

# temporary & contractor essentials new zealand

## **need to know – Randstad temporary and contractor essentials**

pg 2

- Who should I contact if I have a query about an upcoming assignment?
- Does Randstad have standards and protocols that I need to follow?

## **need to know - money matters**

pg 3

- How will my pay rates be decided?
- When do I need to complete Payroll and Taxation forms by?
- What do I need to know about completing manual timesheets?
- What do I need to know about completing e-time sheets?
- How can I manually claim expenses or disbursements?
- How can I claim e-time expense claims or disbursements?
- How and when will I receive payments?
- What do I need to know about KiwiSaver?
- What is Randstad's rewards program and how can i benefit from it?
- Does Randstad have a Customer Service Hotline that I can call about money matters?

## **need to know - equal employment opportunity**

pg 7

- What is Randstad's position on EEO?
- What are Randstad's fundamental EEO principles?
- What are the likely consequences of inappropriate behaviour?
- How are complaints investigated?
- Should I approach the client employer if I need to make a complaint?
- Is it acceptable to approach the person involved?
- What should I do if I can't approach the person involved?
- What happens next?
- Who should I contact to find out more?

## **need to know - workplace health and safety**

pg 10

- How does occupational health and safety affect me?
- What steps does Randstad take to prevent accidents and injuries at client sites?
- How can I take responsibility for my own safety in the workplace?
- Who should I contact if I have health and safety concerns at a client site?
- What are the client's responsibilities?
- Will I receive site specific inductions by client employers?
- What should I do if I suffer a workplace accident?
- What do I need to know about ACC workplace injuries?
- What is Randstad's policy in relation to smoking and alcohol in the workplace?
- Who should I contact to find out more?

good to know you

 **randstad**

## welcome

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

In Australia, New Zealand and Singapore, 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 booklet, 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.

## need to know – randstad temporary and contractor essentials

### who should i contact if i have a query about an upcoming assignment?

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.

### does Randstad have standards and protocols that i need to follow?

Yes, 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 they must be used for business purposes only and that confidentiality of passwords and information is paramount. The use of any systems for personal use or offensive / 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. Leave mobile phones off and diverted to your voicemail during work hours.
- Be aware that all work places strictly enforce a non- smoking policy.

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

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

## need to know – money matters

### how will my pay rates be decided?

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

### when do i need to complete payroll and taxation forms by?

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

Your IRD declaration must be submitted to your consultant. If it is not received within 14 days, your withholding tax rate will be charged to the highest tax bracket (if applicable).

# what do i need to know about completing manual timesheets?

You are required to submit a time sheet on a weekly basis during your assignment. A time sheet will be emailed to you by your consultant for completion.

At the end of each week please have your time sheet authorised by your supervisor/ manager and fax it to us on the number that is on the time sheet or submit your e-time sheet via our website. When on assignment, we require your time sheet no later than the cut-off time stated on the time sheet.

Time sheets must be signed by yourself and the client prior to your pay being released. In the event that the client representative is not available, please have your time sheet signed by another authorised representative.

Alterations to your Friday finish time, or any weekend hours must be faxed through on an altered timesheet by 5.00pm Friday or by the time stated on your time sheet.

## the do's and don'ts of filling in your manual time sheet

- DO use black pen. Red and blue pen or pencil does not transmit clearly through the fax machine.
- DO complete the section titled Week Ending. The full 'week ending' date (ie. Friday or Sunday's date) of the week that you are working must be inserted in this section.
- DO use block (capital) letters and write clearly / legibly.
- DO use a 24 hour clock to record your hours.
- DO only use hours and minutes when recording your work time. Do not use percentages/decimals.
- DO check that the Time Sheet is the right way up in the fax machine before transmission.
- DO insert one character (letter or number) per space.

Employee Name:  
J O A N N A S M I T H

- DO insert the time if you work less than 1 hour, for example 30 minutes.

0 0 : 3 0

- DO leave sections blank or use 00:00 if you have not worked a particular day.

0 0 : 0 0

- DO ALWAYS include your contractor ID number and Booking Number on the time sheet.

Employee No :  
2 4 - 1 2 5 6 8 3

- DO ensure that the authoriser (client) has signed the time sheet before faxing.
- DO NOT put crosses through boxes or any sections of the time sheet.



- DO NOT insert the words AM or PM in the start and finish times.

- DO NOT continually re-fax, fax or photocopies of time sheets – the clarity of information deteriorates making it difficult to read. Use a new Time Sheet each week you work for us.
- DO NOT use liquid paper or white out on Time Sheets.
- DO NOT write on the Time Sheet other than in the sections provided.

## what do i need to know about completing e-time sheets?

Randstad's e-time sheeting system allows you to submit your time sheet via our website. This system, which removes the need to fax the time sheet, allows the whole process to be completed on-line. Once your time sheet is submitted and authorised, you will receive an email notification that your time sheet has been received.

Please ask your consultant if e-time sheeting is available to you.

When using e-time sheeting, 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 check the email address to ensure it is correct.
- DO confirm with the client that you can receive external emails to receive confirmation of receipt of your time sheet. If you cannot, use your personal email address or a suitable alternative.
- DO ensure that you submit your time sheet for each week by the time stated on your timesheet in order to avoid delays with your pay.

## how can i manually claim expenses or disbursements?

In order to claim expenses or disbursements, a Randstad Expense Claim form or client specific expense claim form must be completed, signed by the client authorised representative and faxed to the number stated on the time sheet along with accompanying receipts and tax invoices. The approved Expense Claim form can be obtained from your Consultant.

## how can i claim e-time expense claims or disbursements?

If you are using e-time you will need to submit your expenses on your on-line time sheet each week. Receipts must be kept for each expense and a copy sent to both the client for approval and Randstad for our record by Monday of each week.

Please ensure that the receipts you provide clearly state the date and the amount paid and match up with what you have submitted on e-Time. If you are faxing through your receipts, please make use of the e-Time Expense claim cover sheet on which you must fill out your name and which time sheet the expenses relate to. If you have not received a copy of this, please contact the Contractor Services Team or your Consultant.

## what do I need to know about KiwiSaver?

Effective as of 1 July 2007, KiwiSaver is a voluntary work-based savings scheme.

It is applicable to you if you are:

- a New Zealand or Australian citizen or
- hold a New Zealand resident permit and
- aged between 18 and 65

New employees are auto-enrolled into the scheme and may opt-out between weeks 2 and 8.

Existing employees may opt in.

Note: Temporary employees working less than 28 continuous days are exempt from KiwiSaver.

For additional information on KiwiSaver including the default fund – EO Financial Services, please refer to the KiwiSaver employee information pack provided by your consultant.

For more details go to [www.kiwisaver.govt.nz](http://www.kiwisaver.govt.nz) or [www.ird.govt.nz](http://www.ird.govt.nz)

# what is Randstad's rewards program and how can i benefit from it?

Randstad's Rewards program, [rewards@randstad](mailto:rewards@randstad), is the employee loyalty program designed to recognise and reward you for your ongoing association with us.

In association with partner organisations, [rewards@randstad](mailto:rewards@randstad) has been developed with you in mind.

The [rewards@randstad](mailto:rewards@randstad) program includes:

- Discounted private health cover packages;
- Discounted travel packages;
- Travel insurance discounts;
- Computer hardware & peripherals;
- Discounted gym membership;
- Discounted magazine subscriptions;
- Discounted wine;
- Concierge services;

You are eligible for the [rewards@randstad](mailto:rewards@randstad) program once you have registered with Randstad.

A full listing of suppliers and how to take advantage of the [rewards@randstad](mailto:rewards@randstad) program are available online at our dedicate rewards site: [www.randstad.co.nz/rewards](http://www.randstad.co.nz/rewards)

## does Randstad have a customer service hotline that I can call about money matters?

Yes, if you have any queries, contact the Customer Service Hotline on 0800 363 377. Your queries will be answered between 8.00am to 5.30pm (EST) weekdays.

Advise us if there are any changes to your address, telephone number or bank account details to ensure you receive your Pay Advice, Buyer Created Tax Invoices (BCTI's) and Payment Summaries.

If your call is answered by voicemail, leave your full name (including spelling), contact phone numbers including your area code and the reason for your call. Your call will be responded to promptly.

## need to know - equal employment opportunity

### what is randstad's position on 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.

### what are randstad's fundamental 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 ensure that no bullying occurs in the workplace.
- **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.

## what are the likely consequences of inappropriate behaviour?

Where instances of discrimination or harassment are found to have occurred, they will be investigated in a fair and confidential manner. Warnings or disciplinary action will be taken where unlawful conduct is found to have occurred.

## how are complaints investigated?

Complaints are investigated in an impartial, confidential and timely manner – the guiding principles of Randstad's complaints handling procedure.

- **impartiality.** If you make a complaint, 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 make a complaint, 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 complaint 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. The complainant will receive a progress report within two working days of having lodged the complaint.

## should i approach the client employer if i need to make a complaint?

No, you must not approach the client as an alternative to, or as well as, utilising this procedure, unless specifically given prior authorisation to do so by Randstad's EEO Representative.

Failure to follow this direction, or taking deliberate action which compromises this complaint handling procedure, (such as failure to maintain confidentiality of the process) may result in disciplinary action.

## is it acceptable to approach the person involved?

Yes, 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 inform our EEO Representative.

## 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 or our EEO Representative. They will advise on what your options are and, if you wish to make a formal complaint, will advise you on how to do so. You may also wish to put your complaint in writing yourself and provide it to Randstad's Risk and Safety Division.

If you don't feel comfortable talking to your consultant (or your complaint is in regard to your consultant), you can then contact the Risk and Safety Division to assist you through the above process.

## what happens next?

Our EEO Representative will then talk to the person about whom the complaint is made to hear their side of the story and will also interview any witnesses. Where necessary, Randstad's management will investigate complaints in conjunction with client employers, where a complaint relates to a conduct of a person other than a direct employee of Randstad.

You will then be consulted regarding the outcomes of the investigation and ways of addressing and resolving the problem.

## who should i contact to find out more?

Further information about EEO related matters can be obtained from your EEO Representative.

**Phone:** 0800 728 229

**Email:** [eeo@randstad.co.nz](mailto:eeo@randstad.co.nz)

# need to know - workplace health and safety

## how does workplace health and safety affect me?

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 on a client site. 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.

## what steps does randstad take to prevent accidents and injuries at client sites?

Randstad assesses client sites for safety requirements before sending anyone onto those sites to ensure clients are providing a safe workplace. Clients 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.

## how can i take responsibility for my own safety in the workplace?

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 co-operative effort. You can 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 or Randstad consultant.

## who should i contact if i have health and safety concerns at a client site?

**Contact your consultant immediately if:**

- you identify a hazard;
- 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 unblock, maintain or service the equipment/machinery

## what are the client's responsibilities?

Randstad's clients 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.

## will i receive site specific inductions by client employers?

**Yes, your induction will include:**

- orientation of facilities;
- fire/evacuation/emergency procedures;
- specific training/induction on equipment being used.

## what should i do if i suffer a workplace accident?

If you are unfortunate enough to suffer an accident resulting in an injury you must notify your consultant immediately and provide all relevant details relating to the incident.

You must provide a medical certificate to Randstad to cover all time lost from work due to workplace related injury or illness.

It is a requirement that if you are injured you must actively participate in an established rehabilitation program to ensure a successful return to work.

## what do i need to know about ACC workplace injuries?

Randstad is responsible for ACC arrangements regarding workplace injuries.

## what is randstad's policy in relation to smoking and alcohol in the workplace?

Randstad has a no smoking policy on its premises. Whilst on a clients' site you are required to observe the client's smoking policy.

The consumption of alcohol within Randstad or a client site without the full knowledge and consent of the manager is strictly forbidden. Similarly, attendance at work or work functions under the influence of alcohol or drugs is strictly forbidden.

Please Note: Any failure to comply with safe working instructions could lead to the cessation of your assignment.

## who should i contact to find out more?

If you are unable to contact your consultant or local office, call:

**For OHS inquiries:**

0800 781 220

Email: [ohs@randstad.com.au](mailto:ohs@randstad.com.au)

**For ACC claims:**

Ph: 0800 821 945

Fax: 0800 728 229