

**REGISTER OF
ENTERPRISE AGREEMENTS**



ENTERPRISE AGREEMENT NO: EA98/256

TITLE: Kent Transport Industries Enterprise Agreement 1998/9

I.R.C. NO: 98/3432

DATE APPROVED/COMMENCEMENT: Approved 10 July 1998 and commenced 31 December 1997

TERM:

**NEW AGREEMENT OR
VARIATION: New**

GAZETTAL REFERENCE:

DATE TERMINATED:

NUMBER OF PAGES: 21

COVERAGE/DESCRIPTION OF

EMPLOYEES: Applies to all employees engaged under the scope of the Transport Industry (State) Award, at the company's Villawood depot

PARTIES: Kent Transport Industries Pty Ltd -&- Transport Workers' Union of Australia, New South Wales Branch

Registered
Enterprise Agreement
Industrial Registrar



**KENT TRANSPORT
INDUSTRIES PTY LTD**

NEW SOUTH WALES

and

**TRANSPORT WORKERS UNION
NSW BRANCH**

ENTERPRISE AGREEMENT

1998-1999

KENT TRANSPORT INDUSTRIES ENTERPRISE AGREEMENT 1998/9

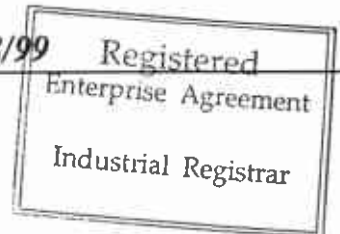
CLAUSE 1 - TITLE

This Agreement shall be known as the Kent Transport Industries Pty Ltd (New South Wales) Enterprise Agreement 1998/99.

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CLAUSE 3 - REVIEW OF AGREEMENT

The Company agrees to maintain the existing collective process of negotiation of pay and employment conditions for both existing and all future new employees. At a time no later than 3 months before the expiry of this Agreement, the Consultative Committee should start meeting on a regular basis with the aim being to have a new enterprise agreement negotiated and agreed to and in place at the expiry of this Agreement. In particular the parties commit, during that renegotiation period, to meet as regularly as possible (at least once a week if necessary) to ensure that a new Agreement is in place.

CLAUSE 4 - CONSULTATIVE PROCESS

The Parties agree that a consultative approach to workplace change programs will apply. The Site Consultative Committee may meet on a regular basis to monitor the effectiveness of the Enterprise Agreement and identify new areas of workplace activity that can be improved to enhance productivity, customer service and job satisfaction. Those meetings ought to be held at least bi-monthly or as necessary and on Company time during the life of this Agreement.

CLAUSE 5 - ENTERPRISE BARGAINING

This agreement has been made in response to a claim by the employees of Kent Transport Industries Pty Ltd in New South Wales who are employed under the Transport Industry State Award 1996 (NSW Branch), for a wage increase via a certified agreement.

The parties are committed to develop the items covered under this Enterprise Agreement throughout its life.

The parties to this Agreement agree that enterprise bargaining shall be an on-going process aimed at improving the operational efficiency of the business and improving the working conditions of the employees.

CLAUSE 6 - INTENTION

This Agreement has been developed in the spirit of mutual co-operation and advantage.

CLAUSE 7 - PARTIES BOUND

This Agreement is binding on:-

1. The Transport Workers Union of Australia (New South Wales Branch).
2. The employer Kent Transport Industries Pty Ltd and
3. All employees whether members of the Transport Workers Union of Australia (New South Wales Branch) or not whose employment is, at any time when the Agreement is in operation, subject to the Agreement.

CLAUSE 8 - RELATIONSHIP TO PARENT AWARD

This Certified Agreement is in addition to the rates and conditions contained in the *Transport Industry State Award 1996 (NSW Branch)* and all variations thereto. Where there is any inconsistency between this Agreement and the parent Award, then this Agreement shall take precedence.

CLAUSE 9 - MINIMUM STANDARDS

It is a term of this Agreement that, while this Agreement remains in force, employees covered by the terms of this Agreement and future employees covered by this Agreement, will continue to enjoy conditions of employment and rates of pay no less favourable than the Award as at 26.12.96 and this Certified Agreement.

CLAUSE 10 - WAGE INCREASES

Pay increases totalling 10% are based on the **EBA rate of pay and award classification as at 01/01/97** and are not compounding. The first increase will be paid with effect from 31st of December 1997, provided the Agreement is signed on or before the 25th of February 1998. Otherwise the increase will not be back dated and will instead become effective as at the date the Agreement is signed. **Please note : Level one (1) pay rate is equivalent to the Offsider rate as per the TWU Award and level one (1) as per the same award has been absorbed into this Offsider rate.**

Note Additional : Levels nine (9) and ten (10) have been introduced, these Levels are above Award classifications and will form part of the EBA Stream Schedule, to allow increased career paths.

The effective date of the third increase (schedule to be effective 31.12.98), is dependent on a review of the following criteria by a committee comprising of the State Manager NSW, the National Operations Manager and the National Human Resources Manager. The committee will meet on or around the 31st of October 1998 to discuss the manner in which employees have collectively accepted their responsibilities over the previous (9) nine months in relation to the following :

- Yard and Depot cleanliness.
- Truck and vehicle cleanliness.
- Ensuring safe working practices and a safe working environment (this should result in a reduction in the hours lost through injury).
- Ensure that all documentation is returned inclusive of any payments e.g. COD's. **(DAILY)**
- Attitude and appearance.
- Maintenance of company property.
- Reduction in damages and insurance claims through Key Performance Indicators.
- Reduction of customer complaints (measurable through the Quality System).
- Fostering teamwork, including on the job training of others.
- Improved communication with customers, other employees and management.
- Improved productivity levels measurable through Operational profit and loss report.

If the Committee determines that employees have achieved the agreed standard in each of the areas listed, employees will receive the third increase of 3% with effect from the 31st of December 1998.

If, in the opinion of the Committee the agreed standards have not been met in each of the areas listed, the third increase will be effective from the 30th of June 1999.

All parties agree that the decision of the Committee will be final and that industrial action will not occur as a result of the Committee's decision.

Kent Transport Industries (New South Wales) EBA 1998/99



(The top rate is the hourly rate, and the bottom rate is the weekly rate).

AWARD LEVEL	CURRENT RATE	4% 31/12/97	3% 31/06/98	3% 31/12/98
1.	12.38 470.44	12.88 489.44	13.25 497.42	13.62 517.56
2.	12.64 480.32	13.15 499.70	13.52 513.76	13.90 528.20
3.	12.92 490.96	13.44 510.72	13.82 525.16	14.21 539.98
4.	13.17 500.46	13.70 520.60	14.09 535.42	14.49 550.62
5.	13.81 524.78	14.36 545.68	14.78 561.64	15.19 577.22
6.	13.97 530.86	14.53 552.14	14.95 568.10	15.37 584.06
7.	14.45 549.10	15.03 571.14	15.46 587.48	15.89 603.82
8.	15.45 587.10	16.07 610.66	16.53 628.14	17.00 646.00
9.	16.02 608.76	16.66 633.08	17.14 651.32	17.62 669.56
10.	16.59 630.42	17.25 655.50	17.75 674.50	18.25 693.50

The above rates of pay are inclusive of the Furniture Removal and Money Collection Allowance and are based on a (38) thirty eight hour week only. All overtime will be paid at the hourly rate minus the Furniture Removal Allowance.

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CLAUSE 11 - CASUAL EMPLOYEES

Casual Employees will receive the full pay increases contained in this Agreement effective from the date that the Company and the New South Branch Secretary of the TWU sign the Agreement. A Casual Employee will be paid at the same rate for weekend work as per Clause 12.

CLAUSE 12 - PENALTY RATES

- Work done on Saturday shall be paid at the rate of Time and a half all day.
- Work done on Sunday, and Public Holidays shall be paid at the current Award Rate.

CLAUSE 13 - CAREER PATHS

Kents are to adopt a Seven Stream Employment program for Operational Personnel which will reward individuals for Multi-skilling and for high quality Customer Service. See Annexure marked "A" for a comprehensive description of the new structure.

CLAUSE 14 - NEW EMPLOYEES

The parties agree that any employee who is engaged by the employer during the term of this Agreement and would have been eligible to be a party to this Agreement at the time of registration had they been employed at that time will become a party to this Agreement. A new employee shall, as from the date of becoming a party, be entitled to all benefits and be bound by all obligations under this Agreement. The Company therefore undertakes that it will not, during the life of this Agreement and six months thereafter, employ persons covered by this Agreement under the terms of an Australian Workplace Agreement or any other form of Individual Contract.

CLAUSE 15 - TEA MONEY

Tea Money shall be paid only once to any Operational Person who works a total daily overtime of Two Hours or more. Tea money shall be at the rate prescribed in Clause 8 Table - (9) of the Award.

CLAUSE 16 - DRIVER'S KIT

All Drivers are to be issued with a Driver's kit containing the following items:

- A complete Tool Kit.
- Set of Lifting Straps.
- Street Directory.
- First-Aid Kit.

The Driver is responsible for the contents of this kit, including replacement of any missing items. The Company shall replace any items damaged or inoperable through normal wear and tear.

This Clause shall be reviewable after 3 Months subject to a policy being developed by the Employer and Employees.

CLAUSE 17 - TRAINING

Regular, on-going training programs will be available to all Personnel. Training may include "skills based" issues and/or "administration" issues. Training may be conducted "in-house" or through "external" providers.

CLAUSE 18 - OVER - AWARD PAYMENTS

Any pay increases in this Agreement shall be paid in full and not absorbed through any over-award payments.

CLAUSE 19 - QUALITY

Kents are committed to the advancement of our Quality Management System, ISO 9002, and all personnel are required to display an attitude of co-operation on all issues which effect the quality of service supplied by Kents.

CLAUSE 20 - SUPERANNUATION

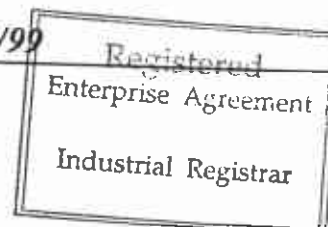
- (a) (i) The nominated Fund for the purpose of this clause shall be the Transport Worker's Union Superannuation Fund.
- (ii) The company has completed the "Employer's Application for Participating Membership" set out in Schedule D of the Transport Workers (Superannuation) Consolidated Award 1993.
- (b) The company shall make contributions into the nominated Superannuation Fund on behalf of each eligible employee as follows:-
- (i) Contributions shall be at the rate prescribed from time to time by the *Transport Workers (Superannuation) Consolidated Award 1993*.
- (ii) Notwithstanding anything elsewhere contained in this clause, employers and/or employees who are able to demonstrate bona fide membership of the religious fellowship known as Exclusive Brethren shall have the contributions defined in paragraph (i) herein paid into a Fund acceptable to the employer/employee and being a scheme approved by the Insurance and Superannuation Commission.
- (c) (i) "Approved Fund" shall mean a Superannuation Fund approved in accordance with the Commonwealth Operational Standards for Occupation Superannuation Funds.
- (ii) "Eligible Employee" shall mean every employee engaged under the terms of this agreement.

CLAUSE 21 - AGREEMENT MAY BE VARIED

- (a) Provided all parties to this Agreement approve, it may be amended and/or replaced by another agreement prior to the Agreement running it's full term.

CLAUSE 22 - AGREEMENT TO BE DISPLAYED

Copies of this Agreement shall be displayed in a place where visible and accessible to all parties covered by the Agreement.



CLAUSE 23 - SECURITY OF EMPLOYMENT

With the acceptance and implementation of this Agreement, it is agreed that there will be no enforced redundancies as a result of any improved working practices resulting from the Enterprise Bargaining process.

In the event of measurable and serious downturns in the market place which may impact on labour requirements, the Company reserves the right to apply management strategies as it considers appropriate, which as a last resort may include redundancies.

Prior to any redundancies being determined, the Company undertakes to officially inform the Consultative Committee as early as possible but, in the event, not less than four (4) weeks prior to the giving of notice of reducing manning levels.

If, after extensive investigations, including alternative job offers, the parties conclude that retrenchment is the only option, then the Company will begin negotiation with the Union on a redundancy package for the affected employees.

CLAUSE 24 - DURATION OF AGREEMENT

This Agreement will come into force in accordance with Clause 10 and will have a duration until the 31st December 1999. Further, this agreement will remain in force until replaced by a new agreement.

CLAUSE 25 - SETTLEMENT OF DISPUTES

The parties to this agreement are committed to resolving industrial disputes by non-industrial action and will use the following Settlement of Disputes procedures as the terms of avoiding and resolving industrial disputes:

- (a) The matter shall first be discussed between the aggrieved employee/s and their supervisor, at the employee's option their delegate may also be present.
- (b) If not settled, the matter shall then be taken up by an accredited Union Delegate or Union Organiser with the Operations Manager concerned or by the Operations Manager with the accredited Union Delegate or Union Organiser, as the case may be. At any point in these discussions it may be appropriate to seek the involvement of the relevant Department Manager.
- (c) If the matter is not settled, the Delegate shall seek the assistance of the State Secretary of the Union and the Operations/Department Manager may seek to involve the State Manager.
- (d) If the matter is not settled, the State Secretary of the Union may seek discussion with the Human Resources Manager or other Senior Manager.
- (e) If the matter is still not settled, it shall be submitted to the New South Wales Industrial Relations Commission, whose decision shall, subject to any appeal in accordance with the Act, be final and shall be accepted by the parties.

- (f) Until the matter is determined and except in the case of a bona fide safety issue, the work shall continue as instructed by the employer. The circumstances which applied immediately prior to the dispute arising shall apply until final resolution of the matter.
- (g) No party shall be prejudiced as to final settlement by the continuation of work in accordance with this clause.
- (h) This settlement of disputes procedure will apply to any dispute or claim (whether it arises out of the operation of this Agreement or not) as to the wages or conditions of employment of employees employed by the Company.

CLAUSE 26 - UNION RECOGNITION AND UNION MEMBERSHIP

- (a) The Company recognises the Transport Workers Union of Australia as being the union that shall have exclusive representation of transport workers who are covered by this Agreement.
- (b) The Company undertakes upon receipt of authorisation to deduct union membership dues, as levied by the Transport Workers Union of Australia (New South Wales Branch) in accordance with its rules, from the pay of those employees who are members of the Transport Workers Union of Australia (New South Wales Branch). Such monies collected will be forwarded to the Transport Workers Union of Australia (New South Wales Branch) together with all necessary information to enable the reconciliation and crediting of subscriptions to members accounts.
- (c) The Company further agrees that an authorised Union representative is entitled to enter the Company's premises at all reasonable times for the purposes of interviewing any employee, so as not to interfere unreasonably with the Company's business.
- (d) The employer is required to keep time and wages records showing the name of each employee, the hours worked each day and the wages overtime and allowances (if any) paid each week. The records of employees are to be made available for inspection by an accredited representative of the Union. The Company agrees to allow an accredited Union Representative to enter the Company's premises at reasonable times for this purpose, so long as the representative does not unduly interfere with work being performed by any employee during working time.

CLAUSE 27 - LABOUR AGENCIES

It is a term of this agreement that the Company will ensure that any employees of a labour hire agency engaged by the Company, will be paid at the rates described in this Agreement.

CLAUSE 28 - BREAKS

The normal provisions of Clause 36.3 of the Transport Industry State Award (NSW Branch), 1996 will apply.

CLAUSE 29 - PRESENTATION

Personal hygiene and presentation to be of a consistently high standard. "Extremes" of presentation will not be accepted for roles requiring the Employee to have "face to face" dealings with clients.

CLAUSE 30 - SEXUAL HARASSMENT

- (a) The parties to this Agreement recognise that failing to prevent sexual harassment occurring in the workplace is a discriminatory work practice.
- (b) Sexual harassment is defined as unwelcome activity of a sexual nature. Such activity includes sexual propositions, touching, sexual innuendo, sexually explicit conversations, rude jokes, nude pin-ups and posters.
- (c) The employer will ensure that all employees are provided with an environment which is free from sexual harassment and shall establish and publicise amongst all employees a policy and procedures, including grievance procedures, for handling complaints of sexual harassment. Such policy and practice shall be developed by the employer in consultation with the Union/employees.

CLAUSE 31 - PAYMENT OF WAGES

Wages are to be paid for all Personnel by Electronic Funds Transfer (EFT) directly into a bank account nominated by each employee.

CLAUSE 32 - SPREAD OF HOURS

- (a) The ordinary working day for employees is to be worked between the hours of 6.00am and 6.00pm as per Clause 3.3 of the Transport Industry State Award (NSW Branch).

CLAUSE 33 - PERMANENT EMPLOYEES TO RECEIVE PREFERENCE

Permanent employees shall have preference of work over casual employees, excepting for occasions where a Casual employee has required skills that no available permanent employee has.

CLAUSE 34 - ROSTERED DAYS OFF

RDO's are to be taken on a flexible basis by mutual agreement.

CLAUSE 35 - NOT TO BE USED AS A PRECEDENT

This Agreement shall not be used in any manner whatsoever to obtain similar arrangements or benefits in any other yard or enterprise.

CLAUSE 36 - NO EXTRA CLAIMS

It is a term of this Agreement that the union party to this Agreement, their officers, employees and members will not pursue any extra or over award claims prior to the expiry of this Agreement.

CLAUSE 37 - CRIB BREAKS

The payments for Crib Breaks under Clause 8.2 of the Award will apply to the Employees covered by this Agreement.

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CLAUSE 38 - SIGNATORIES

This Agreement is made at Sydney on this the ...17th...day of...MARCH..... 1998.

Signed for and on behalf of
KENT TRANSPORT INDUSTRIES PTY LTD

T. Kent
Witness

[Signature]
Representative

TONY KENT.
Name (Please Print)

GRANT HARRANG
Name (Please Print)

Signed for an on behalf of
TRANSPORT WORKERS UNION OF AUSTRALIA (NSW BRANCH)

[Signature]
Witness

[Signature]
State Secretary
(Steve Hutchins)

STEVE CAIN
Name (Please Print)

CAREER PATHS



The new Operational Structure comprises seven (7) "Streams".
There are four (4) classifications in each Stream.

The classifications begin at Basic and moves up through "Qualified", "Advanced" and ultimately "Gold".

Each classification equates to an Award level, as shown (with the exception to levels 9 and 10 that are above AWARD classifications and are paid as per EBA schedule).

Personnel can move from one Stream to another, and in fact need to in order to increase their pay rate beyond the maximum of their present Stream.

The new structure is shown below:

AWARD LEVEL	STREAM 1	STREAM 2	STREAM 3	STREAM 4	STREAM 5	STREAM 6	STREAM 7
10							SUPER-VISOR
9						TRAILER DRIVER	GOLD
8			LOCAL DRIVER		STOREMAN	GOLD	ADVANCED
7				WRAPPER	GOLD	ADVANCED	QUALIFIED
6		PACKER	GOLD	GOLD	ADVANCED	QUALIFIED	BASIC
5	OFFSIDER	GOLD	ADVANCED	ADVANCED	QUALIFIED	BASIC	
4	GOLD	ADVANCED	QUALIFIED	QUALIFIED	BASIC		
3	ADVANCED	QUALIFIED	BASIC	BASIC			
2	QUALIFIED	BASIC					
1	BASIC						

Moving up, or down in any Stream will be a committee decision. The committee will comprise the State Manager, the National Operations Manager and the National Human Resources Manager. They will co opt to the committee the relevant operational representatives.

The committee will rely on information from a range of sources, including reports from the Branch Trainer and the Quality system.

The committee will meet twice a year, in March/April and Sept/Oct, or as it deems appropriate.

The committee will consider each of the following criteria in determining whether a person should move up or down in any Stream:

- * on the job application of the skills training received;
- * attitude and appearance;
- * performance with respect to customer relations, general operations and communication with other employees and management;
- * maintenance of company property;
- * ensuring safe working practices and a safe environment;
- * fostering teamwork, including on the job training of others;
- * relevant qualifying time period.

Moving to a new Stream requires that the person has attained a level in their present Stream that equates, at least, to the entry level of the new Stream, eg to become a Basic Packer, a person needs to be at least a Qualified Offsider. In addition, in order to progress into the next Stream, a person must have reached the Qualified Level in a least one of the other related Streams. For example, to become a Basic Trailer Driver a person would need to be a Qualified Local Driver.

If a person moves to the next Stream, and the entry level is below that of their present level, they will retain the pay associated with their present level until such time as they progress beyond that level.

The training skills required for each classification within a particular Stream are listed on the following pages :

KENT OFFSIDER

ISSUE	LEVEL	KST COURSE
UNDERSTANDING OF KENT POLICIES	"B"	1.1
INVENTORY PREPARATION	"B"	1.6
SAFE LIFTING/CARRYING	"B"	1.3
CUSTOMER SERVICE	"B"	1.4
QUALITY SYSTEM-ISO 9002	"B"	1.2
CUSTOMER COMPLAINTS	"B"	1.2
AMENDMENT/VARIATIONS	"B"	1.2
IMPROVEMENT ACTION REQUESTS	"B"	1.2
WRAPPING FURNITURE	"B"	2.1
KNOWLEDGE OF KENT PAPERWORK	"B"	1.6
LOADING VEHICLE	"B"	2.1
TYING OFF	"B"	2.1
UNLOADING VEHICLE	"B"	2.1
FOLDING PACKING	"B"	2.1
PLACING FURNITURE	"B"	2.1
VEHICLE CLEANLINESS	"B"	2.1
PERSONAL PRESENTATION	"B"	1.1
USE OF TROLLEY	"B"	2.1
YARD CLEANLINESS	"B"	2.1
USE OF PIANO TROLLEY	"A"	2.1
USE OF FRIDGE TROLLEY	"A"	2.1
USE OF STRAPS	"A"	5.1
UPRIGHT PIANOS	"A"	5.1
GRAND PIANOS	"A"	5.1
USE OF PIANO BOX	"A"	5.1
BILLIARD TABLES	"A"	5.1

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NOVICE = Entry Level.

BASIC = Has been given the theory of all the "B" Skills, shown how to operate and appears to comprehend.

QUALIFIED = Has demonstrated a good understanding of each of the above issues and has been Offsiding for a minimum of 6 months. Receiving training in "A" Skills.

ADVANCED = Has demonstrated a complete knowledge of all skills and is competent in their application. Has been thoroughly trained in Customer Service and has been Offsiding for a minimum of 24 Months.

GOLD = Has a comprehensive knowledge and has demonstrated all skills. Has excellent Customer Service Skills and demonstrates very high standards of presentation. Acts as a positive example to "Junior" Personnel.

KENT PACKER		
ISSUE	LEVEL	KST COURSE
UNDERSTANDING OF KENT POLICIES	"B"	1.1
INVENTORY PREPARATION	"B"	1.6
SAFE LIFTING/CARRYING	"B"	1.3
CUSTOMER SERVICE	"B"	1.4
QUALITY SYSTEM-ISO 9002	"B"	1.2
CUSTOMER COMPLAINTS	"B"	1.2
AMENDMENT/VARIATIONS	"B"	1.2
IMPROVEMENT ACTION REQUESTS	"B"	1.2
HANDLING OF FREIGHT	"B"	2.1
SELECTION/SETUP OF WORK AREA	"B"	3.1
SELECTION OF MATERIALS	"B"	3.1
KNOWLEDGE OF KENT CARTONS	"B"	3.1
KNOWLEDGE OF KENT PAPERWORK	"B"	1.6
PREPARATION OF CARTONS	"B"	3.1
WRAP/UNWRAP ITEMS	"B"	3.1
POSITIONING ITEMS IN CARTON	"B"	3.1
SEAL AND MARK CARTONS	"B"	3.1
CUSTOMER SERVICE	"A"	1.5
ADVANCED SKILLS IN FRAGILE PACKING	"A"	3.2
SUPERVISION	"A"	8.1

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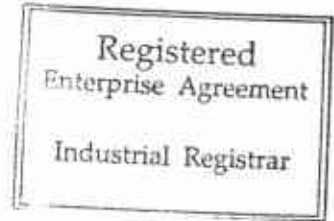
BASIC = Has been given the theory of all the "B" Skills, shown how to operate and appears to comprehend. Works under Supervision of an Advanced Packer.

QUALIFIED = Has demonstrated a good understanding of each of the above issues and has been working in Packing for a minimum of 6 months. Receiving training in "A" Skills. Can work unsupervised or as part of a Crew.

ADVANCED = Has demonstrated a complete knowledge of all Skills and is competent in their application. Has excellent Customer Service Skills and demonstrates very high standards of presentation. Displays excellent attitude and has been working in Packing for a minimum of 24 Months. Acts as a positive example to "Junior" Personnel and is capable of Supervising.

GOLD = Has a comprehensive knowledge and has demonstrated all skills. Has excellent Customer Service Skills and demonstrates very high standards of presentation. Acts as a positive example to "Junior" Personnel. May co-ordinate a Department's activities.

KENT LOCAL DRIVER		
ISSUE	LEVEL	KST COURSE
UNDERSTANDING OF KENT POLICIES	"B"	1.1
INVENTORY PREPARATION	"B"	1.6
SAFE LIFTING/CARRYING	"B"	1.3
CUSTOMER SERVICE	"B"	1.4
QUALITY SYSTEM-ISO 9002	"B"	1.2
CUSTOMER COMPLAINTS	"B"	1.2
AMENDMENT/VARIATIONS	"B"	1.2
IMPROVEMENT ACTION REQUESTS	"B"	1.2
VEHICLE PRESENTATION		2.1
HANDLING OF FREIGHT	"B"	2.1
LOADING VEHICLE	"B"	2.1
TYING OFF	"B"	2.1
UNLOADING VEHICLE	"B"	2.1
KNOWLEDGE OF KENT CARTONS	"B"	3.1
KNOWLEDGE OF KENT PAPERWORK	"B"	1.6
FOLDING PACKING	"B"	2.1
WRAP/UNWRAP ITEMS	"B"	2.1
PLACING FURNITURE	"B"	2.1
SEAL AND MARK CARTONS	"B"	2.1
USE OF TROLLEYS	"B"	2.1
SUPERVISION	"B"	8.1
MECHANICS	"B"	9.1
DRIVING	"B"	9.2
SPECIAL REQUIREMENTS	"A"	6.1
CUSTOMER SERVICE	"A"	1.5
SUPERVISION	"A"	8.1
USE OF STRAPS	"A"	5.1
VEHICLE MAINTENANCE	"A"	9.1



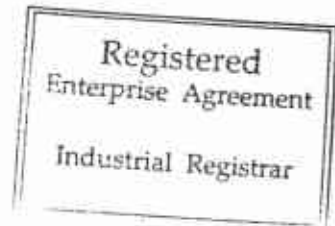
BASIC = Has been given the theory of all the "B" Skills, shown how to operate and appears to comprehend. Appropriate Licence.

QUALIFIED = Has demonstrated a good understanding of each of the above issues and has been Driving a Vehicle for a minimum of 6 months. Receiving training in "A" Skills. Appropriate Licence.

ADVANCED = Has demonstrated a complete knowledge of all Skills and is competent in their application.
Has been Driving Locally for a minimum of 24 Months. Appropriate Licence.
Acts as a positive example to "Junior" Personnel and is capable of Supervising.

GOLD = Has excellent Customer Service Skills and demonstrates very high standards of presentation. Displays excellent attitude and acts as a positive example to "Junior" Personnel and is capable of Supervising. Appropriate Licence.

ISSUE	LEVEL	KST COURSE
UNDERSTANDING OF KENT POLICIES	"B"	1.1
INVENTORY PREPARATION	"B"	1.6
SAFE LIFTING/CARRYING	"B"	1.3
CUSTOMER SERVICE	"B"	1.4
QUALITY SYSTEM-ISO 9002	"B"	1.2
CUSTOMER COMPLAINTS	"B"	1.2
AMENDMENT/VARIATIONS	"B"	1.2
IMPROVEMENT ACTION REQUESTS	"B"	1.2
HANDLING OF FREIGHT	"B"	2.1
SELECTION/SETUP OF WORK AREA	"B"	4.1
SELECTION OF MATERIALS	"B"	4.1
KNOWLEDGE OF KENT CARTONS	"B"	4.1
KNOWLEDGE OF KENT WRAPPING MATERIAL	"B"	4.1
KNOWLEDGE OF KENT PAPERWORK	"B"	1.6
MARKING/IDENTIFYING ITEMS	"B"	4.1
CUSTOMER SERVICE	"A"	1.5
ADVANCED SKILLS IN FRAGILE WRAPPING	"A"	4.2
HANDLING ANTIQUES	"A"	4.2
SUPERVISION	"A"	8.1



BASIC = Has been given the theory of all the "B" Skills, shown how to operate and appears to comprehend. Works under supervision of an Advanced Wrapper.

QUALIFIED = Has demonstrated a good understanding of each of the above issues and has been working in Wrapping for a minimum of 6 months. Receiving training in "A" Skills. Can work unsupervised or as part of a crew.

ADVANCED = Has demonstrated a complete knowledge of all Skills and is competent in their application. Has well developed Customer Service Skills and demonstrates high standards of presentation. Has been working in Wrapping for a minimum of 24 Months. Acts as a positive example to "Junior" Personnel and is capable of Supervising.

GOLD = Has excellent Customer Service Skills and demonstrates very high standards of presentation. Displays excellent attitude and acts as a positive example to "Junior" Personnel and is capable of Supervising.

KENT STOREMAN

ISSUE	LEVEL	KST COURSE
UNDERSTANDING OF KENT POLICIES	"B"	1.1
INVENTORY PREPARATION	"B"	1.6
SAFE LIFTING/CARRYING	"B"	1.3
CUSTOMER SERVICE	"B"	1.4
QUALITY SYSTEM-ISO 9002	"B"	1.2
CUSTOMER COMPLAINTS	"B"	1.2
AMENDMENT/VARIATIONS	"B"	1.2
IMPROVEMENT ACTION REQUESTS	"B"	1.2
WRAPPING FURNITURE	"B"	2.1
KNOWLEDGE OF KENT PAPERWORK	"B"	1.6
HANDLING OF FREIGHT	"B"	2.1
LOADING TRUCK	"B"	2.1
TICKING OFF	"B"	2.1
UNLOADING TRUCK	"B"	2.1
PERSONAL PRESENTATION	"B"	1.1
YARD PRESENTATION	"B"	2.1
FORM COMPLETION	"B"	1.2
USE OF TROLLEYS	"B"	5.1
DEPARTMENT ISSUES	"B"	
FORKLIFT LICENCE	"B"	7.1
SPECIAL REQUIREMENTS	"A"	6.1
SUPERVISION OF OTHER PERSONNEL	"A"	8.1
DEPARTMENT ISSUES	"A"	

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BASIC = Has been given the theory of all the "B" Skills, shown how to operate and appears to comprehend.

QUALIFIED = Has demonstrated a good understanding of each of the above issues and has been working in the Store for a minimum of 6 months. Receiving training in "A" Skills.

ADVANCED = Has demonstrated a complete knowledge of all skills and is competent in their application. Has been thoroughly trained in Customer Service and has been working in Store for a minimum of 24 Months. May co-ordinate a Department's activities.

GOLD = Has a comprehensive knowledge and has demonstrated all skills. Has excellent Customer Service Skills and demonstrates very high standards of presentation. Acts as a positive example to "Junior" Personnel. May co-ordinate a Department's activities.

KENT TRAILER DRIVER

ISSUE	LEVEL	KST COURSE
UNDERSTANDING OF KENT POLICIES	"B"	1.1
INVENTORY PREPARATION	"B"	1.6
SAFE LIFTING/CARRYING	"B"	1.3
CUSTOMER SERVICE	"B"	1.4
QUALITY SYSTEM-ISO 9002	"B"	1.2
CUSTOMER COMPLAINTS	"B"	1.2
AMENDMENT/VARIATIONS	"B"	1.2
IMPROVEMENT ACTION REQUESTS	"B"	1.2
HANDLING OF FREIGHT	"B"	2.1
LOADING VEHICLE/CONTAINER	"B"	2.1
TYING OFF	"B"	2.1
UNLOADING TRAILER	"B"	2.1
KNOWLEDGE OF KENT CARTONS	"B"	2.2
KNOWLEDGE OF KENT FORMS	"B"	1.6
FOLDING PACKING	"B"	2.1
WRAP/UNWRAP ITEMS	"B"	2.1
PLACING FURNITURE	"B"	2.1
SEAL AND MARK CARTONS	"B"	2.1
USE OF TROLLEYS	"B"	2.1
VEHICLE MAINTENANCE	"B"	9.1
SUPERVISION	"B"	8.1
DRIVING	"B"	9.2
SPECIAL REQUIREMENTS	"A"	6.1
CUSTOMER SERVICE	"A"	1.5
USE OF STRAPS	"A"	5.1
VEHICLE MAINTENANCE	"A"	9.1
OVER-DIMENSIONAL DRIVING	"A"	9.3
KNOWLEDGE OF KENT FORMS	"A"	2.2
SUPERVISION	"A"	8.1

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BASIC = Has been given the theory of all the "B" Skills, shown how to operate and appears to comprehend. Has reached "Advanced" Local Driver level. Appropriate Licence.

QUALIFIED = Has demonstrated a good understanding of each of the above issues and has been Driving a Trailer for a minimum of 6 months. Receiving training in "A" Skills. Appropriate Licence.

ADVANCED = Has demonstrated a complete knowledge of all Skills and is competent in their application.
Has been Driving a Trailer for a minimum of 24 Months.
Acts as a positive example to "Junior" Personnel and is capable of Supervising. Appropriate Licence.

GOLD = Has excellent Customer Service Skills and demonstrates very high standards of presentation. Displays excellent attitude and acts as a positive example to "Junior" Personnel and is capable of Supervising. Appropriate Licence.

KENT SUPERVISOR

ISSUE	LEVEL	KST COURSE
UNDERSTANDING OF KENT POLICIES	"B"	1.1
INVENTORY PREPARATION	"B"	1.6
SAFE LIFTING/CARRYING	"B"	1.3
CUSTOMER SERVICE	"B"	1.4
QUALITY SYSTEM-ISO 9002	"B"	1.2
CUSTOMER COMPLAINTS	"B"	1.2
AMENDMENT/VARIATIONS	"B"	1.2
IMPROVEMENT ACTION REQUESTS	"B"	1.2
HANDLING OF FREIGHT	"B"	2.1
LOADING VEHICLE	"B"	2.1
TYING OFF	"B"	2.1
UNLOADING VEHICLE	"B"	2.1
KNOWLEDGE OF KENT CARTONS	"B"	2.1
KNOWLEDGE OF KENT PAPERWORK	"B"	1.6
WRAP/UNWRAP ITEMS	"B"	2.1
USE OF TROLLEYS	"B"	2.1
SUPERVISION OF STAFF	"B"	8.1
DEPARTMENT MANAGEMENT	"B"	10.1
FORKLIFT LICENCE	"B"	7.1
SPECIAL REQUIREMENTS	"A"	6.1
SUPERVISION OF STAFF	"A"	8.1
CUSTOMER SERVICE	"A"	1.5
USE OF STRAPS	"A"	5.1
DEPARTMENT MANAGEMENT	"A"	10.1
FORKLIFT LICENCE	"A"	7.1

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BASIC = Has been given the theory of all the "B" Skills, shown how to operate and appears to comprehend.

QUALIFIED = Has demonstrated a good understanding of each of the above issues and has been working in Supervising for a minimum of 6 months. Receiving training in "A" Skills.

ADVANCED = Has demonstrated a complete knowledge of all Skills and is competent in their application. Has well developed Customer Service Skills and demonstrates high standards of presentation. Has been Supervising for a minimum of 24 Months.
Acts as a positive example to "Junior" Personnel and is capable of Supervising/Managing a Department/Area.

GOLD = Has excellent Customer Service Skills and demonstrates very high standards of presentation. Displays excellent attitude and acts as a positive example to "Junior" Personnel and is capable of Supervising/Managing a Department/Area.