

## John Readings Pty Ltd

### *Summary of Current Proposed Projects*

Report generated by external consultant reviewing the staff and the HR function at Readings.

#### **Service Area: HRMIS**

As Readings is also seeking to attain ISO quality and hopes to launch a second public float on the stock exchange in the near future, the consultant recommends expansion and diversification plans for the current HRMIS as it is out of date including payroll and annual leave. The need for a new flexible system has been identified as well as the need for a service level agreement to assist the management team in using the system, including workforce planning.

#### **Performance Management Systems (PMS)**

With the recent changes to work roles (with the move to self-serve stored and online), Readings requires a review of its performance management system, including staff measures and rewards.

#### **Industrial Relations (IR)**

As many of the company staff are casual and part-time, there is an urgent need to conduct an audit of Readings' IR position. Develop an IR plan and an implementation plan as well as strategies in response to taking on new staff under the new Fair Work Australia Legislation. In addition, a service level agreement will need to be developed to assist managers in using the new IR plan to achieve the best advantage for Readings.

#### **Remuneration and Benefits**

One of Readings' corporate goals is to 'attract and keep innovative, customer-focused employees who can support Readings expanding business, and reward performance fairly and equitably'. With the recent changes to the business model, reduced staff in store and more online service, this requires a review of, and ongoing support in

implementing, Readings remuneration strategies. The ongoing support should be included in a service level agreement with management.

### **Recruitment, Selection and Induction**

Readings is about to recruit staff who will be procuring, selling, and delivering an expanded range of online products. There is a need to recruit management and team leader positions with strong procurement and logistics management backgrounds. The recruitment strategy needs to be developed, and a service level agreement signed with management.

### **Separation and Termination Processes**

Readings is expanding and changing its business to predominately online, and this will mean several restructures over the next three years. The company requires establishment and management of policy and procedures to address redeployment, resignation, dismissal and redundancy issues. A service level agreement needs to be developed to detail the assistance provided to management by HR teams to facilitate all aspects of the separation and termination process.

### **Work/Life Skills Program**

Readings requires support in the design and implementation of, and or evaluation of, a new coordinated work/life program to align to the corporate goal to 'attract and keep innovative, customer-focused employees who can support Reads' expanding business, and reward performance fairly and equitably'. A service level agreement needs to be included to provide appropriate advice, support and assistance to managers implementing this program.

### **Rehabilitation/Return-to-Work Program**

Readings requires support in claims processing and establishing and/or monitoring a rehabilitation/return-to-work program. A service level agreement needs to be developed to reflect the support, assistance and guidance offered by HR to management in respect of this program.

