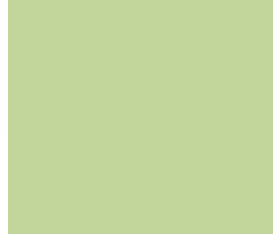
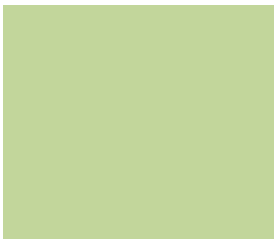


P: 9863 8316

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Temp Welcome Pack





# Welcome to BND Recruitment Solutions

Here at BND Recruitment Solutions we are excited to be placing you in a Temporary Assignment with one of our clients.

BND Recruitment Solutions are known for recruiting and placing highly skilled candidates that meet the client's requirements, therefore we recognise that our success and reputation depends upon you.

The following information should hopefully answer any questions you may have about Temporary work and BND Recruitment Solutions.

1. Finding your assignment	1
2. Keeping in contact	1
3. Your first assignment	1
4. How you will be paid	1
5. Your first day	1
6. Timesheets	2
7. Sickness	2
8. Holidays	2
9. Working Time Regulations	2
10. Your responsibility to BND Recruitment Solutions and our Clients	2
11. Health and Safety	3
12. Equal Opportunities	3
13. Temporary Staff Code of Conduct	4

Should you require any further information, please do not hesitate to contact us on 03 9863 8313.

We look forward to long and enjoyable working relationship.

Regards,

BND Recruitment Solutions

## **Finding your Assignment**

BND Recruitment Solutions endeavour to place candidates only in assignments that meet their requirements and that match your skills. This is determined through your initial interview with us, so it is important to tell us any specific requirements you may have so we can take these into consideration.

### **2. Keeping in contact**

To ensure we are able to contact you to discuss future assignments or to discuss details of a current assignment you must make sure BND Recruitment Solutions always have a current phone number to contact you on.

### **3. Your first assignment**

Prior to placing you in your first assignment we will contact you to confirm all the relevant assignment details. You are not obliged to accept any assignment with BND Recruitment Solutions, however once you have accepted an assignment you are committing to complete this assignment, unless any unforeseen circumstances arise. Therefore, please consider all the details before accepting any assignment with BND Recruitment Solutions.

### **4. How you will be paid**

Before you commence your first assignment with us you will need to complete a Payroll Details Form to allow us to process your pay.

**Payroll is processed weekly and Pay Day is each Wednesday.**

Please note that certain Banking Institutions may take an additional day to process the payment and will therefore be in your account a day later.

In the case of a Public Holiday, Pay Day may be altered and will be advised prior to doing so.

To ensure we are able to process all pays correctly and on time all timesheets must be returned to our office either via email or fax by 9am each Monday.

## 5. Your first day

Please follow the following points regarding your first day of an assignment:

- Check the directions to the client
- Check bus and train timetables, if taking public transport
- Always arrive ten minutes before the start time of your shift. If you are running late you must contact BND Recruitment Solutions to advise so we can inform the client.
- Dress appropriately for the assignment. Ensure you take any PPE required for the role, if advised.

## 6. Timesheets

Please use a new timesheet for each new week. If you have been advised that the client you are in an assignment for has separate departments please ensure you use a different timesheet for each department.

**Timesheets must be signed by your Supervisor for BND Recruitment Solutions to be able to process your pay each week.**

If you are unable to locate a Supervisor to sign your Timesheet please contact us prior to leaving site.

## 7. Sickness

If you are sick and cannot work any day of your assignment you must contact us immediately, as we will need to try and organise a replacement for the day. We require a minimum of 1 hours notice prior to your shift commencement.

## 8. Holidays

If you are planning a holiday please contact us so we can advise the client if needed.

## 9. Working Time Regulations

You will be advised prior to commencing your assignment the length and hours required. If you are asked by the client to change these conditions please advise BND Recruitment Solutions as you may be entitled to overtime pay etc.

As you are employed as a Temporary Employee of BND Recruitment Solutions your assignment may change due to changes imposed by the client, such as start or finish times. We will endeavour to give you as much notice as possible of any changes regarding your assignment.

## **10. Your responsibility to BND Recruitment Solutions and our clients**

We rely on you keeping in contact with us. Should any of your personal details change we need to know immediately. If you have a new skill or qualification please let us know, as this will assist in us finding suitable assignments.

We expect all our candidates to maintain a high level of professionalism and conduct while in an assignment at one of our clients. Always be polite and helpful and work to the best of your abilities, as many clients will request good performers back.

At the end of your assignment please ensure that you take all your belongings with you and you return any property issued to you while in the assignment, e.g. keys.

Please remember that as part of your Conditions of Employment you are not to contact a client of BND Recruitment Solutions directly, whether during an assignment or after completion.

## **11. Health and Safety**

Please ensure that you follow each clients Health and Safety Policy whilst on Assignment, while also following the below guidelines.

It is very important to understand that you are responsible for:

- Your own safety
- The safety of others
- Observing the safety rules at all times
- Dressing safely for the work you are performing, including wearing PPE where required
- Behaving safely, e.g. following smoking rules
- Reporting any medical condition that could affect the safety of yourself or others
- Ensuring you keep your work areas clean and tidy
- Disposing of waste/scrap in the appropriate places
- Ensuring you only operate equipment and machinery that you have been trained on and are authorised to use, e.g. forklift
- Undertaking all duties as instructed and not deviating from these instructions

- Reporting any damage to equipment or workplace hazard to your Supervisor and to BND Recruitment Solutions. Never attempt to repair the defective equipment yourself.
- Reporting any accident or injury at work, however minor, to the first aider on site immediately and to your Supervisor firstly and then secondly to BND Recruitment Solutions within 1 hour of the accident or injury occurring.

Please remember that if you do not feel safe at any client or in any assignment BND Recruitment Solutions may place you in that you must contact our office. We want to know that all our candidates feel safe and comfortable in all assignments and if this is not the case we will take all appropriate actions to correct this.

## **12. Equal Opportunities**

BND Recruitment Solutions are committed to a policy of equal opportunities for all and will adhere to this policy at all times. We will treat everyone equally irrespective of gender, sexual orientation, marital status, age, disability, race, religion or ethnic origin.

We will not discriminate unlawfully when deciding which candidate will be placed in an assignment. We will ensure that each candidate is assessed only in accordance with their merits, qualifications and ability to perform the relevant duties required for the assignment.

BND Recruitment Solutions will not accept instructions from clients that indicate an intention to discriminate unlawfully.

Please note that BND Recruitment Solutions are required to pass any performance feedback on to you. If the feedback received from the client requires a candidate to receive performance management from BND Recruitment Solutions, we will investigate the situation to ensure that all parties are receiving correct information and feedback and is done so in a non-discriminatory way.

If you feel you have been treated unfairly by either a Representative at BND Recruitment Solutions or a client please contact the Manager at BND Recruitment Solutions.

## **13. Temporary staff code of conduct**

While in an assignment for BND Recruitment Solutions, you must always ensure you are following the below conditions:

- You must never use the internet or email facilities at a client for personal use
- Never stand around just talking with other employees. The client is paying for your time by the hour and would not be happy to see that the time is not being used productively

- You must never give the client your contact details. You are to only receive instructions from BND Recruitment Solution to ensure that you are receiving the right information
- Never disclose the name of our clients to another recruitment agency
- Do not make personal phone calls unless it is absolutely essential, but you must always ask permission first
- Never arrive to work under the influence of drugs or alcohol or consume drugs or alcohol while at work
- Ensure you switch off your mobile phone while working
- In the event a client offers you a position directly with them you must contact us to advise.

