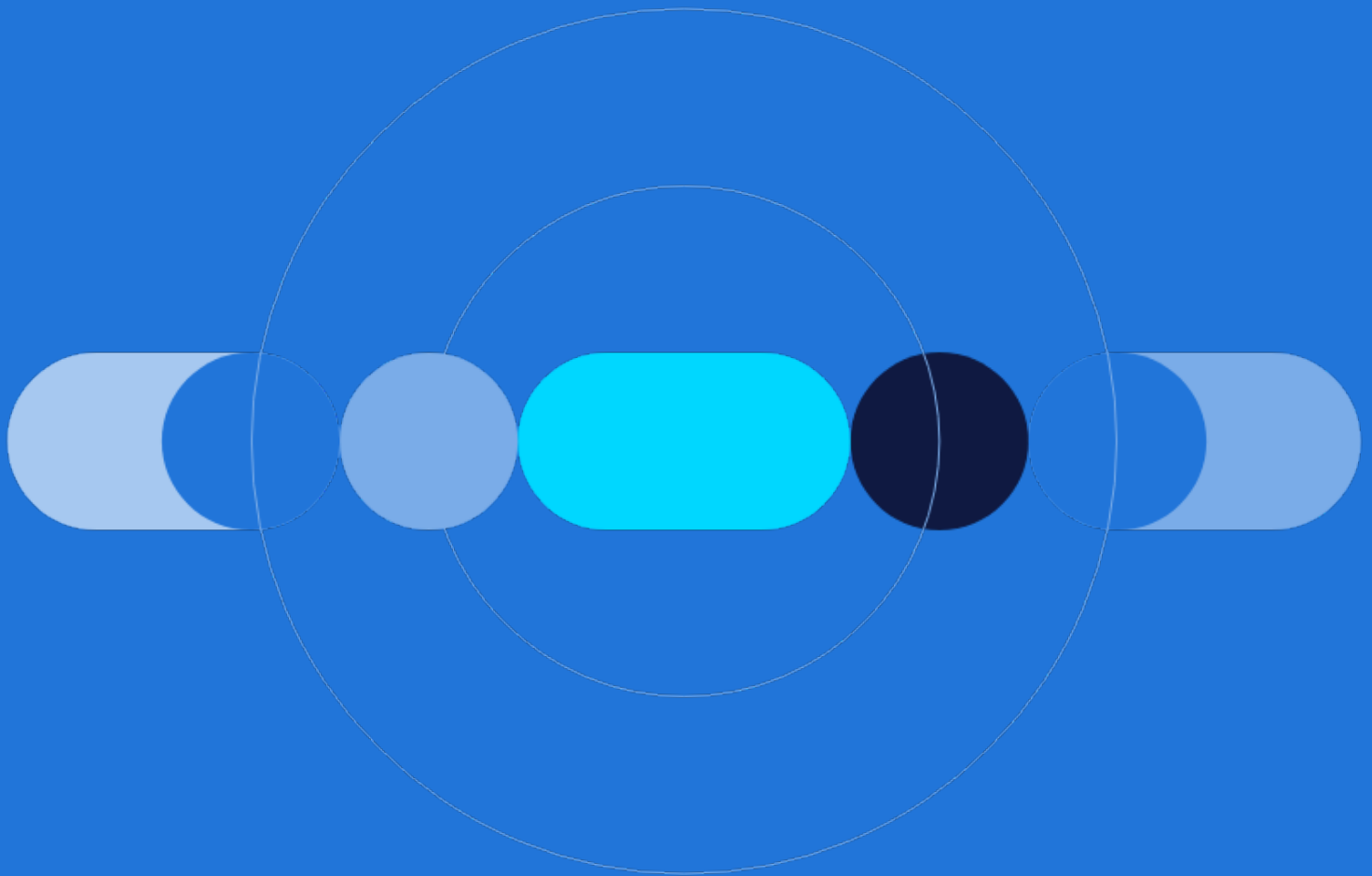


randstad australia

employee handbook

max term employment – white collar



 randstad

welcome

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

Our max term employee essentials handbook has been designed to provide you with useful information you need to know when you are on a max term 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.

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 max term employees, contractors, sub-contractors, customers and visitors (Randstad Work Health Safety & Welfare Policy).

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.

office hours

Your consultant will advise you of the opening hours of the office you are working for.

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.

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 a 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.

Please make sure you familiarise yourself with [Randstad workplace behaviour policy](#).

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.

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 assignment details, timesheets, payslips, and option to manage your super fund including completing super choice form in the web portal.

reportable conduct

The Reportable Conduct Scheme requires organisations to investigate and report allegations of child maltreatment (including, but not limited to, grooming, abuse and inappropriate behaviours) made against their employees, volunteers and contractors. The scheme is designed to hold organisations to account for the manner in which they handle complaints made against employees who work with children, and can span to conduct committed in both their personal and professional life.

The Reportable Conduct Scheme for each state can also be found here: [NSW](#), [ACT](#), [VIC](#), [WA](#), [QLD](#), [TAS](#)

Whilst Randstad, including its Australian subsidiaries (together "Randstad") is not a respondent to the Reportable Conduct Scheme, it supplies workers to clients who are subject to the scheme. As such, you acknowledge that Randstad will support the investigation (including police investigations or otherwise) and reporting requirements of any client who informs Randstad that an employee is subject to, or witness of, a complaint of reportable conduct.

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 max term worker employed by Randstad, you will be paid weekly or fortnightly or monthly as outlined in your assignment schedule. When timesheets are required you need to ensure your timesheet is approved and submitted by due date. 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 manager. Overtime needs to be approved by your manager prior to it being worked.

Timesheets are processed in arrears, or the designated date as outlined in your assignment schedule, 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 assignment details and pay advice (or RCTI if you are paid as a contractor).

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 via [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, or as outlined in your assignment schedule

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 super guarantee amount to a superannuation fund on all "ordinary time" earnings.

If you are a PAYG worker and have not previously provided Randstad with your super choice, you will receive an electronic super choice form by email before you start your new job. This email will allow you to access a digital platform to submit your super choice form digitally. You are able to nominate your own superannuation fund or choose another fund by completing and submitting this form through this platform. Once submitted, you will receive a copy of your completed form via email for your own records and your Randstad consultant will be automatically notified. As Randstad sends superannuation contributions on a monthly basis, to ensure your contributions are paid to your chosen fund, you should act immediately and complete this form online at least a week before your first pay date.

If you are a PAYG worker, your myRandstad web portal will give you access to information on your selected super fund, option to change your super fund and allows you to view the history of your super choices. Simply go to the 'super choice' of this portal to view and/or update your super choice information.

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.

Under Superannuation Guarantee legislation, employers must nominate a default superannuation fund. Randstad has selected Australian Retirement Trust as our default fund. If you do not make a super choice, Randstad will check with the ATO to see if you have a stapled super fund. If a stapled fund is not available your contributions will be sent to the default fund. A stapled super fund is an existing super account which is linked, or 'stapled', to an individual employee so that it follows them as they change jobs. Refer to [//www.ato.gov.au/Business/Super-for-employers/Stapled-super-funds/](https://www.ato.gov.au/Business/Super-for-employers/Stapled-super-funds/) for further information about stapled super funds.

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 be 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.

break entitlement

At Randstad, we are committed to providing a safe, healthy, and fair working environment for all employees. This includes ensuring that appropriate breaks are provided in accordance with the applicable Modern Awards that cover your employment.

understanding your breaks:

Breaks are essential for your well-being, productivity, and safety. There are generally two main types of breaks:

1. **Rest Breaks:** These are shorter breaks designed to allow you to rest briefly from your work. They might include short morning or afternoon tea breaks. Whether these breaks are paid or unpaid, and their duration, often depends on the applicable Modern Award or enterprise agreement, and the length of your shift.
2. **Meal Breaks:** These are longer breaks, typically 30 minutes or more, designed for you to eat a meal away from your work area. Whether Meal breaks are paid or unpaid and their entitlement, duration, and timing are usually outlined in the relevant Modern Award or enterprise agreement.

when to take your first break

While specific timing can vary based on your Modern Award or enterprise agreement, a common principle is that:

1. **Rest Breaks:** If your Modern Award or agreement provides for paid or unpaid rest breaks, these are typically shorter (e.g., 10 minutes) and are often taken in the first half of a longer shift. For instance, for an 8-hour shift, you might have a rest break in the first 4 hours.
2. **Meal break:** in order to ensure the employee's well being and safety, all Randstad employees must not work more than 5 consecutive hours without taking a minimum of a half hour or more meal break. If the meal break is paid then the "unpaid Break" column in the timesheet needs to be blank, as those will be paid with the total hours worked. On the other hand if the meal break is unpaid then the employee must record those breaks hours in the timesheet column of "Unaid Break", which will be deducted from the total hours worked for the day.

It's crucial to consult your specific award or agreement for the precise timing requirements that apply to your role.

your responsibilities regarding breaks

- **Take Your Entitled Breaks:** It is important for your health and safety that you take your allocated breaks.
- **Return on Time:** Please ensure you return from your breaks promptly at the agreed time to minimize disruption to operations.
- **Communicate Issues:** If you are unable to take your break due to operational demands, or if you have any concerns about break provisions, please discuss this with your manager as soon as possible or leave comment at the timesheet at the comment sections.

how to find your specific break entitlements

Given the variety of Modern Awards and potential enterprise agreements, it is important to understand the specific break entitlements that apply to your role. You can find this information by:

1. **Contacting Your Consultant:** Your direct consultant is available to answer any questions you may have about your specific break entitlements.
2. **Reviewing Your Assignment Agreement:** Your assignment agreement will reference the applicable Modern Award or enterprise agreement.
3. **Accessing the Relevant Modern Award/Enterprise Agreement:** You can find copies of Modern Awards on the Fair Work Ombudsman website using their "Find my award" tool: [Find my award](#). If an enterprise agreement applies, a copy should be made available to you by Randstad.
4. **Fair Work Ombudsman Website:** For comprehensive information on breaks, hours of work, and other employment conditions, please visit the Fair Work Ombudsman website: [Hours of work, breaks and rosters](#).

leave entitlements

All leave entitlements are governed by, either:

- i. the legislation (Fair Work Act 2009);
- ii. a relevant award (where the entitlements are more generous than that provided under the legislation); or
- iii. a relevant workplace agreement.

Applicable to all employees except casual/temporary employees, unless otherwise stated.

what do i need to know about annual leave?

Full time employees are entitled to four weeks per year of continuous service which is pro-rata and accrued on a monthly basis. Part-time employees are entitled to a pro-rata amount of annual leave in line with their working hours. Randstad can at its discretion direct you to take accrued annual leave or leave in advance when it deems it necessary. Annual leave is not accrued whilst on special leave, or unpaid leave.

At cessation of employment your accrued annual leave will be paid to you and any leave in arrears must be repaid to the business.

what do i need to know about personal/carer's leave?

Personal/carer's leave (formerly sick leave) is applicable when you are sick or injured (not covering an injury or illness for which workers compensation benefits are payable) (personal leave) or when you must care for an immediate family member, or a member of your household because of a personal illness, or injury or unexpected emergency (carer's leave).

personal/carer's leave entitlements

- a) full time employees are entitled to ten (10) days paid leave per year of continuous service. It is cumulative and accrued on a monthly basis. Part-time employees are entitled to a pro-rata amount of annual leave in line with their working hours.
- b) unpaid carer's leave per occasion if paid personal/carer's leave is exhausted.

Leave taken a day before or after a public holiday, or where you are away from work for three or more consecutive days on any one occasion you will be required to produce a valid medical certificate within 48 hours of the leave having been taken.

You will also be required to provide medical certification for single day absences within 48 hours of the leave having been taken, if patterned absences are identified (e.g. regularly taking Mondays or Fridays off). You will only be entitled to paid leave upon receipt of a valid medical certificate.

Randstad is very supportive of the taking of personal leave for legitimate purposes. However, if you do not provide the requisite certification (within the required timeframe), disciplinary action may ensue.

If requested to do so by your manager, you will be required to provide a medical certificate or complete a statutory declaration detailing the reason for the absence following the taking of carer's leave to be entitled to payment. If you are to take unpaid carer's leave you must inform your manager before taking such leave and your manager may require you to complete a statutory declaration giving reason for the leave.

Accrued Personal/Carer's leave will not be paid out or payable on termination of employment for any reason whatsoever.

what do i need to know about compassionate leave?

Compassionate leave is available for:

- spending time with a person who is a member of your immediate family or your household who has a personal illness, or injury, that poses a serious threat to his or her life; or
- after the death of a member of your family or household.

You are entitled to two (2) days paid leave per occasion. If required by your manager you will need to provide a statutory declaration detailing the nature of the leave.

what do i need to know about statutory/public holidays?

You are entitled to prescribed public holidays in the state or territory where you regularly work. For each holiday on which you would normally work, you will be paid for a normal work day.

what do i need to know about jury service?

Attendance is governed by the laws of individual States/Countries. The business does not advocate non-attendance at jury duty unless the impact would be critical to your work.

Attending jury service does not mean you will incur any loss of pay and the company will pay the difference between any daily allowances paid by the Court and your base salary plus super only. This leave is not applicable to payment as a witness, defendant or plaintiff in Court.

what do i need to know about family and domestic violence leave?

Effective 1 February 2023, temporary employees (including casuals) are entitled to 10 days of paid Family and Domestic Violence Leave (FDVL).

Please see below for further details.

family and domestic violence leave entitlements

Effective 1 February 2023, casual employees can access up to 10 days paid leave per calendar year to deal with the impact of family and domestic violence (FDV). You will need to advise your consultant as soon as possible, should you need to access FDV leave.

The full entitlement to 10 days of paid FDV leave will be available at the beginning of each 12-month period of the employee's employment and will not accumulate from year to year.

Randstad will require evidence to support your need for family and domestic violence leave for the sole purpose of facilitating the appropriate pay. Any evidence will be treated on a confidential basis and in accordance with our Privacy Collection Statement. In addition, Randstad is not prevented from disclosing the information if it is necessary to protect the life, health or safety of the employee or another person or it has been requested by law.

Evidentiary requirements can take the form of:

- documents issued by the police service
- documents issued by a court
- family violence support service documents, or
- a statutory declaration.

In accordance with our privacy and confidentiality obligations, Randstad will facilitate DVL payments without any reference to DVL. These will show as ordinary hours on your payslip.

Casual employees will be paid at their full pay rate for the hours they were rostered to work in the period they took leave (i.e., including bonuses, loadings, allowances, overtime, and penalty rates where applicable) Please contact your Randstad consultant or refer to <https://www.fairwork.gov.au/leave/family-and-domestic-violence-leave> for further information.

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 manager and Randstad consultant.

Randstad maintains 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 assesses 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 affect 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 has a team dedicated to assist you in the event of injury.

workers compensation

Randstad maintains insurance 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 standards 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 the 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 the 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 key-board — 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 its 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 manager 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.

psychosocial hazards

A psychosocial hazard is anything that could cause psychological harm (e.g. harm someone's mental health). Common psychosocial hazards at work include:

- Job demands
- Low job control
- Poor support
- Lack of role clarity
- Poor organisational change management
- Inadequate reward and recognition
- Poor organisational justice
- Traumatic events or material
- Remote or isolated work
- Poor physical environment
- Violence and aggression
- Bullying
- Harassment including sexual harassment
- Conflict or poor workplace relationships and interactions

Randstad assesses all client sites and will review psychosocial hazards to ensure you are able to work in a safe working environment. If you experience a psychosocial hazard, report it immediately to your supervisor and your Randstad consultant as a hazard so it can be immediately investigated and controlled.

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 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

6. Ensure your snacks and meals are healthy

Don't fill your pantry with temptation, and remember fruit, vegetables and whole grain items make great, healthy snacks. Unhealthy snacks can be distracting and make you feel tired.

7. Remain connected with colleagues

Communicate with your workmates and schedule regular catch-ups for work and social purposes.

8. Know when work life stops and personal life begins

Shut your computer down and turn off your email notifications at the end of your work day.

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 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 factors, 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.

leaving randstad

what do i need to know about notice periods?

If you or Randstad terminate your employment for any reason, you will need to provide notice. The length of the notice period will be as specified in your assignment schedule.