

Adecco

Associate Handbook

adecco.co.nz



You're in good hands
with Adecco.



Welcome to the Adecco Team!

You have chosen to become an Adecco temporary employee and are now a significant part of New Zealand's and the world's leading recruitment services company.

In New Zealand, we operate 18 branches and our job is to match the requirements of our Clients with your skills and work preferences. Whether you see temporary work as a short-term opportunity or a long-term career, we are pleased to have you on our team!



Team Work
respect and trust.

Customer Focus
customising solutions and
long-term partnerships.



Responsibility
honesty and fairness
at all times.

Entrepreneurship
inspire others and each
other through innovation.



Passion
making a difference to
millions of people
every year.

Working with Adecco

For the period of any assignment you are employed by Adecco. As an employee of Adecco on any of our Client's sites, you represent our company as well as theirs. We expect that you will do this professionally and in a friendly, cooperative manner.

When we offer you an assignment we will tell you about:

- Who the Client is and where the assignment is located
- How long the assignment is/could be for
- The hourly rate of pay
- Skills/Licences required
- The type of job it is that we need you to do
- The name of the person whom you should report to
- The process for getting your timesheet approved and any special requirements our Client/we might have

There is no obligation for you to accept any assignment we offer.

But if you say yes, we require your full commitment to complete the assignment to the best of your ability.

We ask you to be flexible and open minded and in return we will keep you informed during your assignment and while you wait for the next opportunity.

How do you let Adecco know you're available for work?

If you are not working, phone us at least once a week to confirm availability for work.

Offered a permanent role with our Client?

This will be fantastic news! Please inform us immediately so that our records are kept up to date.

Rules to Work By

Switch it off ... mobiles and cell phones

Cell phones must be switched off while working. You may clear messages during your breaks. Neither Adecco or our Client will take any responsibility if your cell phone is misplaced.

Friends & Family

Do not take any friends or family to your place of work.

Emergencies

If friends or family need to contact you urgently they must call Adecco and not the Client you are working at. In emergencies we will ensure we make immediate contact with you.

Client Property

You will be required to return items provided to you which may include PPE, security cards, keys, locks and stationery etc. Failure to return Client or Adecco property may result in the cost being deducted from your final pay.

Your Health & Safety

Your safety and the safety of our Clients' own employees, premises, equipment and visitors are our highest priorities.

We will endeavour to provide you with assignments you are capable of. With your participation we can succeed and ensure a safe workplace for everyone.

Adecco's Responsibilities

We provide you with (or work with our Clients to provide you with) a safe place to work. This is achieved by:

- Systematically identifying hazards
- Work with Clients to identify and manage hazards
- Providing suitable personal protective equipment
- Providing you with safety information
- Ensure you receive appropriate training and supervision by an experienced person on site
- Monitor the work you do to eliminate any effect on your health
- Carry out an on-site Health and Safety Assessment to ensure we are placing you in a safe environment

Our Client's Responsibilities

- To ensure that you receive an on-site Health & Safety Induction that you understand

Conduct First Day Induction

NO FIRST DAY SAFETY INDUCTION, NO WORK, NO EXCEPTIONS!

- Every new assignment/site requires a First Day Induction.

The on-site induction you should receive as a minimum:

- Who my supervisor/team leader is
- Your key jobs and responsibilities
- Bathroom and lunch room facilities/ break times
- What hazards are on-site
- How to identify and report hazards
- Know of any restricted areas
- Who First Aiders and Fire Wardens are
- Who will train you
- Correct wear and use of any Personal Protective Equipment
- How to notify Adecco if the temporary associate is not abiding by their Health & Safety Rules or Policies

In case of an emergency you should also be familiar with:

- Where emergency exits are
- Where the first aid kit is kept
- Where the emergency evacuation assembly area is

Stop and think ...

If you as an Adecco Associate think

- the job at hand is unsafe,
- or you haven't received adequate on the job training.

You must notify the Client Supervisor and your Adecco Consultant as soon as possible.

Your Responsibilities

Under the Health and Safety at Work Act 2015 you are also responsible for health and safety of yourself and others.

- Do not commence work until you have received an On-Site Health & Safety Induction
- Follow Client Site safety rules and procedures
- Use equipment provided in a safe and responsible manner
- Report any concerns with safety to Site Supervisor and Adecco Consultant
- PPE – What Personal Protective Equipment is required
- Personal Protective Equipment (PPE) must be worn correctly and for all tasks that require it
- Any PPE issued to you is your responsibility
- Should you require replacement due to wear and tear please return the old PPE to your Consultant who will then replace it for you

On an Industrial Site

- Never use forklifts, equipment, machinery or tools unless you are authorised and trained to do so
- Always watch where you are walking, use designated paths/ aisles

- Always give way to forklifts and all other moving traffic
- Always ensure machines are operating safely
- Always stop what you are doing and report machinery and plant that is not operating properly
- Obey signs and never enter an area without the correct protection or authorisation where the area is restricted

In the Office

- Never use a chair or box for climbing.
- Do not overloaded circuits, or use broken plugs and sockets.

Reporting Incident

All incidents and near misses (major and minor) must be reported to site Supervisor immediately and report by phone to your local Adecco Branch/Consultant before leaving work that day.

Reporting Accidents

All accidents must be reported (regardless of the severity of the injury) to your site Supervisor immediately and report by phone to your local Adecco Branch/Consultant before leaving work that day.

IF UNSURE, REPORT IT ANYWAY

Incident / Accident Investigations

All incident and accidents require an investigation to understand the cause. This is very important to prevent another incident or accident. Both the Client and Adecco will investigate and it is expected you will cooperate with this process.

Hours of Work

If your injury requires medical treatment you must collect an Alternative Duties form from Adecco and return it along with a medical certificate to the Branch within 12 hours.

Remember if you have a work accident, Adecco is your employer for any ACC claims.

You must keep your Consultant/Branch updated with medical results, ACC certificates and recovery periods. In the event of an injury, you may be required to provide Adecco with a medical clearance from your doctor.

You may also contact Adecco's Health & Safety Director on 0508 233 226 should you wish to report any OH&S concerns.

Returning to work after an injury?

Adecco operate a robust Return to Work process which is designed to support you back to pre-injury ability. This will include duties you can complete depending on your injury recovery status. This plan may be developed in conjunction with the Doctor, ACC, a Client representative and your Adecco Consultant.

Returning to work as soon as safely possible after an injury is a normal practice and an expectation. Suitable duties which do not jeopardise your wellbeing will be provided where possible as part of the rehabilitation and Return to Work program.

Before you return to work you will be required to provide Adecco with a medical clearance from your doctor.

You will be advised by an Adecco Consultant of your hours of work.

We will do our best to keep you informed as to when your assignment is scheduled to finish. Any changes to the assignment requires approval between Adecco and Client. It often involves further training to keep you safe and also to ensure you are paid at the correct rate.

Be punctual to any assignment

Always be on time especially on your first day of your assignment. Plan to get there 15 minutes early so you can find car parking/the entrance and be ready to work at your scheduled start time.

Do you need to fill in a log book?

If you are operating a vehicle and are required to complete a logbook, you must only work the legal number of hours and take the specified meal breaks and rest periods. Log Sheets need to be attached with your weekly timesheets.

What if you can't make your shift?

You must call your Adecco Consultant (or the After Hours number if you work between 5.30pm and 7.30am) at least two (2) hours before your scheduled start time, on the day you are unwell or for any reason you are unable to work and advise why you will be off work and for how long.

You may be required to produce a medical certificate if you have been away unwell.

Need to speak with a Consultant after hours?

We have an After Hours service to ensure you have someone to contact at Adecco 24/7. If you are unable to make your shift, please contact the After-Hours Consultant at least two (2) hours prior to your scheduled start time.

Feel free to contact the After Hours Consultant with any concerns if you are unable to speak with your Consultant during the day.

Should Adecco or an After Hours Consultant attempt to contact you, please ensure you answer your phone as this may be related to work opportunities or to confirm any work issues.

**After Hours Team Availability –
0508 438 967 (0508 GETWORK)**

Monday to Friday 5.30pm - 7.30am
Saturday, Sunday & Public Holidays – All Day



Your Pay

It is your responsibility to ensure your hours are accurately recorded on your timesheet and authorised by your supervisor each week unless Adecco advises you otherwise.

Pay week runs from Monday to Sunday.

Your signed timesheet MUST be received by Adecco no later than 10:00am Monday.

LATE TIMESHEETS COULD DELAY YOU BEING PAID ON TIME.

Timesheets can be emailed to:

(Branch Name)payroll@adecco.co.nz

Wages are paid directly into your account no later than Thursday morning. The occasional exception to this rule will occur when some public holidays fall on the Monday in which case you will be notified in advance.

Your payslip will be emailed or posted to your home address.

Check your payslip for details and discuss any questions with your Adecco Consultant.

Pay rates are confidential so do not discuss your hourly rate of pay with other Adecco staff or with our Clients' permanent staff.

What about your holiday pay?

We will accrue annual leave for you at 8% of your gross weekly income.

If you are employed by Adecco for more than 12 months, your annual leave entitlement is available as per the Holidays Act.

How do you find out how much holiday pay you have accrued?

Your payslip will state the number of hours you have accrued. You can also log into your online candidate portal to find the amount accrued.

How do you apply for holiday pay?

If you would like to take holidays or wish to resign from Adecco, a Holiday Pay Request form is available from your Consultant, your local branch or on the Adecco website. One week's notice should be provided to Adecco and the Client if you are on an assignment.

Forms must be completed and returned to the Adecco Branch before 10am Monday for payment that week.

Please note: Any monies outstanding to Adecco may be deducted from your final pay as per your signed individual agreement.

East Tamaki
T: 09 271 3602
25A Birmingham Road
East Tamaki 2013

West Auckland
T: 09 828 1121
25 Patiki Road
Avondale 1026

Penrose
T: 09 525 3583
701 Great South Road
Penrose 1061

Hamilton
T: 07 839 4742
236 Anglesea Street
Hamilton 3204

Whangarei
T: 09 430 4085
Kowhai Court, 27 Rust Ave
Whangarei 0110

North Shore
T: 09 414 7585
15A Douglas Alexander Parade
Albany, Auckland 0632

Auckland City
T: 09 309 7572
Level 10, 191 Queen Street
Auckland 1010

New Plymouth
T: 06 759 4343
27 Devon Street West
New Plymouth 4310

Nelson
T: 03 539 0514
261 Wakefield Quay
Nelson 7010

Nelson

Wellington

Christchurch

Dunedin

Christchurch
T: 03 341 5846
Enable House
Ground Floor
106 Wrights Rd
Addington
Christchurch 8024

Dunedin
T: 03 477 4036
Carnegie Centre
110 Moray Place
Dunedin 9016

Whangarei

North Shore
Auckland City

West Auckland
Penrose

East Tamaki

Hamilton

New Plymouth

Bay Of Plenty

Hawke's Bay

Palmerston North

Wellington

Bay of Plenty
T: 07 547 4004
Level 1, 7 Totara Street
Mt Maunganui 3116

Hawkes Bay
T: 06 872 7373
117 Market Street North
Hastings 4122

Palmerston North
T: 06 357 2020
575 Main Street
Palmerston North 4410

Wellington
T: 04 499 0344
Level 1, 4 Lochy Street
Petone
Lower Hutt

Adecco

adecco.co.nz
0800 4 adecco
Afterhours: 0508 438 9675
OH&S Line: 0508 233 226

- I have read and understood this document and all other documents provided to me during my induction. I have asked an Adecco Consultant to clarify any areas I did not understand.
 - I understand the nature of temporary work and I understand that Adecco cannot guarantee the duration of this assignment or any other. I will make myself available for work and understand that a requirement of an assignment is to be available to work the hours agreed.
 - I understand that I must achieve certain standards of performance to remain on an assignment and issues such as poor attendance, regularly being late or an inability to work cooperatively within the Client's environment could see the assignment ended for me.
 - I understand that if the Ministry of Justice report Adecco receives reveals that I have not disclosed any conviction including driving offences or the report details differing offence(s) to that or those I may have disclosed, or that I have not been truthful on my application, I will be dismissed from an assignment and I may not be considered for further assignments via Adecco.
 - I agree that if unforeseen circumstances arise that mean I cannot continue working for Adecco and complete any assignment, where possible, I will provide at least one week's notice.
- I have been made aware that Adecco have policies regarding various aspects of my employment, specifically the Code of Conduct for Temporary Associates and the Drug and Alcohol Policy. I am aware that the full policy is available to me at my request or on the Adecco New Zealand website <http://www.adecco.co.nz/document-library>. I also understand and agree to adhere to the policies related to my employment with Adecco.

Name: _____
(Print)

Signature: _____

Date: _____

