



# Temporary and Contractor Handbook White Collar

Skout Solutions | People and Projects

# welcome

Welcome to Skout Solutions, we are a specialist in large volume people projects and mobilisations. Skout Solutions is an innovative business concept which leverages the unique people and project skills of both Skout Solutions and Ventia parent companies.

In Australia, Skout Solutions 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 Skout Solutions, your Talent Acquisition Specialist 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 Skout Solutions. Should you have any queries about the information enclosed in the handbook, please do not hesitate to contact your Talent Acquisition Specialist 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 Skout Solutions

As you are now an employee of Skout Solutions you can now enjoy the benefits of working for a national recruitment, people and projects company. In addition, it is important to remember that as an employee we expect you to uphold our values and act in a way that positively represents our brand.

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

## what kind of employment do we offer?

### Temporary assignments

The type of work Skout Solutions offers is of a temporary nature and is not guaranteed in any way.

Temporary assignments are available across our entire network of offices, with the majority of work at short notice. You are not entitled to any minimum number of assignments or hours per week. You may reject or accept any offer of an assignment at your own discretion. If an offer of assignment is accepted, you must accept the terms of the individual assignment.

Each individual assignment may differ in its terms, such as length of assignment, hours of operation, days of work and pay rate. Your Talent Acquisition Specialist will brief you on each assignment prior to your commencement. If you have any queries feel free to raise these with your Talent Acquisition Specialist.

Skout Solutions may alter the terms of each assignment, such as the start and finish dates or the days of work. Our clients, who will become your host employer, determine the terms for each assignment, so each assignment could be for a few hours, a few weeks or a few months. If a host employer asks you to change roles or perform a different task while on assignment, you must report this to your Skout Solutions Talent Acquisition Specialist.

You must only perform the role and tasks that you have been assigned to do, as any other tasks may not have been assessed for workplace health and safety. While the Host Employer will supervise and direct your day to day activity on their site, Skout Solutions is still responsible for you at all times, and will routinely check how you are going in each assignment, regardless of length.

### Skout Solutions does not:

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

### Permanent work

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

## ending and extending your assignment

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

## workplace health & safety

Skout Solutions is committed to protecting the health and safety of all persons within our workplace including employees, contractors and visitors, and ensuring that our activities place minimal negative impact on the environment and the greater community

## 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 familiarize yourself with our standards and protocols.

## our objective

Our objective is to strive for zero harm through the belief that:

- all incidents can be prevented,
- we can perform our operations with minimal negative impact on the environment, and
- we can be of benefit to the greater community.

## our methods

At Skout Solutions we will meet this objective by line management:

- promoting a positive culture that is based on passionate HSE leadership and effective consultation with employees, clients and relevant external parties
- promoting environmental sustainability as part of our culture
- ensuring all personnel have clearly defined and understood responsibilities and accountabilities for the effective implementation of our HSE policy and management system
- engaging with clients and other business partners to achieve and improve HSE standards
- applying risk management principles to the identification, assessment and control of hazards, work practices and behaviors that could cause incidents, injuries, illness or environmental harm
- complying with all relevant HSE legal and regulatory requirements, company policies, standards and procedures
- providing appropriate information, training, supervision and resources that assists all personnel to implement and maintain our HSE management systems
- managing HSE incidents, close calls and hazardous conditions consistently through early identification,
- notification, methodical investigation and the sharing of learning's across the organization
- encouraging personnel to maintain a healthy balance between work, family and friends
- informing and educating all personnel on the potential impacts of medication, illicit drugs, alcohol, fatigue, stress and other issues relating to their wellbeing and fitness for work
- providing confidential employee assistance and counselling services for the benefit of all employees
- measuring and monitoring, for continual improvement the effectiveness of our HSE management systems, and
- reporting publicly and annually on HSE performance, measured against objectives and targets.

This Policy applies to all Skout Solutions operations and covers all our activities and services. Our commitment to HSE management will not be compromised.

## office hours

Your Talent Acquisition Specialist will advise you of the opening hours of the Skout Solutions office you are working for. You should call your Talent Acquisition Specialist during business hours for any queries.

## equal employment opportunity (eoo)

As an equal opportunity employer, Skout Solutions 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. Skout Solutions does not tolerate any of the following behaviours from our employees.

### EEO principles

**No discrimination:** Skout Solutions 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:** Skout Solutions will not tolerate sexual, racial, religious or other kinds of harassment in the workplace. No bullying: Skout Solutions will not tolerate bullying and will take appropriate measures to manage any occurrences.

**No victimisation:** Skout Solutions will not tolerate victimisation or unfair treatment of anyone who makes a genuine EEO complaint.

Skout Solutions 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 Talent Acquisition Specialist 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 employer's drug & alcohol policy. In the absence of a policy, Skout Solutions' policy is that the consumption of drugs and/or being under the influence of drugs and alcohol will not be tolerated in Skout Solutions 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 Skout Solutions will have disciplinary action taken. You must notify your Talent Acquisition Specialist 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:** Skout Solutions reserves the right to perform a drug or alcohol test on any Skout Solutions employee. Skout Solutions 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 Skout Solutions Talent Acquisition Specialist

## Social media policy

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

## bullying and harassment

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

## reporting and resolving grievances

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

## informal grievance

### What if I think I can resolve the matter myself?

In many situations, the first appropriate step is to tell the person who is the cause of the complaint how you feel. If the complaint is about their behavior, 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 realizing, 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 Skout Solutions Talent Acquisition Specialist.
- 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 Skout Solutions Talent Acquisition Specialist. They will Advise on what your options are and, if you wish to lodge formal grievance or report an incident, will Advise you on how to do so (see section below).
- If you don't feel comfortable talking to your Talent Acquisition Specialist (or your complaint is in regard to your Talent Acquisition Specialist), you can then contact the local branch manager or the Skout Solutions HR team.

## formal grievance

### How do I lodge a formal grievance?

- Discuss with your Skout Solutions Talent Acquisition Specialist, Skout Solutions Branch Manager or SkoutSolutions HR Team.
- You may also wish to put your complaint or incident in writing and provide it to your Skout Solutions TalentAcquisition Specialist.
- There may also be instances where it is appropriate to inform your manager at the Host Employer. Pleasenote that this should be in addition to contacting Skout Solutions.

## complaints investigation

Complaints are investigated in an impartial, confidential and timely manner – the guiding principles of Skout Solutions' grievance handling procedures are:

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

## speak up - misconduct reporting hotline

Speak Up is a way for Skout Solutions 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 Skout Solutions Business Principles or that they, their colleagues, our clients and suppliers, our business or our reputation might be at risk in accordance with the Skout Solutions 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 Skout Solutions Talent Acquisition Specialist or through normal procedures, you can rely on Speak Up, a 24/7 telephone helpline run by an independent provider:

Australia

Freecall Number: 1800 819 877

Email: [brswhistleblower@deloitte.com.au](mailto:brswhistleblower@deloitte.com.au)

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



# timesheets & payroll

## pay rates

Your hourly/daily rate will be agreed upon with your Talent Acquisition Specialist 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 Talent Acquisition Specialist with your Certificate of Currency, evidence of Insurances and Registration documents for a business or company name. See your Contract of Service Terms and Conditions or Independent Contractor Agreement for more information on what is required.

## timesheets

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

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

## client based systems

Some Skout Solutions 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 Skout Solutions Talent Acquisition Specialist will make sure you get all the instructions and training you need to get you started.

Your Skout Solutions Talent Acquisition Specialist will add timesheets to your my Skout Solutions portal, which allows you to use both the my Skout Solutions web portal and mobile timesheet app.

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

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

## expenses or disbursements

Expenses and allowances are easy to claim through the My Skout Solutions 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 Skout Solutions 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 Skout Solutions web portal, where you can view your bookings and see your payslips.



## superannuation

Skout Solutions makes a contribution of the applicable State Guarantee Levy to a superannuation fund on all "ordinary time" earnings.

You can advise your Superannuation Preference via the Skout SolutionsPortal once you have submitted your eTFN and commenced on site. You will receive an SMS with information on how to complete this from SkoutPayroll. Any questions relating to your superannuation can be made by contacting 1300 363 377.

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

The full name and contact details of the fund.

The account name in full.

The number or other unique identifier (if any) that the fund uses to refer to your account.

The Australian Business Number (ABN) and Superannuation identifier or number.

What method can be used to make contributions to the fund and any necessary details to enable the payment to be made.

A written statement provided by or on behalf of the trustee of the fund, that the fund is a resident regulated fund that can accept Skout Solutions' contributions.

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

If a fund choice has not been made all employer contributions will be remitted to Skout Solutions' default fund. The default fund will be nominated on the Standard Choice Form supplied to you. As an employer, superannuation must be remitted on a quarterly basis, however we currently remit to the Superannuation Fund monthly. After a period of 12 months you may change your choice of fund. This can 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 Talent Acquisition Specialist 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 [www.superchoice.gov.au](http://www.superchoice.gov.au)

## pay enquiries

If you have any queries, contact the Customer Service Hotline on 1300 852 155 or email [templabour@skoutsolutions.com](mailto:templabour@skoutsolutions.com) 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 Talent Acquisition Specialist if there are any changes to your address, telephone number or bank account details to ensure you receive your Pay Advice, Recipient Created Tax Invoices (RCTI's) or Remittance Advice

# workplace health & safety

You are an important asset to Skout Solutions, 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 Skout Solutions 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 Skout Solutions acknowledges its obligations to you, safety is a cooperative effort.

- You must take responsibility for your own safety by:
- Advising your Talent Acquisition Specialist 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 Talent Acquisition Specialist if your ability to perform duties safely in the workplace changes.
- Making sure you know how to do the job safely before you commence.
- Being aware of any safety risks associated with the intended tasks.
- Following safety instructions.
- Reporting anything you feel is unsafe about the equipment, task or work environment.
- Avoiding the use of equipment that you are not fully trained to use or unsure how to operate.
- Discussing any aspect of job safety that you are concerned about with your supervisor and Skout Solutions Talent Acquisition Specialist.

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

## **Preventing accidents and injuries at host employer sites**

Skout Solutions 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 Skout Solutions 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 Skout Solutions produces a Job Analysis. Your recruitment Talent Acquisition Specialist 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.

Skout Solutions are committed to ensure our systems and processes are robust and up to date, Skout Solutions are accredited to Australian / New Zealand Standard: 4801 Occupational Health & Safety Management systems.

## **Medical and pre-employment assessments**

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

Skout Solutions' 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 Skout Solutions Talent Acquisition Specialist and Skout Solutions' 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 Talent Acquisition Specialist 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 Skout Solutions Talent Acquisition Specialist 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 unblock, maintain or service the equipment/machinery.

### **If you suffer a workplace accident/injury**

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

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

### **Workers compensation**

Skout Solutions maintains insurances to cover you in the event of a workplace injury. On submission of a claim form Skout Solutions 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. Skout Solutions also expects that you are aware of these basic safety standard and procedures.

## workstation setup

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

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

## workstation guidelines

### adjust your chair

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

### adjust your computer setup

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

## body mechanics

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

## chair

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

## document holders

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





### **laptop use**

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

### **telephone use**

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

### **keyboard & mouse use**

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

### **computer monitor & glare**

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

### **desk space**

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

### **maintenance**

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

## manual handling

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

### 6 Steps to follow

#### Step 1 – Stop and Think

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

#### Step 2 – Position your feet

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

#### Step 3 – Bend knees and Keep Back Straight

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

#### Step 4 – Get a firm grip

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

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

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

#### Step 6 – Control lowering of the load

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

## housekeeping

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

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

If you see any of these things, take a moment and rectify it. If you cannot rectify it, report it immediately to your supervisor and your Skout Solutions 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 Skout Solutions 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 Skout Solutions 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 in breaks accordingly. Make sure you stand up and stretch throughout your work day.

### 3. Have a routine that works for you

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

### 4. Dress for work

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

### 5. Have a dedicated office space

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

## physical activity

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

## the work environment

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

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



### **work practices**

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

### **mental health**

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

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

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

### **communication**

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

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

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

# Personal details

my talent acquisition specialist is:

Name: \_\_\_\_\_

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Office: \_\_\_\_\_