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# randstad uk worker handbook.

your guide to working with randstad.



randstad



partner for talent.

# introduction.

We are delighted to have you working with us – you are our most valuable asset and we will take care of you.

At Randstad we pride ourselves on working with the most talented and reliable professionals, who are motivated to make a difference to every assignment.

We have designed this handbook to support you; it sets out some clear guidelines and useful tips to help you get the most out of working with us.

We look forward to working with you and are here to support you, every step of the way.



Victoria Short  
CEO, Randstad UK & I



If you require any of this information in an alternative accessible format please contact a Randstad representative.



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# welcome to randstad.

Randstad is one of the largest recruitment and HR service providers in the world and is active in 38 markets around the world.

Randstad helps organisations recruit the best talent and also offers flexible labour resource management and managed service provision (MSP) - enabling companies to streamline processes and reduce costs.

For more information about Randstad, please visit [www.randstad.co.uk](http://www.randstad.co.uk).

The purpose of this Handbook is to help you to learn about Randstad and our method of operating so that you can settle in quickly and carry out your duties in confidence, it also forms part of your induction into the agency.

The headings, which appear in the Handbook, are for convenience only and do not affect the interpretation of the text to which they relate.

We are proud of the reputation that we have built but we are always mindful that it is dependent on the people who work with us. Our continuing success depends on how well we work together, to achieve this there has to be agreed rules, guidelines, and standards of conduct for all. These are explained in this Handbook in conjunction with our Policy and Procedures. Please use this Handbook as reference material, but ask a Randstad representative if there is anything that you are unsure of.

Every effort has been made in preparing this Handbook to comply with various Acts and Statutes, which govern the employment of people at work. In the event of any discrepancy between the information in this Handbook and relevant Acts and Statutes the latter will apply.

Any changes to or re-issues of the Handbook will be communicated to you. This Handbook remains the property of Randstad and should not be disclosed to any organisation outside of Randstad.



# your pay, leave and benefits.

## Assignments

Randstad acts as an agent for the client on whose behalf it offers assignments to workers. Whilst Randstad will endeavour to offer assignments to workers we cannot guarantee that we will always be able to do so and workers have no obligation to accept assignments offered to them. Workers are under contract for the duration of the assignment only, and have no contractual obligation once the assignment is finished.

## Time records and pay

How you are to be paid will be confirmed to you via your assignment confirmation document, once your assignment has been confirmed. The recording of hours worked will vary depending on your location of work. Your Randstad contact will make clear to you precisely how hours should be recorded for each assignment undertaken.

## Requesting holidays

If you wish to take holiday, you will need to provide your Randstad representative with notice that you want to do so. If you are a PAYE worker and entitled to paid holiday, if any any time you want to know how much holiday pay you have accrued or to discuss your holiday entitlement please telephone or email your Randstad representative who will help you.

## Holiday balance and Holiday pay

When you take holiday, you will be entitled to receive holiday pay. The amount of holidays you accumulate and the holiday pay you will be entitled to is calculated on the number of hours you have previously worked and your average hourly pay. **It is your responsibility to ensure that you use all of your holidays before the end of the holiday year (31 January) . If you do not use your holidays you will lose your entitlement for that holiday year.**



## Expenses

Whilst on assignment you may be entitled to the payment of your expenses, if you are entitled to be paid expenses this will be confirmed to you via your assignment schedule and your Randstad representative will be able to provide you with any further information you may require. Some expenses may be subject to tax deductions.

## Timesheet processing

For all assignments completed, you are responsible for submitting a properly authorised timesheet to your Randstad representative before payment can be made. Delay in submitting timesheets may result in delayed payment or jeopardise your payment.

For the avoidance of doubt and for the purposes of the Working Time Regulations, the working time shall only consist of those periods during which you are carrying out your activities or duties for the client as part of your assignment.

For more details on the specific process for your assignments please speak to your Randstad representative.

## Sickness and absence

If you are unable to attend an assignment due to sickness, injury or for any other reason you must let your Randstad representative know as soon as possible.

## Sick Pay

If you are eligible, statutory sick pay (SSP) will be paid if you are off sick in line with current Legislation as set by the Government, for more information please see <https://www.gov.uk/statutory-sick-pay>.

## Umbrella Company or Second Tier Supplier

When engaged by an umbrella company or a second tier supplier, they will act as your employer for tax purposes and they will be responsible for your payroll, timesheets and invoices. Please contact your umbrella company or second tier supplier in the first instance for anything relating to those matters.

Randstad works with a select list of approved umbrella companies, ensuring compliance and fair treatment for contractors. These companies undergo a rigorous vetting process, and we have agreements in place to safeguard worker rights and ensure ethical practices. We conduct ongoing monitoring and regular payslip audits to verify accurate payment and compliance with employment laws.

**For this list of approved suppliers please contact your Randstad representative**

### Your pay through an umbrella company

Randstad is committed to ensuring you are paid correctly and fairly through your umbrella company. That's why we work closely with an approved list of umbrella companies and continue to monitor their practices. We encourage you to visit the HMRC website for comprehensive information about your earnings and deductions.

<https://www.gov.uk/guidance/work-out-pay-from-an-umbrella-company>

## Tax avoidance

Tax avoidance is when people try to pay less tax than they should. In conjunction with the HMRC, Randstad is committed to stopping tax avoidance and workers are paid fairly.

Here's how to protect yourself:

- **Understand your payments:** Carefully review your payslips and contracts to ensure you're paying the right amount of tax.
- **Spot red flags:** Be wary of receiving more money than your payslip shows or receiving untaxed payments like loans.
- **Avoid tax avoidance schemes:** Don't fall for schemes that promise unrealistic tax savings. If you're a contractor using an umbrella company, understand how it works.
- **Contact HMRC:** If you are involved in any tax avoidance scheme, get in touch with HMRC immediately.

Tax avoidance can have serious consequences. Contact HMRC if you have any concerns. You can also review further guidance on their website:

<https://dontgetcaughtout.campaign.gov.uk/tax-avoidance/>



## Agency Worker Regulations (AWR)

The aim of the legislation is for agency workers to be provided with equal treatment in the workplace. Upon completion of a 12 week qualifying period in the same job with the same hirer, agency workers will be entitled to the same basic working and employment conditions that they would have received if they had been directly recruited by the hirer.

Under the regulations there are also "day one rights", which apply from the first day of the assignment. These rights include access to onsite collective amenities (such as car parking and canteen), as well as access to information about permanent job vacancies. It is possible that the hirer may decline to offer certain facilities provided they can show good justification for doing so.

After you have worked in the same temporary job for the same hirer for 12 weeks, you may qualify for equal treatment in respect of basic working and employment conditions, including pay. You can accumulate these weeks even if you only work a few days each week; however you must work within 12 separate weeks in order to qualify for equal treatment. Any gap of more than 6 weeks will mean your qualifying period will start again.

Randstad will ask for details of your work history, including work done through other agencies to help establish when you will be (or if you are already) entitled to equal treatment.

You will need to disclose to Randstad any periods of time during which you worked for the hirer or a group company of the hirer in the preceding months. Failure to do so may mean that you delay the opportunity to receive equal treatment until you have completed a further period of 12 weeks service with the hirer.

Under the following circumstances the qualifying "clock" can be paused:

Type of absence	Effect on 12 weeks qualifying period
Any reason where break in the assignment of less than 6 weeks	pauses the clock
Sickness absence pauses the clock up to 28 weeks	pauses the clock up to 28 weeks
Annual leave pauses the clock	pauses the clock
Shut down pauses the clock	pauses the clock
Jury service pauses the clock up to 28 weeks	pauses the clock up to 28 weeks
Industrial action pauses the clock up to 28 weeks	pauses the clock up to 28 weeks
Pregnancy/maternity related absence Clock keeps ticking throughout the statutory	Clock keeps ticking throughout the statutory protect period

## Pregnant workers & AWR

After completing a 12 week qualifying period in a given job with the same hirer, pregnant agency workers will be allowed paid time off to attend ante-natal medical appointments and classes when on assignment.

Please note that you will be asked for a copy of your appointment card to verify the medical appointment or ante-natal class before payment is approved.

### What do I do if I feel I am not receiving equal treatment?

We're here to help you every step of the way, so please contact your Randstad representative if you feel you are not receiving equal treatment. We will discuss the matter with you and ensure you are given all the relevant information. If you wish to raise the matter more formally, you should refer to the grievance/complaints procedure within your handbook.

## Pensions

UK Government laws regarding pension provision are in place to help workers save for their retirement. This legislation places a duty of care on organisations and recruitment agencies to automatically enrol their temporary workers into a workplace pension scheme - providing the worker meets certain criteria as an 'eligible job holder'. This is known as "auto-enrolment".

### What this means for you?

Provided you are an eligible jobholder, you will be automatically enrolled into the pension fund and a % deduction will be made from your weekly pay. A contribution to your pension fund will be made by Randstad.

You can choose to opt out if you do not want to invest in a pension scheme. However, you may want to take independent advice on this. If you opt out one month after entry; this is known as the "cooling off" period. In this case, you will receive a full refund of contributions.

However, if you opt out after one month, you will waive the refund of contributions.

If your assignment ends with Randstad, as you will no longer be paid by Randstad, then no further deductions for your pension will be made by Randstad. However, you will not be eligible for any refunds in line with this legislation. Should you start working for another company or agency then the law states that you should be enrolled into their pension scheme when you join (subject to qualifying periods and the same eligibility criteria discussed at the start of this document).



For more information on any of the above criteria or processes, then please contact:  
NOW Pensions at [www.nowpensions.com](http://www.nowpensions.com) or on 0333 33 220 20.



## Randstad benefits app

As a benefit of working with Randstad we are pleased to offer you access to a huge range of discounts and savings available at much loved high street stores, supermarkets, restaurants, cinemas, DIY stores, coffee shops and more, via our Randstad Benefits app.

Randstad benefits also includes access to a confidential 24/7 telephone counselling service (Employee Assistance Programme (EAP)) - here counsellors can help with any personal or work related problems day or night.

For more information and how to download the app please visit:  
<https://ourclients.randstad.co.uk/benefits-app/>

## Training and continuous improvement

Randstad is able to offer our candidates accredited elearning and practical training where relevant to their assignments, please speak with your Randstad representative for any available courses.

## Eyesight tests

Where a worker is a user of DSE (computer or other display screens) as defined by The Health and Safety (Display Screen Equipment) Regulations 1992 (amended 2002), and under Randstads supervision, direction and control, Randstad will ensure that eye sight tests are offered as appropriate.

# randstad's code of conduct.

## Our Commitment to you.

### **Randstad will:**

- If we require additional information or documents from the worker, we will let the worker know what they are
- Let the worker know if their file does not meet our recruitment criteria
- Work hard to obtain feedback for the worker after every assignment
- Endeavour to find the worker suitable roles that they are qualified or experienced in and in the areas where they want to work
- Keep in touch with the worker about job opportunities
- Offer the worker career advice
- Provide references for the dates the worker was on assignment with us
- Understand the workers short-term and long-term plans and their career aspirations

- Request the workers and institutions to co-operate with Randstad and with each other in order to promote safety and reduce hazards.
- Promote the cooperation of the workers, to ensure safe and health conditions and systems of work by discussion and effective joint consultation.
- Request that clients give details of specialist skills or qualifications required to carry out an assignment together with health and safety information.
- Pass to the worker all information provided by the client on health and safety issues connected with the assignment.
- Require the worker to adhere to the client's health and safety policy at all times whilst on an assignment.
- Review the client's management of health and safety at work.
- Keep this document under review and make any revision it considers necessary from time to time. All such revisions will be brought to the attention of workers.



# randstad's code of conduct

## - your commitment to us.

Workers undertaking activities with clients are required to be bound by the following Code of Conduct as a condition of undertaking assignments with the Company. Please note by accepting this handbook you are agreeing to adhere to this code of conduct:

- The worker must abide by all Policies, Procedures and Codes of Practice laid down by the Company and the client where relevant.
- The worker must act with honesty, integrity and with respect for clients' property.
- The worker are expected to carry out their duties so as to promote and safeguarding client's/patient's health, well being and interests. This must include informing their immediate Supervisor or Manager of any perceived or suspected deterioration in a client's physical, social or mental condition, if applicable.
- The worker must not be involved in any action that may prejudice the service or damage the reputation of Randstad.
- The worker must not discriminate on the grounds of age, race, religion, disability marital status, family status, sexual orientation, civil status, or membership of the traveller community. The values, customs and religious/spiritual beliefs of each client must be respected.
- The worker should arrive for duties at the requested time, and carry out duties for the full time that has been allocated. If it is found that attendance was not for the fully allotted time the Company has the right to reduce pay accordingly.
- It is expected that at all times respect and the safeguard of the privacy of clients and any potential service users is shown. Confidential information must not be disclosed to any third party without written consent of the client or appointed advocate unless it is considered to be in the best interest of the service user's health and well-being, or is required for compliance to the law. In these latter cases, matters must always be referred directly to Randstad management.
- The worker are expected to act professionally at all times. This will apply not only to relationships with peer members and other colleagues within the client organisation, but also with other professionals with whom they may come into contact as part of their duties.



# randstad's code of conduct

## - your commitment to us.

- The worker must act totally professionally with respect to the relationship with the client. It is recognised that close relationships can develop between the workers and clients but the worker should be mindful of the need to preserve the professional nature of the relationship.
- The worker must update Randstad of any changes in personal data immediately, including contact details
- The worker must help chase referees if Randstad are unable to obtain references for the worker
- To catch up regularly with Randstad to best assist with the workers next position
- That for every assignment the worker will be a positive ambassador for Randstad, appropriately dressed, professional, organised and enthusiastic
- To fulfil the discussed job responsibilities to the best of the workers ability
- To adhere to the ICT policies where you are working and the Randstad policies as notified to you from time to time.
- To give Randstad feedback on our service and how we can improve
- To update Randstad with the workers weekly and daily availability in advance
- To complete timesheet information thoroughly
- To report any safeguarding or welfare concerns to their account specialist by telephone immediately
- To be responsible for their actions and behaviour and should avoid any conduct which would lead any reasonable person to question your motivation and intentions
- To apply the same professional standards regardless of culture, disability, gender, language, racial origin, religious belief and sexual orientation
- Not to consume or be under the influence of alcohol or any substance, including prescribed medication, which may affect your ability on assignment
- To work in an open and transparent way



# integrity.

## Complaints

If you would like to raise a complaint about Randstad or the assignment you are placed on then please contact your Randstad representative in the first instance. They will listen to your complaint carefully and will take appropriate follow up action.

You can also raise a complaint through the Randstad website under the contact us page or via [compliance@randstad.co.uk](mailto:compliance@randstad.co.uk).

## Process:

**Stage 1:** In branch, resolved by the relevant branch or consultant

**Stage 2:** Escalation, If a resolution cannot be found directly with the consultant, the complainant can submit their complaint in writing. A written acknowledgement of receipt will be sent within 2 working days of receiving the complaint. The complainant will receive a full written response within 10 working days. If Randstad cannot achieve this target for any reason it will be indicated in a reply.

**Stage 3:** Request for Review, If the complainant is unsatisfied with the response the candidate can request a review. The complainant must contact Randstad in writing within 10 working days of the written response with a reason for the review. A Senior Manager or the head of business assurance will review the information and issue a response within 14 days.

**Stage 4:** External If the complainant is still not satisfied they should seek advice from an independent advisor.

For our full complaints process please see <https://www.randstad.co.uk/about-us/complaints/>

Alternatively if you would like to seek external assistance and advice we would recommend contacting these governing bodies:

Recruitment and Employment Confederation (REC) via 020 7009 2100  
or [info@rec.uk.com](mailto:info@rec.uk.com)

Student Loans Company via 0300 100 0601 or  
[customer\\_complaints@slc.co.uk](mailto:customer_complaints@slc.co.uk)

## Complaints or concerns about you or your work

If Randstad has or is made aware of any concerns about the standard of your work, your conduct or any aspect of the service that you are providing, your Randstad representative may invite you to a meeting to discuss the issues. You will be given the opportunity to respond to Randstad regarding any complaint about you. Randstad may need to carry out further investigations into any complaint raised and may require that you are removed from assignment until Randstad is satisfied that you may resume work. Because of the nature of roles engaged with through Randstad you are not guaranteed work at any time.



## Whistleblowing or Protected Disclosure

When a worker reports certain types of wrongdoing that affects others, usually by something they have seen at a place of work, this is classed as whistleblowing.

Reporting on the following circumstances are covered by the whistleblowing law:

- a criminal offence, for example fraud
- someone's health and safety is in danger
- risk or actual damage to the environment
- a miscarriage of justice
- the company is breaking the law, for example does not have the right insurance
- you believe someone is covering up wrongdoing

## Randstad's Policy

As a Randstad worker; whilst on placement on Client premises, you should observe the work environment and service levels carefully and report diligently on anything which causes you concern. We believe that teamwork and loyalty to colleagues should not deter staff from reporting bad practice when they observe it. You should notify your Randstad representative immediately if you witness anything of this nature.

If you feel as a whistleblower subject to hostile action from colleagues you should inform your Randstad representatives, who should if necessary take steps to alter your duties so as to protect you from the hostile action.

For further information please see Citizens Information:

<https://www.gov.uk/whistleblowing>.

## Safeguarding

Safeguarding means protecting the health, wellbeing and human rights of children & adults at risk, enabling them to live safely, free from abuse and neglect.

Safeguarding is everyone's responsibility. It is about people and organisations working together to prevent and reduce both the risks and experience of abuse or neglect.

All randstad workers must refer any safeguarding or child / vulnerable adult protection concerns to their Randstad representative immediately. Such concerns are treated as an incident/complaint and handled in accordance with Randstad's safeguarding policy.

For a copy of Randstad's safeguarding policy please contact your Randstad representative.

## Reporting whistleblowing or safeguarding concerns

All concerns are treated with strict confidentiality, and with the complete assurance that there will be no retaliation against any employee filing a complaint in good faith. Persons under investigation will be notified, and have the right both to respond to the allegations and to appeal against any adverse findings. Where serious misconduct is proven, management will take prompt and appropriate action.

Should you need to report such matters please either telephone 0800 169 3502 (passcode 42114) or go on

<https://speakupfeedback.eu/web/integrityatrandstad/gb> (passcode 42114).

You can also email [compliance@randstad.co.uk](mailto:compliance@randstad.co.uk) who can address the concerns on your behalf. Maintaining confidentiality is of fundamental importance to Randstad's whistleblowing policy. These reporting lines can be done anonymously if required.



# randstad policies and statements.

## Bullying, Harassment and Sexual Harassment

This section of the handbook explains the importance of not engaging in any conduct that would be classed as bullying or harassment - whether intentionally or unintentionally.

If you are found to have engaged in any behaviour that could constitute bullying or harassment, this will be a disciplinary offence and could result in the **ending of your assignment and contract.**

On the next we set out a guide on what bullying and harassment are, and some examples.

## Bullying

Bullying is regarded as offensive, intimidating, malicious or insulting behaviour involving misuse of power that can make a person feel vulnerable, upset, humiliated, undermined or threatened.

A person can be bullied by someone misusing their power of authority, seniority, strength, information or other power over another individual to coerce through fear or intimidation.

Bullying can involve physical, verbal or non-verbal conduct. Examples of bullying may include:

- (a) physical or psychological threats;
- (b) overbearing and intimidating levels of supervision;
- (c) inappropriate and/or derogatory remarks about a person's performance;
- (d) ignoring or shunning someone, deliberately excluding them from conversations, communications, activities or events.

Legitimate, reasonable and constructive criticism of performance or behaviour, or reasonable instructions given to individuals in the course of their employment will not amount to bullying on their own.

## Harassment

Harassment is any unwanted physical, verbal or non-verbal conduct that has the purpose or effect of violating someone's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. A single incident can amount to harassment.

Harassment also includes sexual harassment which is unwelcome conduct of a sexual nature or related to someone's gender. Companies have a specific duty to prevent this and so we have included specific guidance on sexual harassment below.

But it can also be related to age, disability, gender reassignment, marital or civil partnership status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation. Any harassment is unacceptable even if it does not fall within any of the above categories. If an individual has submitted or refused to submit to harassment in the past it is further harassment to treat them less favourably because of this.

### Examples of harassment may include:

- (a) unwanted physical conduct or "horseplay", including touching, pinching, pushing, grabbing, brushing past someone and invading their personal space;
- (b) unwelcome sexual advances or suggestive behaviour (even if the harasser perceives them as harmless);
- (c) sending or displaying material that is pornographic or that some may find offensive;
- (d) offensive e-mails, text messages or social media content;
- (e) comments of a sexual nature, 'catcalling / wolf whistling' or offensive comments around any other protected characteristic;
- (f) jokes or remarks that are sexist, about sex, racist, ageist or homophobic, remarks that are stereotypical about a particular ethnic or religious group or gender; or mocking, mimicking, sarcasm concerning, ridiculing, demeaning or belittling a person's disability, age, race, sexuality - this could include aspects of their appearance.

### Any of the behaviour above relating to any of the following characteristics will be considered harassment:

- age
- disability
- gender reassignment
- sexual orientation
- marriage or civil partnership
- pregnancy and maternity
- race / ethnic origin / national origin
- religion or belief
- sex/gender

### Harassment of a person can occur even if they were not the subject or intended target.

For example, a person may be harassed by racist or sexist jokes regardless of their own race or sex if the jokes create an offensive environment.

Or if you and a colleague are making sexist jokes, and then others in the same workplace who were not involved in the conversation hear the jokes and are offended, this would count as sexual harassment towards those people.





## Sexual Harassment

Sexual harassment is unwelcome or unwanted conduct of a sexual nature and it typically takes four main forms: verbal, nonverbal, physical, and visual. All forms of sexual harassment are unacceptable and unlawful and they can amount to a serious criminal offence. We have included some examples of sexual harassment:

### Verbal

- Making sexual comments or innuendos
- Telling sexual jokes or stories
- Telling sexist jokes or making offensive comments about a group of people based on sex
- Asking about a person's sexual orientation, history, fantasies, or sex life
- Making sexual comments about a person's body or appearance
- Repeated and unwanted requests for dates or sexual favours
- Repeated and unwelcome flirting
- Threatening a person's employment or work opportunities if a sexual favour is not granted
- Making kissing sounds, whistling, catcalling, howling, smacking lips, or other sexual noises at someone
- Spreading sexual rumours about someone
- Calling someone by sexual or sexist nicknames such as "honey," "sweetheart," "babe," or "hunk"

### Physical

- Intentionally brushing up against someone or standing too close to them
- Unwelcome hugging or kissing
- Touching a person's body, hair, or clothing
- Sexually touching oneself in front of others
- Giving a massage
- Attempted or actual sexual assault

### Nonverbal

- Making sexual facial expressions such as winking, kissing, or licking lips
- Making lewd or sexual gestures
- Looking a person's body up and down
- Staring at someone in a sexually suggestive way
- Following someone or blocking a person's path
- Standing too close to another employee
- Giving personal or sexual gifts
- Sending photos of yourself or others to colleagues that are sexual in nature

### Visual

- Showing sexually explicit emails, texts, messages, photos, or videos at work
- Sending sexually suggestive emails, texts, messages, photos, or videos to another employee at work
- Using the internet or social media to make sexual comments or spread sexual rumours about another employee

To provide further information on sexual harassment, please do take the time to watch our short educational video on this. The impact of sexual harassment, and all types of harassment, can be significant and so we take a zero-tolerance approach where harassment takes place.

### What to do

If you believe you have suffered any of the above behaviours, please speak to the onsite Randstad contact or other contact, and it will be taken seriously. Please provide as much evidence as possible, eg referencing witnesses to aid an investigation. If you have witnessed any of the above behaviours, please also raise these with your Randstad contact as soon as possible.

You will not be treated detrimentally for raising concerns about the above, our investigation processes are supportive. However, if you are concerned about raising an issue directly, you may prefer to raise your concerns anonymously via our anonymous reporting route.



## Health and Safety

Randstad is committed to the health, safety and welfare of all workers and to maintain best practices in these areas. It is the duty of Randstad and Randstad undertakes to ensure, so far as is reasonably practicable, the health, safety and welfare of its workers at work.

Randstad observes the Health and Safety at Work act 1974 and all relevant regulations and codes of practice made under it from time to time. Randstad takes into account any recommendations made by the Health and Safety Executive with regard to health and safety issues, and where appropriate, will liaise with the Health and Safety executive regarding specific health and safety issues which are of particular relevance to Randstad.

## Lone Working

The HSW Health and Safety at Work etc Act 1974, and The Management of Health and Safety at Work Regulations 1999 require employers to identify hazards associated with lone working, assess the risks involved, and put measures in place to avoid or control the risks.

A lone worker is a person who is engaged in solo work activities, or activities where contact with colleagues will be irregular or infrequent. If your role requires lone working this will be discussed with you by your Randstad representative, and necessary processes and risk assessments put in place.

## Pregnant/Expectant Mothers

On notification that a worker becomes pregnant we will follow our internal procedures that ensure the client is made aware and that they complete an appropriate risk assessment to protect both the expectant mother and unborn child.

## Young Workers

We will follow our internal procedures to ensure that where we place a young worker on assignment, the assignment is suitable and safe and that a young worker risk assessment is completed by the client.



## Alcohol

The consumption of alcohol is strictly prohibited whilst on assignment. Randstad have a zero tolerance policy towards alcohol and substance abuse within the workplace. All Associates will be subject to random tests, in addition to pre-employment testing. Anyone refusing to take the test may be removed from site and may lead to dismissal.

## Drugs

The possession, use or distribution of drugs for non-medical purposes whilst on assignments is strictly forbidden.

If you are prescribed drugs by your doctor, that may affect your ability to perform your work, you should discuss the problem with your Randstad representative. If either Randstad has reasonable reason to suspect you have breached the prohibition on drugs, or your work performance or conduct has been impaired through such abuse, then your assignment may be ended.

Randstad reserves the right to search you and any of your property at any time if there are reasonable grounds to believe that the prohibition on drugs is being, or has been infringed. If you refuse to comply with these search procedures, your refusal may result in your assignment being ended.

Randstad reserves the right to inform the police of any suspicions it may have with regard to the use of controlled drugs by its flex-workers/associates.

## Modern Slavery

Modern Slavery is a serious and often hidden crime in which people are exploited for criminal gain. The impact can be devastating for the victims. Modern slavery comprises slavery, servitude, forced and compulsory labour and human trafficking.

### Spotting the signs

**Here are some signs to look out for when spotting modern slavery:**

#### Physical appearance

Shows signs of physical or psychological abuse, look malnourished or unkempt, anxious/agitated or appear withdrawn and neglected. They may have untreated injuries.

#### Isolation

Rarely allowed to travel on their own, seem under the control, influence of others, rarely interact or appear unfamiliar with their neighbourhood or where they work.

#### Poor living conditions

Be living in dirty, cramped or overcrowded accommodation, and/or living and working at the same address.

#### Restricted freedom of movement

Have no identification documents, have few personal possessions and always wear the same clothes day in and day out. What clothes they do wear may not be suitable for their work.

#### unusual travel times

Be dropped off/collected for work on a regular basis either very early or late at night .

#### reluctant to seek help

Avoid eye contact, appear frightened or hesitant to talk to strangers and fear law enforcers for many reasons, such as not knowing who to trust or where to get help, fear of deportation, fear of violence to them or their family.



If you are concerned about a potential victim, or suspicious about a situation that is potentially exploitative, you can speak confidentially with your Randstad representative.

If you feel like this is not an option you can report your concerns anonymously to either Randstad misconduct reporting line 0800-169 3502 or online via: [www.speakupfeedback.eu/web/integrityatrandstad/gb](http://www.speakupfeedback.eu/web/integrityatrandstad/gb) inputting the uk code **421114**.

Or call the Modern Slavery Helpline on:

**08000 121 700**

or via online submit a report online. The helpline is operated by Unseen, open 24/7 and entirely confidential.

If there is an immediate risk of harm to an individual related to modern slavery, please call 999.

For more information on Randstad's modern slavery statement, you can visit our website:

<https://www.randstad.co.uk/modern-slavery-act-transparency-statement/>

## Equality and diversity

Randstad is committed to continually developing a forward thinking culture where everybody feels valued and they belong as a person, not just an employee. Our goal is to harness an environment where everyone has the potential to exceed and feel a sense of belonging and a healthy work life integration at Randstad.

We ensure to treat you and job applicants equally regardless of background, education, nationality, ethnicity, generation, age, working style, religion or belief, sexual orientation, gender identity, marital or civil partnership status, pregnancy or maternity, sex, ability, skills and any other characteristic (protected or otherwise). Protected characteristics are the nine groups protected under the Equality Act 2010.

We aim to provide equal opportunities and avoid discrimination in all aspects of employment and to ensure that the talent and skills of all individuals are maximised. Our approach applies to recruitment, terms and conditions of employment (including pay) appraisals, promotion, disciplinary and grievance procedures and training.

For discrimination to have taken place against people with protected characteristics an unlawful act must have also taken place, which is a prohibited conduct, such as direct discrimination, indirect discrimination, harassment or Victimisation.

If you have any concerns please contact your Randstad representative.

For more information on the Equality Act 2010 you can visit the Government Equalities Office Website:

<https://www.gov.uk/guidance/equality-act-2010-guidance>

### Implementing equality of opportunity

Recruitment and employment decisions will be made on the basis of fair and objective criteria. Our selection procedures are reviewed from time to time to ensure that they are appropriate for achieving our objectives and are not discriminatory. The terms and conditions of employment, including remuneration, are decided without reference to discriminatory criteria.

All workers will be interviewed, assessed, and, in our operational arena submitted to clients, on the basis of their ability and merits, according to the requirements of the assignment.

The requirements workers who have or have had a disability will be reviewed to ensure that, wherever possible, reasonable adjustments are made to enable them to enter into or remain in assignments with us.

### Monitoring

The Company collates data on diversity as part of our application and recruitment process. We then consider any data to develop appropriate action programmes to promote equality of opportunity.

All workers have a right to equality of opportunity and a duty to implement this policy. Breach of the equal opportunity policy is potentially a serious disciplinary matter. Anyone who believes that he or she may have been disadvantaged or experienced any type of discrimination should raise the matter through your Randstad Account Specialist.

### Your responsibilities

As a representative of Randstad you must not discriminate against or harass individuals including other employees, former employees, job applicants, clients, customers, suppliers and visitors. This provision applies within the workplace and outside of the workplace on work related business or events (including but not limited to client visits, meetings, networking, social events).

At Randstad, we each have a responsibility to build inclusivity into everything we do, through safe open discussion, self-awareness and a conscious change in mindset and behaviour.

To find out more about our approach to diversity and inclusion visit our dedicated page [here](#).

## Confidentiality

In the course of your duties you may become privy to confidential information concerning clients' or service users affairs. It is a condition of assignments with the Company that such information shall not be disclosed to any unauthorised third party without the express consent of the appropriate party.

Randstad employees and temporary workers will always consult management if they are unclear with respect to any item concerning confidentiality, or when made privy to confidential information that may have legal and/or criminal connotations. Any breaches of this Policy will be dealt with severely.

## Data protection

It's important that you read and understand our privacy notice which includes information about:

- The types of data we process about you such as your name, email address as well as sensitive personal data (if applicable) such as medical history and criminal record checks;
- Who we share your data with which includes, but is not limited to, sharing your data with our clients, affiliates and third-party auditors;
- The purpose of processing your data to effectively provide our services to you, including processing your details to match you with the right role; and
- How to raise a complaint regarding any data privacy issues you may have.

Due to the nature of the services we provide, if you do not give us consent to process your personal data you will not be able to complete your registration with us and we will not be able to provide you with any of our services.

If you require any information on Randstads secure handling, use, storage or retention of information please contact your randstad representative.



staying in touch.

If you have any questions or would like any further information, please contact your local branch who will be able to assist you:

[randstad.co.uk/our-offices/](https://randstad.co.uk/our-offices/)

Thank you for choosing Randstad, we look forward to working with you.

