

temporary & contractor handbook

white collar australia



welcome

Welcome to Randstad, one of the world's leading staffing and HR services companies.

In Australia, Randstad has a network of offices providing a diverse range of work opportunities across the public and private sectors. Whether you are seeking temporary or contract work, there is a good chance we will be able to assist you.

Throughout your association with Randstad, your consultant will contact you to advise of current and upcoming positions. We are proactive in the job search process and actively market you to our clients for future positions. If your priorities or direction change with regard to temporary or contract work, please let us know.

Our temporary & contractor essentials handbook has been designed to provide you with useful information you need to know when you are on a temporary or contract assignment with Randstad. Should you have any queries about the information enclosed in the handbook, please do not hesitate to contact your consultant to discuss.

We are committed to providing you with a rewarding, safe and satisfying work experience. It's good to know you.



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working for randstad

As you are now an employee of Randstad you can now enjoy the benefits of working for a world leading Staffing and HR organisation. In addition, it is important to remember that as an employee we expect you to uphold our values and act in a way that positively represents our brand.

We expect you to use these values as a minimum benchmark for acceptable behaviour. However, it is also your responsibility to make yourself familiar with the host employer's policies and procedures and follow these in the first instance.

what kind of employment do we offer?

temporary assignments

The type of work Randstad offers is of a temporary nature and is not guaranteed in any way. Temporary assignments are available across our entire network of offices, with the majority of work at short notice. You are not entitled to any minimum number of assignments or hours per week. You may reject or accept any offer of an assignment at your own discretion. If an offer of assignment is accepted, you must accept the terms of the individual assignment. Each individual assignment may differ in its terms, such as length of assignment, hours of operation, days of work and pay rate. Your consultant will brief you on each assignment prior to your commencement. If you have any queries feel free to raise these with your consultant.

Randstad may alter the terms of each assignment, such as the start and finish dates or the days of work. Our clients, who will become your host employer, determine the terms for each assignment, so each assignment could be for a few hours, a few weeks or a few months. If a host employer asks you to change roles or perform a different task while on assignment, you must report this to your Randstad consultant. You must only perform the role and tasks that you have been assigned to do, as any other tasks may not have been assessed for workplace health and safety. While the Host Employer will supervise and direct your day to day activity on their site, Randstad is still responsible for you at all times, and will routinely check how you are going in each assignment, regardless of length.

Randstad does not:

- Guarantee the existence of assignments or work for temporary employees.
- Guarantee the duration or the pay rate of any assignment.
- Provide any paid leave, including but not limited to annual, long service, parental, carers or sick leave.

permanent work

We offer a permanent placement service; please ask your consultant if you would like more information.

ending and extending your assignment

Temporary and contract work is dependent on business requirements so there may be instances where your assignment comes to an end earlier than expected. When this happens we will inform you as soon as possible. On the contrary, there is also the possibility that the assignment may be extended and we will consult with you in this instance. Further details are contained within your temporary / contractor agreement and assignment confirmations.

workplace health & safety

Randstad's method and values shape the way we work to achieve our vision of being the number one recruitment & HR services company, both locally and across the globe. For us this means number one in people practice. Importantly, to achieve this in Australia, Randstad underlines the importance in meeting its legal and social responsibility of providing and maintaining, so far as is reasonably practical, a safe and healthy working environment and appropriate support mechanisms for all employees, including temporary employees, contractors, sub-contractors, customers and visitors (Randstad Work Health Safety & Welfare Policy).

Please refer to the WHS section for more information.

standards and protocols overview

We are focused on excellence and committed to fostering high levels of professionalism, so before you get started on an assignment it is important to familiarise yourself with our standards and protocols.

Randstad expects you to respect the rights of others and to treat them fairly. Harassment of any kind is not acceptable and could result in the conclusion of an assignment. Similarly, should you find yourself in an uncomfortable situation, do not hesitate to contact your consultant.

When you enter different work environments you will be exposed to confidential or personal and sensitive information. Please ensure you keep all information confidential, even once your assignment has finished and do not breach your Contract of Service with Randstad and its clients.

When accessing a client's computer network, which includes e-mail, the internet and various software programmes, please remember to follow the host employers computer policy on use. Confidentiality of passwords and information is paramount. The use of any systems for offensive or obscene material is unacceptable and may result in the conclusion of your assignment.

Except in the case of an emergency, please make personal phone calls only during breaks. You must be aware of and adhere to the host employers smoking policy.

If you encounter any difficulties or have a complaint, please address it with your consultant immediately rather than approaching the client.

Strive for success. Permanent opportunities often develop from temporary and contract assignments.

office hours

Your consultant will advise you of the opening hours of the Randstad office you are working for. Outside office opening hours, we have an after hours service that manages calls around shift filling, availability, emergencies etc. You should call your consultant during business hours for any queries.

equal employment opportunity (EEO)

As an equal opportunity employer, Randstad is committed to ensuring a workplace free of discrimination, harassment, bullying and victimisation. This commitment is based on the value we place in you and our determination to comply with all relevant equal opportunity laws. Randstad does not tolerate any of the following behaviours from our employees.

EEO principles

- No discrimination: Randstad aims to ensure, through the application of all company policies, practices and procedures, that no discrimination takes place and that you enjoy equal access to opportunities during your association with the company. The basis of employment decisions is merit based.
- No harassment: Randstad will not tolerate sexual, racial, religious or other kinds of harassment in the workplace.
- No bullying: Randstad will not tolerate bullying and will take appropriate measures to manage any occurrences.
- No victimisation: Randstad will not tolerate victimisation or unfair treatment of anyone who makes a genuine EEO complaint.

Randstad is committed to a high level of equal employment opportunity compliance by ensuring that all complaints are handled in a timely and professional manner.

If you feel you are being discriminated against, please contact your consultant or refer to the grievances, complaints and misconduct process below.

managing your performance whilst on assignment

We will endeavour to maintain regular contact with you and your host employer whilst you are on assignment. This is so we can effectively manage your performance and provide you feedback to ensure we are giving you every chance to be successful.

It is fundamental that you take direction from your direct manager in the first instance as they are the ones that will be managing your workload and day to day activities.

drugs and alcohol in the workplace

Drugs or alcohol have a direct impact on an individual's work performance and safety. You must be aware of and adhere to the host employers drug & alcohol policy. In the absence of a policy, Randstad's policy is that the consumption of drugs and/ or being under the influence of drugs and alcohol will not be tolerated in Randstad offices and host employer sites.

Consumption of alcohol is only allowed at the direction and permission of Host employer management.

Illicit drugs are prohibited. Anyone found in possession, under the influence or selling/buying illicit drugs while at work for Randstad will have disciplinary action taken. You must notify your consultant if you are taking Prescription or non-prescription drugs which have the potential to impact upon a person's ability to work safely. This extends to the operation of motor vehicles and equipment.

Please Note: Randstad reserves the right to perform a drug or alcohol test on any Randstad employee. Randstad may also perform a drug or alcohol test if it is suspected that you may be under the influence of drugs or alcohol and intending to go to work. Any failure to comply with safe working instructions could lead to the cessation of your assignment.

If you suspect others in the work place are under the influence of drugs or alcohol then notify the host employer and your Randstad Consultant

social media policy

Posts or images to social media should not be defamatory, abusive, inappropriate or contain confidential information about Randstad or the Host Employer. Bullying or intimidation through social media will not be tolerated and may lead to disciplinary action.

bullying and harassment

Bullying and harassment in the workplace is unacceptable and will not be tolerated by Randstad. If you believe that you have been subjected to bullying and harassment or have witnessed such behaviour it is important that you speak to your consultant immediately and please note our guidelines for reporting a grievance.

reporting and resolving grievances

A grievance is an incident which is believed to be grounds for a complaint. This may include a cause for distress, unfair treatment or something more serious.

informal grievance

What if I think I can resolve the matter myself? In many situations, the first appropriate step is to tell the person who is the cause of the complaint how you feel. If the complaint is about their behaviour, tell them that it is unacceptable, offensive or hurtful. If it is about a work decision, tell them why you think it is unfair or inappropriate. Sometimes people behave inappropriately without realising, or make decisions without considering the repercussions. Telling the person will give them a chance to stop or change what they are doing. If you decide to take this action, it is important that you also seek support from your Randstad consultant.

What should I do if I can't approach the person involved? If you don't feel that you can't approach the person directly, then explain the problem to your Randstad consultant. They will advise on what your options are and, if you wish to lodge formal grievance or report an incident, will advise you on how to do so (see section below).

If you don't feel comfortable talking to your consultant (or your complaint is in regard to your consultant), you can then contact the local branch manager or the Randstad HR team.

formal grievance

How do I lodge a formal grievance?

- Discuss with your Randstad consultant, Randstad Branch Manager or Randstad HR Team.
- You may also wish to put your complaint or incident in writing and provide it to your Randstad consultant.
- There may also be instances where it is appropriate to inform your manager at the Host Employer. Please note that this should be in addition to contacting Randstad.

complaints investigation

Complaints are investigated in an impartial, confidential and timely manner – the guiding principles of Randstad’s grievance handling procedure are:

- Impartiality. If you raise a grievance, it will be investigated in a fair and impartial manner. No judgements or assumptions will be made, and no action will be taken until the investigation is complete. If a complaint is made against you, your rights will be protected and you will be given an opportunity to tell your side of the story.
- Confidentiality. If you raise a grievance, the details will remain confidential between you and the investigating team. Those involved in an investigation, must maintain strict confidentiality with regard to all aspects of the process or face disciplinary action.
- Timeliness. Each grievance will be finalised within as short a period of time as possible. Where necessary, all information will be passed on to the relevant manager immediately.

speak up - misconduct reporting hotline

Speak Up is a way for Randstad employees, suppliers and clients to confidentially raise issues about misconduct in the workplace such as unsafe, unethical or illegal practices.

We rely on people to speak up whenever they feel there is a breach of Randstad's Business Principles or that they, their colleagues, our clients and suppliers, our business or our reputation might be at risk in accordance with the Randstad Misconduct Reporting Policy. If you encounter discrimination, sexual harassment, unfair employment practices, threats, physical violence or financial conflicts of interest, don't remain silent.

If you have concerns that you feel cannot be raised with your Randstad consultant or through normal procedures, you can rely on Speak Up, a 24/7 telephone helpline run by an independent provider:

Australia

| | |
|-------------------|---|
| Freecall Number: | 1800 452 051 |
| Access Code: | 47064 |
| Language Options: | English |
| Website: | https://www.speakupfeedback.eu/web/integrityatrandstad/au |

Your confidentiality is protected to the extent possible. Randstad has a strict policy of non-retaliation against persons who make workplace misconduct reports under this policy.

casual conversion

If you are paid under a relevant modern award, you may be entitled to request that your employment be converted from a casual basis to a corresponding permanent arrangement with Randstad. Please see the contractor information section on our website for our [Casual Conversion Fact Sheet](#). Randstad is also required to provide you with the following information from the Modern Award.

right to request casual conversion

- a. A person engaged by a particular employer as a regular casual employee may request that their employment be converted to full-time or part-time employment.
- b. A regular casual employee is a casual employee who has in the preceding period of 12 months worked a pattern of hours on an ongoing basis which, without significant adjustment, the employee could continue to perform as a full-time employee or part-time employee under the provisions of this award.
- c. A regular casual employee who has worked equivalent full-time hours over the preceding period of 12 months’ casual employment may request to have their employment converted to full-time employment.
- d. A regular casual employee who has worked less than equivalent full-time hours over the preceding period of 12 months’ casual employment may request to have their employment converted to part-time employment consistent with the pattern of hours previously worked.
- e. Any request under this subclause must be in writing and provided to the employer.
- f. Where a regular casual employee seeks to convert to full-time or part-time employment, the employer may agree to or refuse the request, but the request may only be refused on reasonable grounds and after there has been consultation with the employee.

- g. Reasonable grounds for refusal include that:
- i. it would require a significant adjustment to the casual employee's hours of work in order for the employee to be engaged as a full-time or part-time employee in accordance with the provisions of this award – that is, the casual employee is not truly a regular casual employee as defined in paragraph (b);
 - ii. it is known or reasonably foreseeable that the regular casual employee's position will cease to exist within the next 12 months;
 - iii. it is known or reasonably foreseeable that the hours of work which the regular casual employee is required to perform will be significantly reduced in the next 12 months; or
 - iv. it is known or reasonably foreseeable that there will be a significant change in the days and/or times at which the employee's hours of work are required to be performed in the next 12 months which cannot be accommodated within the days and/or hours during which the employee is available to work.
- h. For any ground of refusal to be reasonable, it must be based on facts which are known or reasonably foreseeable.
- i. Where the employer refuses a regular casual employee's request to convert, the employer must provide the casual employee with the employer's reasons for refusal in writing within 21 days of the request being made. If the employee does not accept the employer's refusal, this will constitute a dispute that will be dealt with under the dispute resolution procedure in clause X. Under that procedure, the employee or the employer may refer the matter to the Fair Work Commission if the dispute cannot be resolved at the workplace level.
- j. Where it is agreed that a casual employee will have their employment converted to full-time or part-time employment as provided for in this clause, the employer and employee must discuss and record in writing:
- i. the form of employment to which the employee will convert – that is, full-time or part-time employment; and
 - ii. if it is agreed that the employee will become a part-time employee, the matters referred to in clause X/ the days the employee will be required to attend for work and the starting and finishing times for each such day.
- k. The conversion will take effect from the start of the next pay cycle following such agreement being reached unless otherwise agreed.
- l. Once a casual employee has converted to full-time or part-time employment, the employee may only revert to casual employment with the written agreement of the employer.
- m. A casual employee must not be engaged and re-engaged (which includes a refusal to re-engage), or have their hours reduced or varied, in order to avoid any right or obligation under this clause.
- n. Nothing in this clause obliges a regular casual employee to convert to full-time or part-time employment, nor permits an employer to require a regular casual employee to so convert.
- o. Nothing in this clause requires an employer to increase the hours of a regular casual employee seeking conversion to full-time or part-time employment.
- p. An employer must provide a casual employee, whether a regular casual employee or not, with a copy of the provisions of this subclause within the first 12 months of the employee's first engagement to perform work. In respect of casual employees already employed as at 1 October 2018, an employer must provide such employees with a copy of the provisions of this subclause by 1 January 2019.
- q. A casual employee's right to request to convert is not affected if the employer fails to comply with the notice requirements in clause XX(p).

benefits & wellness

As a Randstad candidate, you are a valuable asset and looking after you is important to us. As a way of saying thanks, our Randstad benefits platform is here to provide you with perks to enhance your work-life balance.

The Randstad benefits platform in partnership with FlareHR has discounts & perks on phone plans, healthcare & retail. Your access to benefits begins with the first day of your assignment/booking and ends 28 days after the assignment/booking ends.

Any discounts you purchase are emailed to you as vouchers which can also be used well after your assignment ends with us.

Randstad benefits are accessible from the my Randstad web portal – "benefits & wellness". My Randstad web portal also houses your booking details, timesheets, and payslips.

timesheets & payroll

pay rates

Your hourly/daily rate will be agreed upon with your consultant prior to the beginning of each assignment.

payroll and taxation forms

Payroll and Taxation forms (requiring your Tax File Number if applicable) must be completed at interview or prior to the commencement of a contract assignment.

If your tax file declaration is not received within 14 days, your withholding tax rate will be charged to the highest tax bracket.

If you are to be paid as a Company you must provide your consultant with your Certificate of Currency, evidence of Insurances and Registration documents for a business or company name. See your Contract of Service Terms and Conditions or Independent Contractor Agreement for more information on what is required.

timesheets

As a temporary or contract worker employed by Randstad, you will be paid weekly. Your timesheets need to be completed and submitted by no later than 7pm each Sunday. Only complete timesheets with appropriate approval will be paid, so it is important that you check your timesheet before submitting it, ready for approval by your supervisor. Overtime needs to be approved by your supervisor prior to it being worked.

Timesheets are processed at the start of each week, and generally your pay will be available in your bank account on no later than Thursday (unless there is a public holiday in NSW whereby your pay may be delayed by one day). You will have access to your own my Randstad web portal, through which you can view your bookings and payslips.

Your Randstad consultant will let you know which timesheet system is right for you from the following options. More information and guides on how to use them is available on our website.

Randstad mobile timesheet app

At Randstad, we understand that your world is mobile, so we've developed a timesheet app to use while you're on the go. View bookings, enter and edit shifts, add expenses and allowances, and submit your timesheets, all from your iPhone or Android smartphone. For more information, including how to download and use this handy app, please see the [user guide](#).

my Randstad web portal

No smartphone? No problem! As well as viewing payslips, you can submit timesheets through your [my Randstad portal](#).

client based systems

Some Randstad clients use their own timesheets or shift attendance systems and provide the shift information directly to us. If you are placed at one of these sites, your Randstad consultant will make sure you get all the instructions and training you need to get you started.

timesheet tips

Your Randstad consultant will add timesheets to your my Randstad portal, which allows you to use both the my Randstad web portal and mobile timesheet app.

When using my Randstad web and mobile timesheets, please remember the following points:

- DO enter your hours using a 24 hour clock
- DO ensure that you are inserting the hours in the correct columns.
- DO enter your unpaid break duration in minutes
- DO submit your timesheet by 7pm on Sunday night to ensure payment in the next week's pay run.

expenses or disbursements

Expenses and allowances are easy to claim through the My Randstad web and mobile timesheets. Simply select to add an expense or allowance, choose the type, and enter the amount claimed. Add photos of your receipts using your smartphone's camera, or upload other supporting documentation to your my Randstad timesheet to have claims and allowances approved and paid along with your timesheet. For instructions on adding expenses and allowances, visit the mobile timesheet page on our internet.

receiving pay

Payment will be made by electronic funds transfer (EFT) into your bank account following the receipt of your approved time sheet. You will be given access to the my Randstad web portal, where you can view your bookings and see your payslips.

superannuation

Randstad makes a contribution of the applicable State Guarantee Levy to a superannuation fund on all "ordinary time" earnings, when you earn more than \$450 (gross) in any one month.

You will receive a Standard Choice form within 28 days of your first salary payment from Randstad or within 28 days from the date you request one. You are able to nominate your own superannuation fund by completing this form and returning it to the nominated address on the Super User Choice form.

In addition to the completed Standard Choice form you will also need to provide us with the following:

- The full name and contact details of the fund.
- The account name in full.
- The number or other unique identifier (if any) that the fund uses to refer to your account.
- The Australian Business Number (ABN) and Superannuation identifier or number.
- What method can be used to make contributions to the fund and any necessary details to enable the payment to be made.
- A written statement provided by or on behalf of the trustee of the fund, that the fund is a resident regulated fund that can accept Randstad's contributions.

Provided the superannuation fund you have nominated is a complying fund and all documentation is completed correctly, all future contributions will be directed to that fund.

If you are a PAYG worker, you can add information on your superannuation fund via my Randstad web portal. Moreover, the portal gives you an access to information on the selected super fund, option to change your super fund and allows you to view the history of your super choices. To learn more about electronic super choice form, please watch [a short training video](#).

If a fund choice has not been made all employer contributions will be remitted to Randstad's default fund. The default fund will be nominated on the Standard Choice Form supplied to you. As an employer, superannuation must be remitted on a quarterly basis, however we currently remit to the Superannuation Fund monthly. After a period of 12 months you may change your choice of fund. This can done only once within a 12 month period.

Please note: If you are paid as a company Super User Choice does not apply to you. If you are registered as a Company or Trust it is your responsibility to pay, to an approved fund, the required amount of superannuation. If you are paid under an Award, Australian Workplace Agreement (AWA), Enterprise Bargaining Agreement (EBA) or a defined benefit fund, Super Choice may not apply to you. Please ask your consultant or contact the Customer Service Hotline if you are unsure.

If you have any questions please contact the Australian Tax Office on 13 28 64, visit <https://www.ato.gov.au/Super/> or contact our Customer Service Hotline on 1300 852 155 or via email customerservice@randstad.com.au.

pay enquiries

If you have any queries, contact the Customer Service Hotline on 1300 852 155 or email customerservice@randstad.com.au. Your queries will be answered between 8.30am to 5.30pm (EST) weekdays. If your call is answered by voicemail, leave your full name (including spelling), Employee ID number, contact phone numbers including your area code and the reason for your call. Your call will be responded to promptly.

Please advise your consultant if there are any changes to your address, telephone number or bank account details to ensure you receive your Pay Advice, Recipient Created Tax Invoices (RCTI's) or Remittance Advice.

workplace health & safety

You are an important asset to Randstad, which is why we take all reasonably practicable steps to ensure your health and safety in the workplace when working with our clients. Workplace health and safety is largely about common sense and we ask you to co-operate with Randstad and our clients to ensure your own personal safety and to make sure that your actions do not endanger those around you.

Your safety, and the safety of the people you are working with, depends on your awareness of safe working practices and the need for a safe working environment. Although Randstad acknowledges its obligations to you, safety is a cooperative effort.

You must take responsibility for your own safety by:

- Advising your consultant prior to starting an assignment if you have any pre-existing injuries or disabilities which will not allow you to perform your role in a safe manner.
- Informing your consultant if your ability to perform duties safely in the workplace changes.
- Making sure you know how to do the job safely before you commence.
- Being aware of any safety risks associated with the intended tasks.
- Following safety instructions.
- Reporting anything you feel is unsafe about the equipment, task or work environment.
- Avoiding the use of equipment that you are not fully trained to use or unsure how to operate.
- Discussing any aspect of job safety that you are concerned about with your supervisor and Randstad consultant.

Randstad maintain a comprehensive set of procedures relating to work health and safety, these are available to you, please contact your consultant should you wish to review these in full, the following is an overview to assist you maintain your safety whilst working with Randstad.

preventing accidents and injuries at host employer sites

Randstad assesses host employer sites for safety requirements before sending anyone onto those sites to ensure host employers are providing a safe workplace. Where safety issues are identified on a host employer site then Randstad works with the host employer to fix those issues either prior to workers starting or not allowing workers to perform those roles. For all medium and high risk tasks Randstad produces a Job Analysis. Your recruitment consultant will advise you of the main hazards you may face on site and the control measures in place with the host employer to protect you. Host employers are required to treat you as they would their own employees for all health and safety matters. This may include making you aware of their Health & Safety Policy, assessing any health and safety risks which may affect you and recording any accidents or injuries that involve you.

Randstad are committed to ensure our systems and processes are robust and up to date, Randstad are accredited to ISO 45001:2018 Occupational Health & Safety Management systems (previously Australian / New Zealand Standard: 4801).

medical and pre employment assessments

In addition to assessing the host employer sites, Randstad also assess each job role so that we can place people who are a perfect job fit. We perform medical and pre employment assessments where required, so that your abilities are matched to the jobs we place you in. You may be asked to complete either or both of these assessments during the registration process. This is to ensure we are not placing you in a role that could cause or aggravate any existing conditions or injuries.

Randstad will investigate all injuries, hazards and near misses to identify root causes and put corrective measures in place with the client.

host employer's responsibilities

Randstad's host employers are responsible for the provision of a safe working environment and systems of work. They must ensure that equipment provided to you is in a safe condition for use and provide instruction, training and supervision as necessary to ensure your safety.

Host employers must also consult with you on any changes to systems of work that directly effect your safety, in most instances your Randstad consultant and Randstad's WHS team will be involved.

site specific inductions by host employers

When you arrive on site for to start an assignment, your host employer must conduct a site specific induction that will include:

- Orientation of facilities.
- Fire/evacuation/emergency procedures and contact personnel.
- Specific training/induction on tasks and equipment to be used.

An induction on site is important to ensure you are comfortable in the job and understand what is expected of you. Also, any specific hazards on the site that you need to be aware of.

monitoring and consultation

Your consultant will be in touch with you to ensure that you are comfortable in your assignment. As our eyes and ears on the host employer site, we need feedback to ensure your safety.

what we need to know

Contact your Randstad consultant immediately if:

- You identify a hazard that cannot immediately be rectified.
- You have not had a site specific induction when you first start an assignment.
- You are asked to undertake additional duties for which you have had no instruction.
- You are assigned to a new position.
- You are directed to use equipment different to that originally required of the job.
- You are asked to use equipment that is not part of your current job or you are asked to use equipment that you have not been trained on.

Remember - Do not use any equipment/machinery without having received instructions on its safe use, this includes un- block, maintain or service the equipment/machinery.

if you suffer a workplace accident/injury

If you suffer an accident/injury you must notify your consultant immediately and provide all relevant details relating to the incident.

Randstad have a team dedicated to assist you in the event of injury.

workers compensation

Randstad maintains insurances to cover you in the event of a workplace injury. On submission of a claim form Randstad and our nominated claims management providers (as part of the Workers Compensation schemes in each state and territory) will assess the claim and provide appropriate advice to you.

This does not apply to Independent Contractors who are responsible for their Workers Compensation policy and income protection.



safety standard & procedures

You must always ensure that you are aware of the safety procedures of each host employer site you attend. Randstad also expects that you are aware of these basic safety standard and procedures.

workstation setup

Workstation setup is extremely important, regardless of which industry or workplace you are in. If you find yourself in any discomfort, you may need to have your workstation ergonomically assessed. Please contact your consultant, who will organise to have this completed as soon as possible and provide you with information on optimal workstation setup. Some consequences of a poor workstation set up include:

- Sore neck, back or wrists
- Sprains and strains
- Sore or strained eyes
- Increased time off work
- Less productive
- RSI
- Poor posture.

workstation guidelines

adjust your chair

- Adjust the height of the chair so that your shoulders are relaxed, upper arms by your side, elbows at approximately 90° to 110° and your hands in line with your forearms (neutral wrist posture) when using the keyboard.
- Your hips and knees should be at approximately 90°, and feet flat and supported on the floor or footrest — ensure you have sufficient leg space to stretch out and do ankle pumps!
- The seat pan angle should be adjusted so your thighs are parallel to floor, or your hips are slightly higher than your knees.
- There should be a gap of approximately 5cm between the back of the knee and the seat.
- The lumbar support of chair should be positioned in the lumbar curve of your spine.

adjust your computer setup

- The keyboard should be flat on the desk immediately in front of you (up to 10cm from the front edge of the desk), and the mouse to the side and as close as possible to the keyboard.
- The computer monitor should be directly in front of you, positioned an arm's length from you when sitting correctly.
- The top of the screen should be at eye level, and the screen angled slightly upward toward your eyes.

body mechanics

- Your sternum should be facing slightly upwards and your chin gently tucked in.
- Your back should be supported by the backrest of the chair.
- Your shoulders should be relaxed and your elbows at approximately 90° to 110°.
- Maintain your wrists in a neutral posture — forearms and hands in line when typing and mousing (hover your hands above the keyboard — do not rest your wrists on the desk).
- Relax your hands and fingers on the mouse when not using the mouse.
- Avoid repetitive twisting and bending of the spine.

chair

- Ensure the chair base and back rest are height and angle adjustable, and the chair has a five-caster base with full 360° swivel.
- Arm rests are not usually recommended — if used, they should be height adjustable.

document holders

- Documents referred to during computer use should be positioned on a document holder between the monitor and keyboard — use the raised and angled document holder as a reading and writing surface where appropriate.



laptop use

- Use a separate keyboard and mouse.
- The laptop should be placed on a raiser so that the monitor is positioned at the appropriate height and viewing distance.

telephone use

- Position the telephone on your non-dominant side to enable you to take notes with your dominant hand.
- For frequent or prolonged telephone use, a headset should be used to avoid cradling the phone.

keyboard & mouse use

- If using gel wrist rests, rest your palms on them while resting from keyboard or mouse use — do not place your wrists on the rest.
- Touch typing is recommended — software programs to teach touch typing are available.
- If you have an injury on your dominant side, try using the mouse or a separate numeric keypad with your non-dominant hand. Learn keyboard shortcuts to reduce mouse use.

computer monitor & glare

- If you are experiencing glare on your screen a monitor filter may be useful. Regularly clean the screen.
- Review the overhead lighting and blinds/curtains on windows.
- Position your monitor so the light source is overhead or at 90° to the monitor (ensure the light source is not behind or in front of the monitor).

desk space

- Keep your desk clear of clutter.
- Frequently used items (eg: telephone, stationary items, documents) need to be positioned close to you, within easy reach.
- Ensure there is adequate leg space under the desk for leg stretches, and to ensure you are always able to sit directly in front of the work at hand.

maintenance

- Ensure equipment is working efficiently and/or regularly serviced/maintained/oiled. Eg: chair castors working correctly and gassed sufficiently with no leaks, and your mouse is gliding correctly and keyboard keys not sticking. Report any issues to your manager.

manual handling

Manual handling is the biggest single cause of workplace injuries and is a significant risk within our industry. Manual handling describes every day activities such as carrying, rolling, pushing, lifting and lowering loads. In any work environment, it is important to maintain safe manual handling procedures.

6 Steps to follow

Step 1 – Stop and Think

- Is the weight, shape and load within your capacity? If not, use a mechanical aid or ask for help.
- Determine the best handling technique for the job ensuring it does not involve bending, twisting or reaching.
- Plan where you will place the load and check that the path is clear. For a long lift, such as shoulder to floor consider resting the load mid-way on a table or bench to change grip.

Step 2 – Position your feet

- Feet should be hip width apart, with one foot behind the load and the other beside the load in the direction of travel.
- Get as close to the load as possible.

Step 3 – Bend knees and Keep Back Straight

- Bend the knees and squat down.
- Never bend from the waist to pick up an object, no matter how small.
- Keep your back straight, maintaining it's natural curve.

Step 4 – Get a firm grip

- Try to keep your arms within the boundary formed by your legs.
- The best position and type of grip depends on the circumstances and individual preference; but must be secure.

Step 5 – Lift with legs, keep back straight and load close to body

- To lift the load use the powerful muscles of your legs and straighten your knees.
- Keep your head raised, chin tucked in and back straight. Move smoothly and slowly and keep the load close to your body so that less stress is placed on your back.
- Keep the heaviest side of the object next to your trunk.
- Change direction with your feet. Don't twist your body when turning to the side.

Step 6 – Control lowering of the load

- It is important to lower the load in a controlled manner. Bend your knees and keep your back straight.
- Do not release your grip until the load is securely in position

housekeeping

Slips, trips and falls can be avoided with good housekeeping and common sense. For example, some common causes are:

- SLIPS: uncleaned spillages, greasy or wet floors, gripless footwear.
- TRIPS: poorly maintained floor surfaces, objects left lying on the ground (cables).
- FALLS: standing on chairs, tables, machinery or overreaching on ladders.

If you see any of these things, take a moment and rectify it. If you cannot rectify it, report it immediately to your supervisor and your Randstad consultant as a hazard. Ensure that you keep your work areas clean and tidy and clean up as you go.

Failure to follow these steps, could lead to serious injury, namely:

- Back muscle strain
- Rupture or hernia
- Damaged discs

Equipment should be in good working order and appropriate for the work area. Any faults or damage must be reported immediately to the host and your Randstad consultant.

fire safety

At the commencement of an assignment you will receive training in the event of an emergency specific to that site. If you do not receive this, ask, or notify your Randstad consultant.

electrical safety

Keep an eye out for electrical hazards, including:

- Cracked or faulty insulation
- Equipment that is overheating
- Damp or humid conditions

Always adopt safe work practices when dealing with electricity. If you have wet hands, clothing or equipment, then dry before use. Make sure you wear oil resistant, non-conductive footwear.

Most work sites have implemented an electrical safety program within each workplace. This covers:

- Provision of safe electrical appliances.
- Electrical tagging of electrical appliances after testing to ensure compliance.
- Regular inspections of electrical appliances within the workplace.

These cover guidelines that state:

- Non-approved electrical appliances must not be brought onto the workplace.
- Any instruction for the safe use of electrical appliances **MUST** be followed.
- Any electrical appliance **MUST** be tested and tagged prior to being used.

Any electrical equipment not supplied by the host employer, for example, personal mobile phone chargers, must **NOT** be brought into the workplace and used unless inspected.



working from home

You may be required to work from home either at the start or during your assignment. You must notify your consultant when you are required to work from home (whether by choice or a direct request by the Host Employer).

Even if you are working from home you must maintain a safe home office environment, including good workstation setup. You may need to borrow equipment from the Host Employer or discuss what is required with your consultant to comply with good ergonomic practices. Items may include a chair, monitor, keyboard, mouse, laptop riser and document holder.

It is important to follow good work practices even when at home. If you are going to be home for a while you should discuss your day to day schedule with your manager and consultant to ensure you create a routine that is safe and enables you to take appropriate breaks.

working from home tips

Here are some tips to follow when working from home:

1. Have a schedule

Establish real work hours and stick to them.

2. Schedule in breaks

Consider your periods of high productivity and schedule in breaks accordingly. Make sure you stand up and stretch throughout your work day.

3. Have a routine that works for you

For some workers this is a morning coffee; for others it is reading the news, meditating or exercising before work.

4. Dress for work

You might not need to wear dress shoes, but wearing pyjamas can have negative impacts on your productivity.

5. Have a dedicated office space

Create a comfortable space away from distractions and consider adding personal items like indoor plants or photos of friends and family

physical activity

- Take appropriate breaks to ensure repetitive actions are not continued for long periods.
- Breaks involve stretching and changing of posture and possibly alternating activity.
- Check you have a comfortable posture.
- Make sure any lifting, pushing or carrying type task is well within your physical capacity.
- Use trolleys or other mechanisms to move heavy and awkward items

the work environment

- Check the level of illumination and location of lighting fixtures are suited to the activity. Lighting level should be sufficient for visual tasks to be completed without eye strain. Greater illumination is generally needed for very fine visual tasks. Natural and artificial light sources should not create glare via reflection on the computer screen or working surface.
- Check if there are sufficient levels of ventilation and thermal comfort
- Check the location, height and other physical characteristics of furniture and computer/s are suited to the task and take into consideration other factor, for example, egress routes, direction of light source.
- Check walkways are clear of clutter and trip hazards such as trailing electrical cords, kids toys, etc.
- Check there is no damaged flooring (uneven tiles, pulled up carpet).
- Check there is a suitable storage for documents and books.

Where possible, only use equipment that has been issued by your organisation and has recently been tagged and tested.

work practices

- Take breaks every 30 minutes of keyboarding and stand at least once per hour.
- Keep wrists upright while typing and make sure they are not supported on any surface while typing.
- Sitting posture is upright or slightly reclined, maintaining a slight hollow in the lower back.
- Use your hand to hold a telephone receiver or wear a headset (no cradling).
- Break up long periods of continuous computer use by performing other tasks.

mental health

- Set up your workstation and establish boundaries around your work hours with your partner, children and/or house mates.
- Schedule regular meetings and catch ups with your manager, team and clients to help you maintain ongoing contact and foster positive working relationships.
- Stay connected via phone, email and/or online (via your organisation's videoconferencing, instant messaging platforms, etc.) to keep you across latest developments with work, your team and organisation.
- Use outdoor spaces where possible when you take breaks and try to incorporate some exercise or other activity as part of your working day.
- Play music or listen to the radio to create a harmonious working environment.
- Identify any potential distractions and put strategies in place to minimise them, for example separating your workstation from the rest of the house.

You can also access support via the following confidential helpline services:

- Beyond Blue: 1300 224 636
- Lifeline: 13 11 14
- MensLine Australia: 1300 789 978
- Kids Helpline: 1800 551 800

communication

- Make an arrangement about a reasonable communication system between you, your consultant and your manager (for example, call-in or email morning or night)
- Inform your manager if there is any change that may impact your health and safety or the health and safety of another worker (for example, a new pet, renovations or moving house).

Remember – work health and safety duties apply in home-based work.

For further information on your obligations, please contact your consultant and local WHS Advisor.

