

Manager Guidance

	Annual Leave	Sick Leave
Employee	<ul style="list-style-type: none"> • Inform Manager of leave required (at least 1 week in advance) • Ensure adequate leave entitlement to cover leave request • Complete leave form 	<ul style="list-style-type: none"> • Notify manager as soon as practicable • Employee required to contact manager <u>by phone call</u> • Complete Leave form upon returning to work • Ensure adequate leave entitlement to cover leave request • Provide Medical certificate if requested
Manager	<ul style="list-style-type: none"> • Approve or decline leave form, notify employee and forward to payroll • Keep a diary/ calendar of leave requests for your staff • Send all staff an email notifying that employee is off work (On day of leave) 	<ul style="list-style-type: none"> • Send all staff an email notifying that employee is off work • Approve leave form and forward to payroll (If leave form cannot be submitted before pay run notify Payroll via email) • Request Doctors certificate if employee is away sick for more than 3 days • If Employee is on sick leave for more than 1-week manager shall check in with employee at least once a week
Associated Forms/ Resources and Documents	<ul style="list-style-type: none"> • Leave Form – Intranet • Refer to IEA 	<ul style="list-style-type: none"> • Leave Form – Intranet • Medical Certificate – Provided by Dr • Refer to IEA
Notes	<ul style="list-style-type: none"> • Ensure employee has sufficient leave • Minimum of 1 weeks' notice should be provided when requesting annual leave • Manager can decline a leave request if there is not adequate cover available 	<ul style="list-style-type: none"> • Doctors certificate must be requested if employee is sick for 3 consecutive days (Employee responsibility to pay for this) • If a manager requests doctors' certificate before 3 days MIMICO is required to cover the cost of obtaining medical certificate • If an employee does not have sufficient sick leave discuss with Senior Manager and Payroll to determine if annual leave can be taken

	Bereavement Leave	Domestic Violence Leave
Employee	<ul style="list-style-type: none"> • Notify manager as soon as practicable • Complete Leave form upon returning to work 	<ul style="list-style-type: none"> • Notify manager as soon as practicable • Complete Leave form upon returning to work
Manager	<ul style="list-style-type: none"> • Send all staff email notifying that employee is off work • Ascertain level of bereavement, approve leave form based on level of bereavement and forward to payroll. (if leave form cannot be submitted before pay run notify Payroll via email) • Refer to Senior Manager if additional bereavement leave is required above minimum standard 	<ul style="list-style-type: none"> • Send all staff email notifying that employee is off work <u>(Do not disclose why)</u> • Approve leave form and forward to payroll (If leave form cannot be submitted before pay run notify Payroll via email) • Offer assistance and provide contact details of support options • Implement workplace management plan and approve flexible working arrangements where required – <i>Work with HR</i> • Check in regularly with Employee
Associated Forms/ Resources and Documents	<ul style="list-style-type: none"> • Leave Form – Intranet • Refer to IEA 	<ul style="list-style-type: none"> • Leave Form – Intranet • Domestic Violence Policy and Procedure – Intranet (HR Policy manual) • Refer to IEA
Notes	<ul style="list-style-type: none"> • Does not have to be taken immediately following the bereavement 	<ul style="list-style-type: none"> • Employees are entitled to flexible working hours for up to 2 months

	Non-Work-Related ACC Leave	Work Related ACC Leave
Employee	<ul style="list-style-type: none"> • Notify manager as soon as practicable • Provide medical certificates to manager • Complete leave form upon returning to work • Maintain regular contact with manager and provide updates 	<ul style="list-style-type: none"> • Provide medical certificates to manager • Complete leave form upon returning to work • Maintain regular contact with manager and provide updates
Manager	<ul style="list-style-type: none"> • Send all staff email notifying that employee is off work • Approve leave form and forward to payroll. (if leave form cannot be submitted before pay run notify Payroll via email) • Ensure it is noted Employee is off on Non-work-related ACC • Check in regularly with Employee (At least weekly) 	<ul style="list-style-type: none"> • Report through Mango • Send all staff email notifying that employee is off work • Approve leave form and forward to payroll. (If leave form cannot be submitted before pay run notify Payroll via email) • Provide assistance to injured Employee • Check in regularly on injured Employee (At least weekly) • Provide copies of all documents to H&S coordinator • Regularly update Senior Manager, General manager and H&S coordinator
Associated Forms/ Resources and Documents	<ul style="list-style-type: none"> • Leave Form – Intranet • Medical Certificates 	<ul style="list-style-type: none"> • Accident/ Incident Report – Mango • Leave Form – Intranet • Medical Certificates
Notes	<ul style="list-style-type: none"> • Employee can use Sick Leave or Annual leave to top up ACC payment from 80% to 100% if agreed with manager • Employee is not required to take Annual leave or Sick leave whilst off on ACC cover 	<ul style="list-style-type: none"> • Ensure Accident/ Incident procedure has been followed • MIMICO is required to pay 80% wages for the first week if Employee is unable to work, ACC will take over after this • Employee can use sick leave or Annual leave if agreed with manager for the remaining 20% of wages • Employee is not required to use Sick leave or annual leave while off work on ACC related injury

	Employment relationship problem (Employee Complains)	External Complaint Received	Complaint Received regarding Employee
Employee	<ul style="list-style-type: none"> Notify manager or other senior staff member as soon as practicable after the event/occurrence the complaint relates to 	<ul style="list-style-type: none"> Pass onto manager/ log in Mango 	
Manager	<ul style="list-style-type: none"> Collect details of complaint Manager can resolve (if possible) if an informal complaint has been made alternatively pass onto senior manager and/or HR <u>Complaint must be kept confidential</u> 	<ul style="list-style-type: none"> Report through Mango Resolve complaint with customer or pass onto senior manager to resolve Review systems and practices to ensure the event does not occur again 	<ul style="list-style-type: none"> Report through Mango Inform Employee of complaint, gather the facts before deciding on action required
Associated Forms/ Resources and Documents	<ul style="list-style-type: none"> IEA Agreement MBIE Website 	<ul style="list-style-type: none"> Complaint Form – Mango 	<ul style="list-style-type: none"> Complaint Form – Mango Personal file – Mango Fair go decision model (Just Culture)
Notes	<ul style="list-style-type: none"> Employees are not required to make a formal complaint if they do not want to. (This restricts the action a manager can take, ensure employee is aware of this) 		

	Employee Exceeds job requirements	External compliment is received for Employee
Manager	<ul style="list-style-type: none"> Determine if Reward & Recognition voucher is required, issue voucher and report in Mango Acknowledge effort put in by Employee 	<ul style="list-style-type: none"> Determine if Reward & Recognition voucher is required, issue voucher and report in Mango Acknowledge effort put in by Employee
Associated Forms/ Resources and Documents	<ul style="list-style-type: none"> Reward & Recognition Policy – Intranet Reward & Recognition report – Mango 	<ul style="list-style-type: none"> Reward & Recognition Policy – Intranet Reward & Recognition report – Mango
Notes	<ul style="list-style-type: none"> Senior Managers will review monthly to determine if further recognition is appropriate Order and collect new vouchers from HR 	<ul style="list-style-type: none"> Senior Managers will review monthly to determine if further recognition is appropriate

	Employee Resigns	Additional staff required
Employee	<ul style="list-style-type: none"> • Provide written notice to manager 	
Manager	<ul style="list-style-type: none"> • Inform Senior manager, General manager and HR that employee has resigned • Send out memo to all staff that Employee has resigned (Agree timing of Memo with employee) • Initiate ceasing employment process • Initiate recruitment process if replacement staff will be required 	<ul style="list-style-type: none"> • Identify staffing vacancies • Discuss with Senior Manager • Initiate recruitment process
Associated Forms/ Resources and Documents	<ul style="list-style-type: none"> • Memo template – Intranet • Ceasing employment Process – Intranet 	<ul style="list-style-type: none"> • Recruitment Process –Induction Onboarding process – Intranet

	Employee on medication that may affect the safety of people in the workplace	Change in Licence status
Employee	<ul style="list-style-type: none"> Notify Manager before commencing work 	<ul style="list-style-type: none"> Notify Manager
Manager	<ul style="list-style-type: none"> Assess to determine if it is safe for Employee to continue with normal duties Implement controls as required 	<ul style="list-style-type: none"> Ensure appropriate license is held to continue with work duties If ticket was incurred in a work vehicle or during work time log in Mango
Notes	<ul style="list-style-type: none"> If Employee cannot perform normal duties for Safety reasons they may be placed on alternative duties or required to take sick leave 	<ul style="list-style-type: none"> If Employee does not hold appropriate licenses manager must collect keys and not allow employee to operate MIMICO vehicle

Summary of leave entitlements:

Leave Type	Paid Entitlement	Applies	Renewal	Accumulates	Conditions
Annual Leave	4 Weeks	12 months after start date	Annual renewal	Accumulates	Approved at managers discretion
Sick Leave	5 Days	6 months after start date	Annual renewal from entitlement date	Accumulates to a maximum of 20 days	Can be used when the employee, employees' spouse or other person who depends on the employee for care is sick or injured
Bereavement leave	3 Days	6 months after start date	N/A	N/A	The death of a spouse, parent, child, brother, sister, grandparent, grandchild or spouses' parents.
Bereavement leave	1 Day	N/A	N/A	N/A	The death of a person where the employer accepts the employee has suffered a bereavement.
Domestic Violence Leave	10 Days	6 months after start date	Annual renewal from entitlement date	Does not accumulate	Approved at managers discretion. <i>Refer to DVL Policy</i>
Workplace Injury	80% of first week wages				Must be reported in Mango and logged and approved through ACC