

HR Policy	 Effective Date: 29/11/2022
On-Call Policy-Service	

On-Call Policy for All Lift Technicians

Purpose:

The purpose of this "On-Call" policy is to provide efficient and reliable after-hours service to customers requiring breakdown assistance, service-related issues, or hire inquiries. This policy outlines the responsibilities and guidelines for technicians on the on-call roster.

1. Roster and Availability:

- 1.1. The on-call roster will run from Monday to Monday.
- 1.2. Technicians will be assigned to the on-call roster on a rotating basis.
- 1.3. Technicians on the roster must be available and accessible 24/7 to answer calls.
- 1.4. Zero Alcohol and No Drugs:
 - a. Technicians must refrain from consuming alcohol or drugs while on the on-call roster.

2. Compensation:

- 2.1. Technicians on the on-call roster will receive a \$200 allowance on top of their normal weekly wage.
- 2.2. A technician called in to attend a breakdown or service-related issue will be paid a minimum of 4 hours.
- 2.3. Before going to the site, the technician must inform the customer of the minimum cost, which is \$300 (call out fee) plus 4 hours of minimum technician service (\$200 per hour). Therefore, the minimum total cost is \$1100.

Responsibilities:

3.1. Answering Calls:

- a. Technicians on the on-call roster are required to answer all calls promptly.
- b. If unable to attend a call immediately, the technician should return the call within 15 minutes.
- c. All calls must be answered professionally and courteously.

3.2. Breakdowns and Service-Related Issues:

- a. Technicians must address breakdowns or service-related issues over the phone whenever possible.
- b. If on-site assistance is required, Technicians must request a name/order number for the job.

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c. In such cases, the technician will be dispatched to the site, and the customer will be charged the rates mentioned in section 2.3.

3.3. Puncture Repairs:

a. Puncture repairs should be booked on Saturday morning.

b. Technicians must email any sales inquiries immediately to hire.newcastle@allift.com.au

3.4. Urgent Transport Enquiries:

a. For urgent transport inquiries that cannot wait until the following business day, call Alex Cheng at 0484 357 162.

3.5. Retail Jobs:

a. Retail jobs should generally wait until the following business day unless they come from a major customer.

b. Technicians must collect customer details and email them to service.newcastle@allift.com.au

4. Accounts Department:

4.1. The accounts department operates from Monday to Friday, 9 am to 3:30 pm.

4.2. Technicians should coordinate with the accounts department during these hours for any billing or payment-related queries.

Note: Please refer to the separate "Spare Parts Policy" for guidelines on handling spare parts requests.

By adhering to this policy, All Lift technicians will provide efficient and reliable after-hours service to customers, ensuring customer satisfaction and maintaining the company's reputation.

This on-call policy aims to provide prompt and reliable service to customers while ensuring fair compensation and clear guidelines for All Lift technicians.