

terms of business

randstad health & aged care

This document sets out the terms and conditions ("**Terms of Business**") upon which Randstad Pty Limited ABN 28 080 275 378 ("**Randstad**") will introduce and supply Candidates, Contractors or Temporary Employee, as applicable, to the Client. Notwithstanding the absence of a signature from the Client, these Terms of Business are deemed to be accepted by the Client by virtue of its request for, interview with or Introduction of a Candidate, Contractor or Temporary Employee, or the passing of any information by the Client about such workers to any third party following an Introduction and shall prevail over any conflicting terms and conditions put forward by the Client.

Client Details

Client name:
Billing name:
Address:
Email address:
ABN/ACN:
Contact name:
Phone number:
Cost register (office use):
Signed:
I warrant that I am authorised to sign these Terms of Business for and on behalf of the Client
Name:
Position:
Date:

permanent / fixed term staff

These Terms of Business apply to Randstad Pty Limited ABN 28 080 275 378 ("**Randstad**") and each prospective employer of a Candidate who employs or otherwise engages a Candidate Introduced to it by Randstad.

1. Definitions

For the purpose of these Terms of Business the following definitions will apply:

- "**Candidate**" means any person Introduced to the Client by Randstad for the purpose of them being considered for employment or other engagement by the Client.
- "**Client**" means any person or corporation (or any "related" or "associated" person or corporation of them, within the meaning of those terms in the Corporations Act 2001 (Cth)) that authorises Randstad to provide Candidate(s) to it (or its representative) or interviews a Candidate.
- "**Contractor or Temporary Employee**" means any person supplied by Randstad to the Client to provide contracting or labour hire services to the Client.
- "**Fee Schedule**" means the schedule of fees attached to these Terms of Business, or the fees as notified by Randstad.
- "**GST**" has the same meaning given to it in the A New Tax System (Goods and Services Tax) Act 1999 (Cth).
- "**Introduction**", in relation to a Candidate, means where Randstad supplies, orally or in writing, any information about a Candidate to the Client (such as the Candidate's name, academic record, employment history or other relevant information); and "Introduced" has a corresponding meaning.
- "**Placement Fee**" means the fee that is payable by the Client to Randstad if the Client employs a Candidate or otherwise in the circumstances described in clause 3.2, charged in accordance with the Fee Schedule.
- "**Part-Time Placement**" means a Candidate placed with a Client where they will work less than 5 working days each week or less than the applicable standard/award full-time hours per week.

- "**Parties**" means Randstad and the Client and their respective successors and permitted assignees. "Party" shall be construed accordingly.
- "**Privacy Laws**" means the Privacy Act 1988 (Cth), and any amendments and regulations made pursuant to the Privacy Act 1988 (Cth).
- "**Salary Package**" means the anticipated gross remuneration package payable to the Candidate in the first year of their employment which includes gross annual salary, applicable benefits (including superannuation), commission, bonuses, allowances, joining inducements and the costs of the provision and maintenance of a motor vehicle to or for the benefit of the Candidate.

2. Acceptance of Terms of Business

The Introduction of a Candidate will constitute acceptance by the Client of these Terms of Business (if not previously accepted).

3. Placement Fee

- 3.1** The Client must notify Randstad in writing if it has employed a Candidate, as soon as practicable after the occurrence of the event.
- 3.2** The Client will be liable to pay Randstad a Placement Fee for a Candidate, in accordance with these Terms of Business, in any of the following circumstances:
- (a) if in any way the employment of the Candidate is as a consequence of or is otherwise attributable to the Introduction of the Candidate by Randstad;
 - (b) if Randstad Introduced the Candidate to the Client and (in breach of confidence or otherwise) the Client passes the details of the Candidate to a third party (including its subsidiaries, affiliated or related companies) that subsequently employs the Candidate within 12 calendar months of the date of Introduction;
 - (c) the Candidate is employed by the Client (irrespective of the position in which they are employed) within a period of one year after he/she was last Introduced to the Client by Randstad; or

(d) if the Client employs a Randstad employee, Contractor or Temporary Employee who is performing an assignment for the Client or who has performed an assignment for the Client within the past 12 months.

3.3 The Placement Fee is calculated as a percentage of the Salary Package as per the Fee Schedule. The Placement Fee must be paid to Randstad within 14 days of the date of the relevant tax invoice.

3.4 As the recruitment services being provided by Randstad are identical irrespective of the type of role, Randstad will charge the full time equivalent Placement Fee for a Part-Time Placement (with no pro-rating), *e.g. if Randstad recruits a 0.5 FTE and the full time equivalent salary is \$60,000 pa then the Part-Time Placement Fee will be Randstad's margin% x \$60,000.*

4. Retained Assignment and Executive Search

A non-refundable service fee of 40% of the reasonable estimation of the Placement Fee will be invoiced on acceptance of a retained or executive assignment, and must be paid by the Client in order for the next stage of the recruitment process to continue. The remainder of the Placement Fee will be invoiced at the time of the successful placement.

5. Placement Guarantee

5.1 If any Candidate placed in a permanent role by Randstad leaves the Client's employ within 3 months of commencement (the "Guarantee Period"), Randstad will endeavour to find a replacement at no additional charge to the Client (the "Placement Guarantee") as long as the following conditions have been met:

- (a) the Client paid the Placement Fee within 14 days from the relevant tax invoice date;
- (b) prior to the expiration of the Guarantee Period the Client advised Randstad in writing of its intention to call upon the Placement Guarantee;
- (c) the original job description and assignment specification do not alter (including workplace, statutory/regulatory conditions implemented after the date of placement) ;
- (d) cessation of the employment was not due to restructuring of the role, retrenchment or redeployment or grievance against the Client; and
- (e) Randstad is given the exclusive recruitment opportunity to find a replacement Candidate for a period of at least 4 weeks.
- (f) If the Placement Guarantee conditions are not met, the Placement Guarantee is null and void.

5.2 If Randstad is unable to source a suitable replacement Candidate after having had a 4 week exclusive period to do so, Randstad will then (at the Client's discretion) continue to try to find a replacement Candidate or credit the Client's account the Placement Fee paid. The credit will be valid for 12 months from the date it is raised.

5.3 No Placement Guarantee is provided for a Candidate who has been placed in a permanent role where a Placement Guarantee has already been called on or where the Candidate was previously engaged as a Contractor or Temporary Employee or on a fixed term placement.

6. Fixed Term Placements

6.1 A Placement Fee for fixed term placements will be charged on a pro rata basis (on the basis that the full Placement Fee is payable for a period of 12 months or more). If the Candidate is subsequently offered (and accepts) a permanent position, the Client will be charged the balance of the full Placement Fee amount in accordance with these Terms of Business. If the fixed term placement is extended, but not fully converted to a permanent position, the Client will be invoiced a further pro rata amount based on the additional period the Client intends the Candidate to

continue. This arrangement will be repeated until the amount of the Placement Fee for a permanent placement has been invoiced and paid. For fixed term placements of less than 6 months there will be a minimum pro rata charge of 50%.

6.2 Randstad will endeavour to provide the Candidate with accurate details of the fixed term assignment and to provide the Client with accurate information regarding the Candidate (in terms of qualifications and experience), but cannot accept responsibility for any loss, expense, damage or delay, in connection with the Introduction of the Candidate, the Candidate's subsequent employment or otherwise.

6.3 The Client agrees that it will investigate references, and satisfy itself regarding any medical requirements, qualifications, and working rights as it may see fit including where such investigations are undertaken by Randstad on the Client's behalf.

7. Limitation of Liability

7.1 Once a Candidate commences employment with the Client, the Candidate is subject to the Client's supervision, control or direction.

7.2 The Client agrees that Randstad shall not be liable for any acts, omissions or errors of any Candidate whatsoever, and the Client agrees to indemnify Randstad from any liabilities, losses or claims incurred or suffered as a result of the engagement of, or acts or omissions by the Candidate whatsoever.

7.3 Randstad's liability under these Terms of Business whether in contract, tort (including negligence) or otherwise shall be limited to 100% of the fees which are paid at the time that the liability arises. This clause survives termination of any agreement between the Parties.

7.4 Neither Party will be liable to the other for any indirect or consequential losses including loss of profit, revenue, production, reputation or any special, punitive or exemplary damages.

8. GST

All fees (including Placement Fees) referred to in these Terms of Business are subject to GST.

9. Maximum Term Assignments

9.1 Where Randstad engages a Temporary Employee on a Maximum Term Contract or Permanent Contract at the Client's request, the Client agrees to the following:

- a) The Client must provide Randstad with at least one (1) month's notice of any material changes to the Temporary Employee's assignment, including (but not limited to) changes to the working pattern or ending of an assignment for convenience prior to the agreed expiry date of the Assignment. This clause operates to the exclusion of any other notice provision.
- b) The Client will reimburse Randstad for any costs associated with notice and/or redundancy in a lump sum should the assignment end earlier than the booking term.
- c) The Client will not allow the Temporary Employee to perform any work beyond the booking end date without express written authorisation from Randstad

10. Confidentiality and Privacy

10.1 Each Party agree to hold information of the other that is notified as being confidential or can be reasonably regarded as being confidential, in confidence, and will not disclose such information without the consent of the other Party unless required by law or it has already been made available to the public other than through a breach of this clause.

10.2 The Client is required to respect and protect the privacy of Candidates at all times. If the Client becomes aware of any breach of the Privacy Laws concerning information disclosed by Randstad to the Client, then the Client must notify Randstad immediately and comply with any reasonable directions of Randstad with respect to the breach.

11. Assignment

Neither party may assign, transfer or sub-contract in whole or in part any of its rights or obligations under these Terms of Business without the prior written consent of the other party. Except, Randstad may freely assign receivables due to it.

12. Variations

Any variation to these Terms of Business must be mutually agreed by both Parties in writing.

13. Governing Law

These Terms of Business shall be governed by the laws of the state or territory where the recruitment services are provided (otherwise New South Wales). The Parties submit to the jurisdiction of the courts of such state or territory.

14. Economic Sanctions

Client warrants that the provision of services and payment hereunder shall not result in breach of any trade, economic or financial sanctions laws or regulations.

15. Travel and accommodation

When a booking ends whether at the initiative/request of the Client or Candidate the below will apply:

Where Randstad has committed to pay or has paid any money to external suppliers for travel and accommodation with the Client's written approval, then the Client will reimburse that money to Randstad to the extent that Randstad has:

- (a) been unable to avoid or minimise its payment despite having made its best endeavours to do so including seeking a partial or full refund or credit note; and
- (b) provided the Client with reasonable documentary evidence of payment.

contractor & temporary employee staff

These Terms of Business apply to Randstad Pty Ltd ABN 28 080 275 378 ("**Randstad**") and each Client which requests or authorises Randstad to provide to it a Contractor or Temporary Employee or engages a Contractor or Temporary Employee provided by Randstad.

16. Definitions

For the purpose of these Terms of Business the following definitions will apply:

- "**Contractor or Temporary Employee**" means any person supplied by Randstad to the Client to provide contracting or labour hire services to the Client.
- "**Introduction**", in relation to a Contractor or Temporary Employee, means where Randstad supplies, orally or in writing, any information about a Contractor or Temporary Employee to the Client (such as their name, academic record, employment history or other relevant information); and "Introduced" has a corresponding meaning.
- "**Parties**" means Randstad and the Client and their respective successors and permitted assignees. "Party" shall be construed accordingly.
- "**Placement Fee**" means the fee that is payable by the Client to Randstad if the Client employs a Contractor or Temporary Employee or an employee or consultant of Randstad, as notified by Randstad.
- "**Privacy Laws**" means the Privacy Act 1988 (Cth), and any amendments and regulations made pursuant to the Privacy Act 1988 (Cth). "**Parties**" means Randstad and the Client and their respective successors and permitted assignees. "**Party**" shall be construed accordingly.

17. Acceptance of Terms of Business

The Introduction of a Contractor or Temporary Employee will constitute acceptance by the Client of these Terms of Business (if not previously accepted).

18. Fees

- 18.1** The Client agrees to pay Randstad hourly, daily or weekly fees (as applicable) for the services of the Contractor or Temporary Employee, as advised to the Client at the time the Client books the services of the Contractor or Temporary Employee, for all hours, days or weeks, actually engaged, from the time the Contractor or Temporary Employee commences duties.
- 18.2** Out of pocket expenses (such as accommodation, meals and travel) are to be agreed in advance between Randstad and the Client and will be itemised on the invoice in addition to the fees, and are payable by the Client with the balance of the invoice.
- 18.3** There will be a minimum daily booking fee of 4 hours for Contractors or Temporary Employees.
- 18.4** The Client must pay the fee to Randstad according to the number of hours worked by a Contractor or Temporary Employee.
- 18.5** Fees will be invoiced weekly and are payable to Randstad within 7 days from the date of invoice.
- 18.6** Randstad may vary the fee at any time (including retrospectively) without notice to reflect the following:
 - (a) changes to CPI or market rates;
 - (b) shift penalties, overtime rates, allowances or other rates payable pursuant to any award, agreement or rate of pay applicable to Contractor or Temporary Employee; and
 - (c) statutory charges, levies, taxes, insurances or other payments Randstad is lawfully required to make or for which Randstad may become liable in respect of providing a Contractor or Temporary Employee under these Terms of Business.

18.7 Randstad Health & social care Division Timesheets:

In respect of Health & social care Division placements only, the Client must review and approve the Contractor/Temporary Employee weekly timesheets by 5pm on the Tuesday following submission of the timesheet to the Client (the "Timesheet Review Period"). During the Timesheet Review Period, the Client may approve or reject (on reasonable grounds) part or all of the time recorded on the timesheet. Unless the Client has rejected the timesheet in accordance with this clause 16.7, all remaining unapproved timesheets will be deemed automatically approved (at which point Randstad endeavours to send a Client notification) at the end of the Timesheet Review Period in order to ensure timely payment to the Contractors/Temporary Employees. If the Client later wishes to dispute an invoice in respect of auto-approved timesheets, it must notify the Credit Team (as specified on the relevant invoice) within 14 days of the date of the Invoice. The Client agrees to pay all invoices which are not notified to Randstad as in dispute within the timeframes specified here.

18.8 If a Contractor/Temporary Employee timesheet has been submitted but not approved within 24 hours, the Client agrees that Randstad may send a reminder to the Client, every 24 hours.

18.9 Payroll Tax Exemption

Payroll tax exemption will only be applied if the relevant state or territory payroll tax exemption form is supplied to Randstad and approved by the state/territory state revenue department. In the event a Payroll Tax Exemption expires the client has 7 days to provide a new declaration. If the declaration is not supplied within 7 days payroll tax will be applied to the charge rate.

19. Further Contracting or Employment of Contractor or Temporary Employee, Worker or Randstad Employee

19.1 If the Client engages a Contractor or Temporary Employee in any capacity, whether directly or indirectly (including where the Contractor or Temporary Employee is transferred to another supplier of recruitment services), in any instance while they are performing the relevant assignment or within 12

months after they have last performed a similar assignment for the Client, the Client must pay to Randstad the usual permanent Placement Fee in respect of the Contractor or Temporary Employee. In the event that the Placement Fee cannot be accurately established, the fee will be 160 times the hourly rate at which the Contractor or Temporary Employee was last supplied to the Client by Randstad.

19.2 The Client agrees to notify Randstad immediately if it engages a Contractor or Temporary Employee in the circumstances outlined in clause 17.1, and to pay the relevant Placement Fee to Randstad within 7 days of receipt of the relevant tax invoice.

19.3 No placement guarantee applies to permanent appointments resulting from the engagement of a Contractor or Temporary Employee or to fixed term placements.

20. Client Obligations

20.1 The Client undertakes to supervise the Contractor or Temporary Employee to ensure reasonable standards of workmanship. If the standards of the Contractor or Temporary Employee prove to be unsatisfactory, Randstad may reduce or cancel the charge for the time worked by the Contractor or Temporary Employee, provided that the Contractor or Temporary Employee leaves their assignment immediately and that notification is received from the Client within 4 hours of the Contractor or Temporary Employee commencing duties, and such notification is promptly confirmed in writing.

20.2 From the time the Contractor or Temporary Employee reports to take up duties, they are deemed to be under the supervision, direction or control of the Client for the duration of the assignment. The Client agrees to be responsible for all their acts, errors or omissions (wilful, negligent or otherwise) as though the Contractor or Temporary Employee was employed by the Client, and the Client will, in all respects, comply with all statutes, by-laws and legal requirements to which the Client is ordinarily subject to in respect to the Client's employed staff including ensuring the health and safety of the Contractor or Temporary Employee. As it relates to the above, the Client agrees to indemnify and hold Randstad harmless from any liabilities, losses or claims (including third party claims) incurred or suffered as a result of the engagement of, or acts or omissions by the Candidate, Contractor and Temporary Employee whatsoever. However, nothing contained or implied in these Terms of Business will be deemed to define the Contractor or Temporary Employee as an employee of the Client for any other purpose or purposes.

20.3 Randstad is to be provided with not less than eight hours notice of cancellation or postponement of any individual Contractor or Temporary Employee assignment.

20.4 (a) Under the relevant Work Health and Safety ("WHS") laws, Randstad and the Client have mutual obligations in ensuring the health and safety of Randstad Contractors and Temporary Employees. The Client acknowledges and agrees it has a duty of care to the Contractor or Temporary Employee and must ensure the provision of:

- a safe workplace;
- a safe work system;
- adequate supervision and training;
- an induction to site and equipment, including amenities and evacuation procedures; and
- elimination of hazards and controlling risks to health and safety.

(b) The Client agrees to notify Randstad of any changes to the workplace, place of work or tasks to be performed by the Contractor or Temporary Employee.

(c) The Client shall not allow the Contractor or Temporary Employee to carry out work on a site or on equipment considered unsafe by any Party, or where the Contractor or Temporary Employee does not have the appropriate qualifications or previous experience and has not received adequate training.

(d) The Client shall notify Randstad of any injuries to the Contractor or Temporary Employee and notify the relevant authority of any serious injuries.

(e) The Client agrees to hold Randstad harmless from any penalty or cost issued or incurred by Randstad due to the negligence or breach of any statutory obligation by the Client.

(f) Randstad will take every opportunity to ensure that the Contractor or Temporary Employee adhere to dress standards and present for work wearing the appropriate clothing and footwear (where required). It is the Client's responsibility to ensure that the Contractor or Temporary Employee does not commence work unless wearing the correct personal protective equipment for the intended task.

(g) The Client must so far as is reasonably practicable consult, cooperate and coordinate with Randstad, its Contractors and Temporary Employees so as to achieve effective coordination of activities to ensure optimal work health and safety risk management and enable Randstad and its Contractors and Temporary Employees to comply with respective obligations under all relevant WHS laws.

20.5 The Client will take all reasonable steps to provide a worker (including a Candidate, Contractor and Temporary Employee) who is injured on a worksite under their control, suitable duties in accordance with a return to work plan as developed by Randstad and the workers treating medical practitioner. Randstad will be responsible for the management of the worker whilst engaged in a rehabilitation and return to work plan, the client will allow Randstad to inspect the suitable duties, meet with the injured worker and allow the worker to attend medical appointments as required. The Client and Randstad will negotiate the cost of wages (and payment thereof) of the injured worker dependant on the agreed productive nature of the suitable duties.

20.6 Insurance

20.6.1 The Client shall ensure that its policies of insurance covers applicable medical practice and medical professional cover (such as nursing) and provide in favour of Randstad:

- a) Principals indemnity extension in favour of Randstad in respect of any vicarious liability it may have arising out of the conduct of the Client or a Candidate, Contractor and Temporary Employee; and
- b) The Client shall indemnify Randstad in respect of all claims (including third party claims) in respect of statutory liability, common law claims (whether in contract or tort or for breaches of any duty) arising out of or in connection with the services or any acts/omissions of a Candidate, Contractor and Temporary Employee to the fullest extent permitted by law.

20.6.2 The Client must ensure that its insurances:

- a) Including in the case of the professional indemnity insurance, provide that Randstad is protected by a "Principals" indemnity extension covering Randstad's vicarious liability for the acts or omissions of other "Named Insureds" under such policy; and
- b) for all policies, include Randstad as an additional insured;
- c) include a cross liability clause in which the insurer agrees that the policy applies as if a separate policy was issued to each insured and that the insurer agrees to waive all rights of subrogation or action against any of the persons constituting the insured;
- d) provide that the insurance is primary with respect to the interests of Randstad and any other insurance maintained by Randstad is excess to and not contributory with the policies.

20.6.3 The Client must inform Randstad in writing immediately it becomes aware of any actual, threatened or likely claims under any of the insurances referred to in this agreement, accompanied by full details of the circumstances of such incident and, where relevant, provide all such assistance to Randstad as may be required for the preparation and negotiation of insurance claims, other than claims that the Client and Randstad may have against each other

20.7 The Client acknowledges and agrees that it must notify Randstad immediately of any incident or allegation involving, or related to, a Contractor or Temporary Employee (an "**Incident**")

20.7.1 Where an Incident occurs, the Client warrants that it shall promptly conduct a comprehensive investigation into the circumstances regarding the Incident and provide Randstad with all materials and evidence associated with the investigation, including, but not limited to, incident reports, correspondence, witness statements, interview transcripts, letters of allegation and outcome reports.

20.7.2 Where an incident occurs, and such incident is required to be reported to any relevant authority, the Client acknowledges and agrees it is responsible to make a report to the relevant authority and will notify Randstad

immediately following the notification. The Client agrees to keep Randstad informed of any and all actions following a report to a relevant authority being made.

20.7.3 Where an Incident is reported to Randstad, the Client warrants it shall:

- a) Consult, cooperate, and coordinate with Randstad to the fullest extent possible;
- b) Comply with all reasonable directions and requests made by Randstad in relation to the management of the Incident; and
- c) Immediately upon request by Randstad, provide any documents and/or records that Randstad deems relevant to the Incident.

21. Randstad Obligations

21.1 Randstad makes every effort to provide Contractors or Temporary Employees in accordance with Client's booking details and to ensure each Contractor or Temporary Employee provided to the Client performs their duties with reasonable standards of skill, integrity and reliability.

21.2 Randstad will maintain adequate insurance as required under any applicable law, at such coverage limits in accordance with good professional practice and against insurable risks which may be incurred from the recruitment services provided.

22. Limitation of Liability

22.1 Randstad's liability under these Terms of Business whether in contract, tort (including negligence) or otherwise shall be limited to 100% of the fees which are paid or payable by the Client to Randstad in the 12 calendar months preceding the event which gave rise to Randstad's liability and in no event shall exceed an aggregate total sum of \$100,000 per year. This clause survives termination of any agreement between the Parties.

22.2 Neither Party will be liable to the other for any indirect or consequential losses, loss of profit, revenue, production, reputation or any special, punitive or exemplary damages.

22.3 Randstad will not be liable for any loss, expense, damage or delay arising from any failure to provide any particular Contractor or Temporary Employee for all or part of the period of the assignment or for any negligence, dishonesty, misconduct, fraudulent behaviour or lack of skills of the Contractor or Temporary Employee provided.

23. GST

All fees referred to in these Terms of Business are subject to GST.

24. Confidentiality and Privacy

24.1 Each Party agree to hold information of the other that is notified as being confidential or can be reasonably regarded as being confidential, in confidence, and will not disclose such information without the consent of the other Party unless required by law or it has already been made available to the public other than through a breach of this clause.

24.2 The Client is required to respect and protect the privacy of Contractors and Temporary Employees at all times. If the Client becomes aware of any breach of the Privacy Laws concerning information disclosed by Randstad to the Client, then the Client must notify Randstad immediately and comply with any reasonable directions of Randstad with respect to the breach.

25. Assignment

Neither party may assign, transfer or sub-contract in whole or in part any of its rights or obligations under these Terms of Business without the prior written consent of the other party. Except, Randstad may freely assign receivables due to it.

26. Variations

Any variation to these Terms of Business must be mutually agreed by both Parties in writing.

27. Governing Law

These Terms of Business shall be governed by the laws of the state or territory where the recruitment services are provided (otherwise New South Wales). The Parties submit to the jurisdiction of the courts of such state or territory.

28. Economic Sanctions

Client warrants that the provision of services and payment hereunder shall not result in breach of any trade, economic or financial sanctions laws or regulations.

29. Travel and accommodation

When a booking ends whether at the initiative/request of the Client or Candidate the below will apply:

Where Randstad has committed to pay or has paid any money to external suppliers for travel and accommodation with the Client's written approval, then the Client will reimburse that money to Randstad to the extent that Randstad has:

- (a) been unable to avoid or minimise its payment despite having made its best endeavours to do so to including seeking a partial or full refund or credit note; and
- (b) provided the Client with reasonable documentary evidence of payment.