

Adecco Code of Conduct for Temporary Associates

INTRODUCTION

Policy

In any organisation it is necessary to set down rules governing conduct and procedures to ensure its smooth running.

This Policy provides the guidelines on the procedure that will be followed in the event that an Adecco representative becomes aware of a concern regarding an Associate's conduct or performance while placed on assignment. It also outlines the behaviour that Adecco considers to be misconduct or serious misconduct.

This Policy reflects the nature of employment for Adecco Associates which is temporary and generally of short term duration.

Adecco clients exercise a large degree of discretion around ending assignments according to the requirements of their business.

Clients may also set special rules or requirements in regards to performance standards particular to their business.

Associates must also recognise, when accepting registration with Adecco, that the nature of temporary employment means that neither the Associate or Adecco is obliged to offer or accept any future assignments and that there can be no guarantee of ongoing employment in any circumstance.

Adecco's processes and practices in regards to managing performance and conduct issues take into account the temporary nature of assignments and the role of the client in determining the duration of an assignment.

Minor Conduct or Performance Concerns

Where practicable and appropriate, minor conduct or performance concerns will be managed with the Associate on assignment in conjunction with the client. Adecco undertakes to allow Associates the opportunity to remedy the performance or conduct concerns and to continue the Associate's assignment wherever possible.

Serious Conduct or Performance Concerns

Adecco undertakes that, when it is warranted, that an investigation or disciplinary process will be conducted at the earliest opportunity into serious performance or conduct concerns. Adecco will ensure that wherever possible the Associate has the opportunity to understand any allegations being raised about their conduct or performance and that they will have an opportunity to respond prior to any decisions being made by Adecco. This process may be subject to any limitations on accessing information from the client about the conduct or performance concern in question.

It will not always be possible for Adecco to carry out an investigation into an issue of concern (being performance or conduct related) prior to a client ending an assignment.

Suspension / End of Assignment

A client may terminate an assignment on 4 hours notice for any reason whatsoever including if they are dissatisfied with a Temporary Associate for performance, conduct or other reasons including a change in the availability of work. An Associate's employment will terminate automatically at the end of an assignment.

Adecco will treat the Associate as still registered with Adecco until such time as they make a decision about whether the Associate's registration should be terminated. Adecco may continue to investigate the Associate's conduct while

they remain registered, to determine whether the Associate may be offered further work assignments.

If the Associate is unable to work for Adecco's client(s) for any reason during this process, the Associate will not be paid. The Associate's employment will end automatically at the termination of the assignment and the Associate's availability for further work will also be suspended pending a decision about their conduct or performance.

Warnings Applicable to Future Assignments

If the Associate has been given a warning following a disciplinary process the Associate may remain registered with Adecco and available for further work, in which case the warning will continue to apply to any new assignments offered to the employee in the future.

DISCIPLINARY PROCESS

If Adecco considers that it is necessary to discipline an Associate for a breach for workplace standards that do not amount to serious misconduct, Adecco will generally apply the following warning procedure:

- A first breach will result in a written warning;
- A second breach will result in a final written warning;
- A third breach will result in termination of employment on notice.

Note

Where misconduct is considered serious enough, a first and final warning may be issued without a prior warning being issued.

When dealing with discipline, the following principles will apply:

- The Associate is to be advised of their right to have a support person or representative present at any stage;
- The Associate is to be informed of the specific matter(s) causing concern and be given a reasonable opportunity to provide an explanation;
- The Associate's explanation will be taken into account prior to a decision being made on the appropriate outcome.
- Any corrective action required for the Associate to meet performance standards together with a reasonable period of time taking into account the temporary nature of the assignment, to improve performance will be advised as part of any warning given for poor performance. Consideration may be given to coaching and counselling if Adecco considers it appropriate to assist an Associate improve their performance and reach the required standard of performance;
- Any disciplinary action for misconduct is to be recorded in writing and placed on the Associate's personal file;
- A written warning for conduct issues will specify the duration of the warning.

SERIOUS MISCONDUCT

The following is a non-exclusive list of behaviour which Adecco regards as serious misconduct and which may give rise to termination of an assignment or dismissal without warning and without notice:

- 1) unauthorised possession of property, money, or information, or intellectual property, belonging to or under the control of Adecco's client or of Adecco;
- 2) possession or use of the property of other Temporary Associates, employees of Adecco's clients or other people without the owner's permission;
- 3) refusal to perform assigned duties or to carry out any proper and lawful instruction given by an Adecco staff member or by Adecco's client when this authority has been delegated to them by Adecco.

- 4) physical violence against any person on the Adecco or Adecco client's premises or during work hours;
- 5) racial, sexual or other improper harassment of any other Adecco employee or of any staff member of or person working on any Adecco client site;
- 6) being at work in a state of intoxication (whether drugs or alcohol) which prevents or impedes the proper performance of duties (whether of yourself or of any other person) or any breach of Adecco's Drug and Alcohol policy;
- 7) deliberate failure to declare a conflict of interest to Adecco or to an Adecco client;
- 8) deliberate use of an authorised password in order to enter or attempt to enter a computer known to contain information to which you are not entitled to have access;
- 9) failing to follow safety rules, or interfering with safety equipment, or otherwise acting in a manner that threatens the safety, health, wellbeing, hygiene or the security of clients or staff, or which endangers plant or property in the workplace, or in a manner that hinders the safe and proper performance of the duties of other people.
- 10) use of any vehicle of any type including but not limited to car, utility, truck & trailer unit or other heavy vehicle/ machinery without holding the appropriate current licence and or endorsements to operate the vehicle legally.
- 11) abuse of leave, including sick leave or bereavement leave; and any return to work / rehabilitation process
- 12) acting in an unreasonable manner or saying a thing to any person in a position of authority which would or may cause that person's authority to be undermined;
- 13) dishonesty, including failing to tell the truth about a matter which is work related when specifically questioned by an Adecco staff member or a representative of Adecco such as a Client;
- 14) breach of Adecco's or a Client's internet and email policy, including use of the Internet for other than work related matters or using Adecco or Client company email in a manner that could bring Adecco or the Client into disrepute; or placing material in the public domain or on the internet that may diminish the reputation of Adecco or its clients;
- 15) use of a digital camera or cellphone to take photographs of people or information without the explicit permission of the person or of Adecco or Adecco's client;
- 16) the use of abusive, obscene or threatening language to another person in the workplace;
- 17) unauthorised absence from work, including misleading Adecco or Adecco clients as to the nature of / reason for an approved absence;
- 18) falsification of any record or document of Adecco or Adecco clients including (but not limited to) time sheets;
- 19) intentional damage or grossly negligent behaviour resulting in damage to property belonging to Adecco or Adecco clients, the public at large, or another employee;
- 20) unauthorised removal, downloading, copying, falsification, destruction or disclosure of computer software, Adecco or Adecco clients' records or confidential information;

- 21) bringing Adecco or Adecco clients into disrepute or acting in a way that has the potential to bring the Employer into disrepute, or acting outside Adecco or an Adecco client's policy in such a way as to damage the interests of Adecco or Adecco clients or otherwise damage the integrity of the Adecco or Adecco clients.
- 22) any conduct undermining trust and confidence.
- 23) viewing, soliciting, printing, downloading, saving or forwarding pornographic, offensive, objectionable and/or inappropriate material via email, internet or any other media source.
- 24) misrepresenting or withholding any conviction(s), employment history, qualifications, or other relevant information pertinent to Adecco's decision to employ the Employee.
- 25) being convicted of a criminal offence which directly affects the employment relationship or is deemed unacceptable by Adecco or Adecco's client.
- 26) Serious breach of any policy or procedure of Adecco or Adecco clients.
- 27) any behaviour listed as Misconduct which Adecco in its sole discretion considers to be of sufficient seriousness to warrant consideration as Serious Misconduct.

This list is not exhaustive. Where an act is carried out by an employee which is not specifically covered by the serious misconduct above but is of a similar nature, Adecco reserves the right to implement the appropriate disciplinary procedures.

MISCONDUCT

The following are examples of acts or omissions that may, after appropriate warnings from Adecco or its client, lead to dismissal:

- 1) failure to achieve performance standards and targets;
- 2) unauthorised gambling, unauthorised possession of alcohol, or the consuming of alcohol on Adecco's client or Adecco premises;
- 3) inadvertent failure to declare a conflict of interest;
- 4) failure to comply with policy on smoking in the workplace;
- 5) any act which is likely to diminish the reputation of Adecco or of its client in the business or wider community;
- 6) using personal cellphones without permission during work hours, or making an unreasonable number of personal telephone calls, or making of unauthorised toll calls,
- 7) misuse of Adecco or Adecco's clients' resources including sending unauthorised email and the abuse of email or internet use
- 8) consistently being late for work or meetings or returning from lunch or work breaks;
- 9) insubordination to persons in authority;
- 10) acting in a manner which is wasteful or causes unnecessary expense for the Adecco or its clients;
- 11) preventing or interfering with another employee carrying out his or her work functions,

- 12) failure to promptly report any workplace accident.
- 13) failing to report to work at the time required without notifying an Adecco representative of the reason
- 14) acts otherwise falling within the category of serious misconduct, but where the particular case is such as to fall short of requiring dismissal in the particular instance.

This list is not exhaustive. Where an act is carried out by an employee which is not specifically covered by the misconduct above but is of a similar nature, Adecco reserves the right to implement the appropriate disciplinary procedures. Also, Adecco reserves the right to elevate an item listed as misconduct to serious misconduct in the event that the nature of the conduct warrants it.

ACKNOWLEDGEMENT

I, have been provided with a copy of Adecco’s Code of Conduct for Temporary Associates and have read and understood it.

Name:

Signature:

Date: