

JOHN READINGS PTY LTD

Summary of current/proposed HRM projects

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

Service area: HRMIS

As Reads 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in the near future, the consultant recommends expansion and diversification plans for the current HRMIS as it is out of date including payroll and annual leave.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

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

Industrial relations

As many of the company staff are casual and part-time, there is an urgent need to conduct an audit of Reads IR position. Develop an IR plan and an implementation plan and 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 Reads.

Remuneration and benefits

One of Reads corporate goals is to 'attract and keep innovative, customer-focused employees who can support Reads' expanding business, and reward performance fairly and equitably'. With the recent changes to the business model with reduced

staff in store and more online service, this requires a review of, and ongoing support in implementing, Reads remuneration strategies. The ongoing support should be included in a service level agreement with management.

Recruitment, selection and induction

Reads is about to recruit staff who will be procuring/selling/delivering an expanded range of online products. There is a need to recruit management/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

Reads is expanding and changing its business to predominantly 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, retirement, 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

Reads requires support in the design and implementation and/or evaluation of a new co-ordinated 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

Reads 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.