment must be cleaned and maintained. Bags washed, dried, aired and stored in a clean, pest-free environment

Workers must have a clear understanding of the orchard with knowledge of boundaries, blocks and prohibited areas.

HEALTH AND SAFETY

HEALTH & SAFETY

Purpose

To communicate the commitment of Punchbowl Group; [PackCo Ltd., Punchbowl Investment Ltd. Punchbowl Packaging Ltd., UPNZ Ltd.], (hereinafter referred to as Punchbowl) Management to excellence in occupational safety and health through effective policies, procedures, practices and employee involvement.

Policy

Punchbowl acknowledges its safety and health responsibilities ranking them equally with other business objectives.

Our commitment is:

- To comply with relevant safety and health legislation.
- To make all Directors, Managers and Supervisory Staff accountable for safety and health in their relevant areas of responsibility.
- To establish safe working procedures and train staff to understand and follow these procedures.
- To focus on a continuous programme of improvement in relation to safety and health performance
- To develop the commitment of all staff to a personal responsibility for their own and others safety and health
- Develop systems to accurately report and record all near misses, accidents plus monitor all insurance claims
- Involve employees and employee representatives to assist in the development and implementation of the OH&S programme
- To provide appropriate rehabilitation where applicable and support the return to work of any employees injured in the workplace
- We will take all practical steps to ensure the safety of all contractors and visitors

Responsibilities:

Every individual staff member has an important role to ensure their own safety and that of others by performing all work in a safe manner.

HEALTH AND SAFETY

First Aid

Current trained First Aiders: see Health and Safety Notice Boards. First Aid kits are held in:

- Office staffroom
- Packhouse cafeteria and Quality Control room
- Orchard Staff room
- Engineering Workshop
- Lab
- Loadout room
- New Coolstore
- All company vehicles
- All items and medications issued must be recorded in the First Aid Book located with each First Aid Kit

On-site defibrillator located inside the Packhouse entrance next to time clock system.

Risk-Card Reporting

To minimise accidents and incidents and to ensure safety to all staff, contractors and visitors, risk cards are an essential tool. If it's not reported it can't be fixed.

Confidential reporting to ensure ALL Food and Health and Safety issues are reported including product safety, integrity, quality or legality.

The Risk-Card is to report:

- Hazards
- Near misses/unsafe acts
- Incidents/accidents
- Environmental incidents
- Property/vehicle damage
- Food safety issues

The process and procedure of Risk-Card Reporting will be covered in your induction.

HEALTH AND SAFETY

Work Injury & Claims Process

- Accidents and injuries will be treated immediately by a First Aid Officer. See Health and Safety Board in the Packhouse/Orchard Lunchrooms for Trained First Aid Staff
- If required, the Punchbowl First Aid Officer will take you to Urgent Care, Pukekohe for further assessment. This will initiate the ACC process and the doctor will assess your capability for a safe return to work
- All serious accidents and injuries must be reported immediately to your Manager or Supervisor and recorded on a risk card. Risk cards can be found in the Packhouse/Orchard Lunchrooms or directly from your supervisor
- Punchbowl are committed to providing an appropriate and supportive rehabilitation programme to enable the timely return to work in your current occupation, or to provide alternative work duties or re-training where necessary
- This will be monitored by the Doctor, ACC and Punchbowl Rehabilitation process. Your Manager or Supervisor will assist in this process
- Punchbowl may request a second opinion from an alternative medical professional for any extended sick leave, ACC claims or general medical queries. This will be at the sole discretion of the manager, and will be discussed with you

HEALTH AND SAFETY

Significant Risks and Hazards

Packhouse/Yard/Bin Tip/ Coolstore/Lab

- Trucks/tractors/cars/
moving machinery
- Forklifts
- Pallet trolleys (jacks)
- Pallets falling
- Heavy lifting
- Service and breakdowns
on machine
- Grading machinery
- Loud machinery noise
- Chains, moving rollers
and belts
- Slicer, double bladed
knife
- Coolstores
- Dust

Orchard/Yard/Chemical Storage

- Tractors/machinery/moving
parts
- Pruning equipment/sharp
objects
- Spraying
- Low posts/wires in orchard
- Moving chemical drums
- Working in unlit areas
- Water blaster
- Chemicals
- Electricity
- Loud machinery noise
- Dust
- Potholes
- Hydro Ladder
- Bee/Wasp Stings
- Quad Bikes

DRUG AND ALCOHOL POLICY

Drug & Alcohol Policy

The drug and alcohol policy applies at the work place to all Punchbowl

Staff members (Permanent full or part-time, fixed-term and casuals).

All individuals working at any Punchbowl site are expected to report 'fit for duty' for scheduled work and to be able to perform assigned duties safely and acceptably without limitation due to the use or after-effects of alcohol, illicit drugs, non-prescription drugs, or prescribed medication or any other substances.

Alcohol in the Workplace

- Alcohol can only be served when there is a Manager present
- Employees are expected to limit their consumption of alcoholic drinks and drink responsibly
- Only alcohol supplied by the Company will be served or consumed
- No alcohol supplied by the Company shall be removed from the venue
- A selection of non-alcoholic drinks including water, and food will always be served at any function when alcohol is served
- Employees are expected to get home safely after any Company function, that includes being fit to drive home within New Zealand's drink-drive laws or alternatively to arrange for a sober driver or a lift home
- Alcohol will not be served to anyone under the age of 18

DRUG AND ALCOHOL POLICY

Drug-free Workplace

The policy strictly prohibits:

- The use, sale, transfer or possession of drugs while on company property, on a company worksite, driving a company vehicle or operating company equipment
- Reporting to work with illicit drugs in the system. The Company strictly prohibits the use, making, sale, purchase, transfer, distribution, consumption or possession of drugs on company property. To this end the Company reserves the right to conduct searches for drugs, including but not limited to, searches of filing cabinets, desks, packages, etc. which are on the company property or in a Company facility

Any drugs found as a result of such a search will be confiscated and the occupant or user of the object searched will be subject to disciplinary action, up to and including termination of employment.

Illicit, restricted and some currently legal drugs which have the potential to cause impairment are; cannabis and hashish, opiates (such as heroin and morphine), cocaine, amphetamines type substances (speed, 'P', ecstasy and party pills containing benzylpiperazine), synthetic THC, cathinone derivatives. The term 'drugs' also includes misuse of some prescription drugs (e.g. Tranquillisers, sedatives) and other current party pills and herbal highs. Other 'mind altering' substances may be added to the term as they become available and misused.

DRUG AND ALCOHOL POLICY

Drug & Alcohol Testing

Punchbowl reserves the right to random test for drugs and/or alcohol at any time. All aspects of the testing procedure will be carried out in a confidential and private manner. Consent of employees prior to testing will be required in writing.

Pre-Employment

Appointment to roles or work areas where safety is considered an issue, may be conditional on the applicant returning a negative drug and/or alcohol test.

Post-Accident/Incident testing

Employees may be tested for the presence of drugs and/or alcohol when they are involved in an incident or accident where their actions may have contributed to the event. Certain serious incidents will result in mandatory testing.

Reasonable Cause Testing

Employees may be tested for the presence of drugs and/or alcohol where their actions, appearance, behaviour or conduct suggests drugs and/or alcohol may be impacting on their ability to work effectively and safely.

Random Testing

Due to the potentially dangerous nature of some aspects of the Company's work, random drug and/or alcohol testing may be undertaken. Un-announced, random testing will be undertaken as a deterrent to drug and/or alcohol misuse and to ensure employee's safety.

Refusal to Undergo A Test

If an employee refuses to undergo a test, the Company will apply (in addition to other legal rights) its usual disciplinary procedure and a refusal will usually be classified as serious misconduct.

If you feel unsafe working with one of your colleagues because you suspect a breach of this policy, you should refer the matter to your Supervisor or Manager.

FOOD SAFETY

BRC

This is a worldwide standard to ensure food manufacturers fulfill legal obligations in compliance for the protection of the consumer. This is extremely important to our business and a minor non-compliance can result in heavy fines and fruit not being delivered. All staff can confidentially report any food safety issues through the risk card system. Food safety issues include product safety, integrity, quality or legality.

Infectious Diseases and Illnesses

Staff with infectious diseases, this includes fever, sore throat with fever, infected skin wounds, sores, boils or/and source of abnormal contamination lesions, discharges from the ear, eye or nose report to their Supervisor or Manager and are assessed for suitability to be working in the food handling area.

No one is permitted to be in the fruit handling area suffering from vomiting or diarrhoea

Tell your supervisor immediately if you or person working in the fruit handling area is diagnosed with a notifiable Infectious Disease, a medical certificate is required for clearance to return to work.

Pest Management

If signs of pest activity are noticed anywhere on the Punchbowl site, report to your supervisor or designated manager.

Training

Staff must be trained before entering the production area. This includes:

- Health and Safety Induction Training
- Job Specific Training

If you are transitioning between the Packhouse/Orchard you will need to complete any relevant training including completing and induction to your new area of work.

HR & EMPLOYMENT

Employment Agreement

Please ensure you have read and understood your Employment Agreement before signing. If you have any questions relating to your Employment Agreement, please contact the People and H&S Administrator or HR Manager.

Excluding key roles, Packhouse workers can be expected to perform all duties as reasonably directed.

Employees must report and take instructions from the Supervisor of the team you are assigned to. This may result in a change in reporting lines; however, this is done to ensure the most effective production and use of resources.

Orchard work hours are set by the Orchard Manager and determined by work demands and the weather. If you are unable to work when scheduled, please call or text your supervisor.

Time & Attendance

All employees MUST keep an accurate record of hours worked.

All Packhouse/Coolstore staff will be issued a timecard. You must clock in and clock out at the start and end of your shifts. If you do not clock in and out correctly, this will result in you not being paid correctly. If at any time you have issues with the clocking system, please see the People and H&S Administrator

Orchard employees will record hours on timesheets. For Orchard staff there are 'single' person timesheets and 'group' record timesheets. Supervisors will complete group timesheets. Timesheets are to be signed off by your Manager and submitted to payroll each Monday morning.

Pay Day

Your pay will be directly deposited into your account late on a Wednesday evening. It is preferred that pay slips are delivered by email, however if you require a printed version these are available on request from payroll.

HR & EMPLOYMENT

Change of Personal Details

It is important that you keep us informed of your current contact details and next of kin details (for emergencies). Should your personal circumstances change, please inform payroll. This information is confidential and will not be released to unauthorised persons.

KiwiSaver Scheme

Casual Contract Employees

- It is not compulsory to register all new casual employees for KiwiSaver
- If you are not a member of KiwiSaver – circle “No” on your Employee Details Form – no further action is required
- If you are a member of KiwiSaver – circle “Yes” on your Employee Details Form and deductions will be made from your pay
- If you would like to join KiwiSaver please request info from HR

Permanent and Fixed-Term Contract Employees

- We are required by law to enrol all eligible new permanent and fixed-term contract employees in the KiwiSaver scheme
- If you want to opt out of the scheme you can do so by completing a “New Employee Opt-Out Request” (KS10), available on request
- If you don't fill out the Opt-Out Request, you will remain in scheme
- Please note that KiwiSaver deductions will be taken out of your wages until the IRD process your opt-out request and notify us. They will be returned through IRD

HR & EMPLOYMENT

Public Holidays & Annual Leave

- Holidays shall be provided in accordance with the provisions of the Holidays Act 2003
- You shall be paid holiday pay equal to 8% of your gross taxable income in each pay period
- If you are employed on a casual basis, there are no normal or regular days of work, therefore there will be no payment made for public holidays unless you actually work on that day, or have a four-week pattern of working on that day prior to the public holiday
- If you do work on a public holiday, you will be paid for the time actually worked at the relevant hourly rate for each hour worked, plus half that amount again

Sick Leave & Bereavement Leave

You will be entitled to this leave if you have, over a period of six months, worked for at least 10 hours every week during this period; and no less than one hour in every week during that period or no less than 40 hours in every month during that period.

Absence from Work

Staff are employed at Punchbowl to cover a demanding and busy kiwifruit operation, so it is important that you have both full and regular attendance.

You **MUST** present yourself for work on time, as agreed with your Supervisor or Manager.

If you are unable to attend work because of sickness or any other reason, you must contact the People and H&S Administrator before your shift starts, for each day you are absent unless covered by a Medical Certificate which we have viewed.

Failure to show for work without notification is likely to result in no further work being offered.

HR & EMPLOYMENT

Behaviour Expectations

Please read below the behaviour expectations at Punchbowl. Failure to comply may lead to disciplinary action, up to and including dismissal.

Punctuality

Shift hours must be strictly adhered to. It is your responsibility to make arrangements to be at work on time. If for any reason you cannot make it to your shift at the agreed start time, you must notify the People and H&S Administrator. Punctuality is also expected when you take lunch and tea breaks.

All employees are expected to be at their work stations and be ready to start work at the agreed shift start times.

Attitude & Personal Conduct

A positive attitude towards the business, your work, co-workers and supervisors is expected and required of all staff. Punchbowl requires employees to act with honesty and integrity.

Punchbowl will not tolerate any form of sexual or racial harassment under any circumstances. It is everyone's responsibility to maintain a working environment which is free from harassment of any kind.

Any employee who deliberately chooses to ignore or cover up the improper conduct of a colleague may be subject to disciplinary action.

Employees should advise their Manager or Supervisor immediately if they have any concerns.

Performance

Your performance will be reviewed against achieving or not achieving the required standard i.e. key performance indicator (KPI) or contract rate and you will be advised of your performance against the standard. This may vary and will be advised by your manager where required. You will receive training, supervision and support necessary to help you develop within your role.

HR & EMPLOYMENT

If following one review, we consider that your performance or conduct is unsatisfactory, you will be provided with retraining and support, a formal written warning may be issued that sets out what is required for ongoing employment.

If performance or conduct has not met reasonable standards after three reviews, the Employee may be dismissed in accordance with the notice specified in their employment agreement and notified in writing.

Serious Misconduct

Serious misconduct on behalf of the employee will result in summary (instant) dismissal. Below are examples of (but are not limited to) what constitutes serious misconduct:

- Unauthorised possession and/or movement of company/company/another worker's property
- Falsification or being a party to falsification of any company document, including timesheets and time clocking system
- Unauthorised use of equipment, or vehicles, including trucks and forklifts
- Breach of the company's health and safety policy
- Conduct likely to result in a serious harm to fellow employees or damage to company property
- Bullying
- Physically assaulting another person
- Sexual harassment
- Emotional abuse
- Theft or fraud of any sort, including time and possessions
- Refusal to obey a lawful instruction
- Reporting for work intoxicated or under the influence of drugs
- Absence from the workplace without permission or authorisation for more than three days

HR & EMPLOYMENT

Less than Serious Misconduct

General misconduct will result in disciplinary action such as an official warning. The warning procedure is one written warning with any further breach resulting in dismissal.

Examples of general misconduct that may constitute a warning includes (but is not limited to):

- Using abusive or offensive language
- Internet misuse
- Minor instances of failing to follow an employer's reasonable and lawful instruction
- Minor breaches of the employment agreement
- Poor attendance
- Poor work performance
- Taking longer than specified for refreshment or lunch breaks
- Deliberate wasting of time or materials
- Failure to contact the Company within a reasonable time for any absences
- Failure to demonstrate workplace performance in alignment with the Company values
- Riding on bin trailers or pallet trolleys
- Breach of any company policy

Procedure for resolving Employment Relationship Problems

This procedure applies to the resolution of all employment relationship problems and personal grievance matters within our organisation. An employment relationship problem includes a personal grievance, a dispute, and any other problem relating to or arising out of the employment relationship but does not include any problem with the fixing of terms and conditions of employment. If the employee feels that he/she has an employment relationship problem, please first raise the matter with your Manager, or directly with HR. The Company will do everything it can to resolve the problem as soon as possible after the event.

HR & EMPLOYMENT

Company Vehicles

- Available for licenced and approved drivers on company business
- Vehicles must be pre-booked at the Orchard Workshop
- Drivers are fully responsible for the safety of passengers and the vehicle. Any damage to vehicles must be reported immediately
- Logbook records MUST be maintained, and all trips recorded
- Company cars have a designated parking bay

Induction Sign Off Form

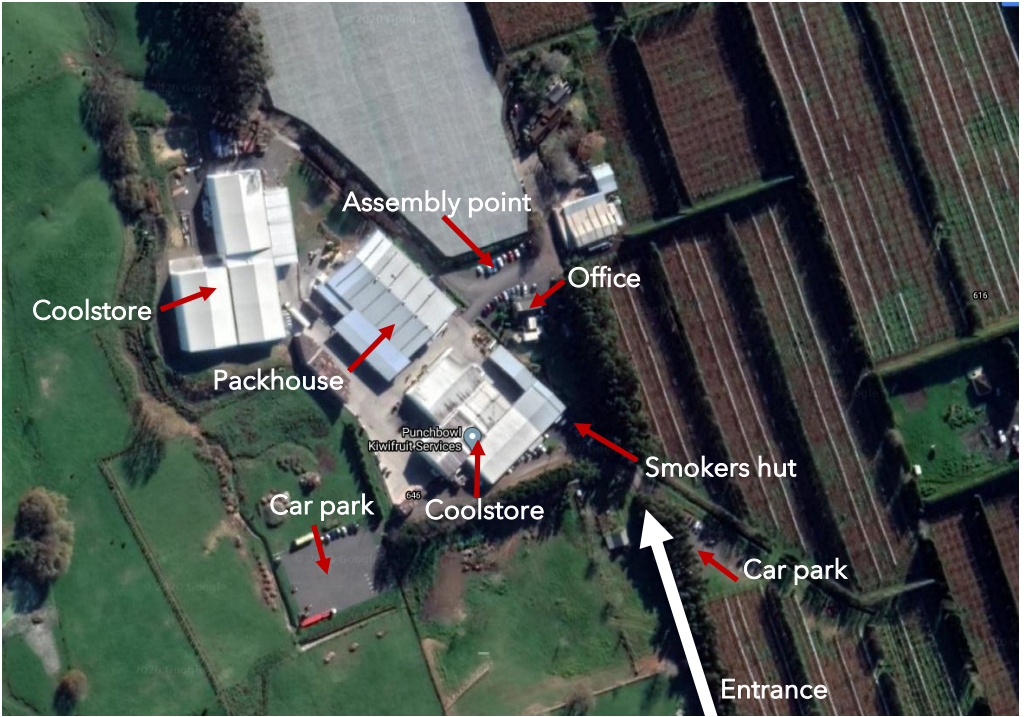
Please ensure you have read this Induction Booklet in full, and understand your responsibilities and requirements as a Punchbowl Employee. You will also be required to complete the 'Sign Off Form'. Example below:

Induction

Induction Booklet (provided and issues discussed)

- √ I have been given, read and understood the Punchbowl Induction Booklet
- √ I understand who my Supervisor is
- √ Health & Safety: procedures, processes, policies, rules, and representatives explained
- √ Risk-Card reporting system explained
- √ Emergency Procedures explained

MAP





PUNCHBOWL
KIWI PLANT SERVICES