

your journey with Randstad:

A Kraft Heinz, Randstad manager guide



contact us

get in touch

Randstad delivery team are available:
Monday to Friday 9.00am to 5.30pm
(ex. Public holidays)



James Brown, Senior Consultant



David Sullivan, Business Manager



07581 200471



kraftheinzwc@randstad.co.uk

- Day to day manager enquiries
- Recruitment requisitions/enquiries/feedback/interview requests/final offers
- Candidate onboarding
- Worker management/assignment extensions



Service level agreements - Randstad Responsibilities

Recruitment

randstad will...

- acknowledge receipt of your request within 24 hours and arrange a call to discuss your requirements
- submit suitable candidates within an agreed timeframe; if Randstad are unable to directly source within this timeframe,
- randstad are solely responsible for reaching out to the preferred supplier list and engage 2nd tier agencies to source suitable candidates; hiring managers are asked not to contact 2nd tier suppliers directly as we have agreed processes and rates in place
- provide updates on recruitment as required
- aim to submit no more than 5 CVs to you for review per role
- arrange all interviews, communicate offers and arrange start dates with workers and managers
- confirm all assignment details with candidates

Worker management

randstad will...

- carry out all worker absence/performance management
- carry out all payroll tasks, other than approving timesheets
- aim to respond to all manager and worker queries within 24 hours, and resolve within 72 hours where possible
- confirm assignment extensions with workers



Service level agreements - Kraft Heinz Responsibilities

Recruitment

Kraft Heinz managers will...

- communicate all details of the role including duties, pay rates and applicable overtime/premiums, expected assignment duration, hours of work when requesting labour
- review and provide feedback on submitted CVs within 48 hours of receipt
- provide interview feedback within 24 hours of the interview taking place
- raise a PO for all new starters prior to the first day of assignment; send to randstad to enter into payroll system

Worker management

Kraft Heinz managers will...

- communicate any/all concerns relating to absence/performance as soon as possible, to allow randstad to follow up with the worker



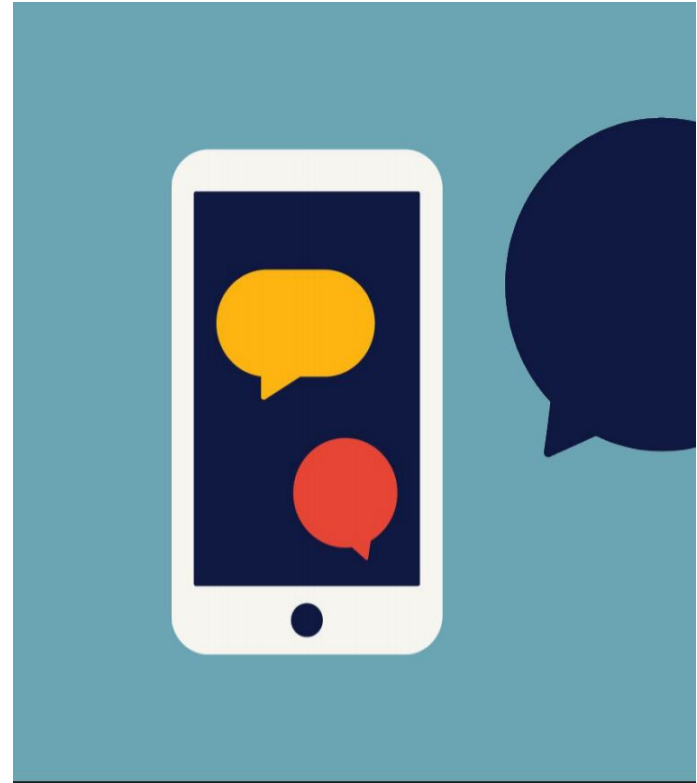
absence reporting

Workers will be asked to notify their Heinz line manager if they are unable to attend work. This is so you can plan operationally.

Please do not ask for any details about the reason for the absence or make notes on any information that is volunteered. The exception is where the information is required for Covid reporting protocols.

The worker is also expected to notify Randstad; our team will make contact with you to confirm that you are aware of the absence and to provide you with any up-dates we have on an expected return to work date.

If we don't contact you it's likely we have not been informed so please so let us know the worker is absent.



absence and performance management

A return to work will be conducted over the phone before or on the day the worker returns to work (dependent on the reason for the absence).

If you have any concerns about any aspect of performance or behavior, let us know as soon as possible.

Any randstad PAYE workers will be taken through the 'Opportunity to Improve' (OTI) process should there be concerns over absence or performance. There are a number of steps in this process;

1. Record of conversation - this should be completed if a pattern/concern is identified, prior to taking more 'formal' action
2. OTI 1
3. OTI 2
4. OTI 3 - End of assignment

It is important that the Randstad team takes full responsibility for absence and performance management, so please do not hold any formal or informal conversations with temporary workers about their absence, lateness or performance.



holiday and pay.

pay

Randstad associates hours are processed and authorised through Online Timesheets and are paid on a weekly basis.

Should an associate have a discrepancy in their pay, an authorised email from their Process Leaders needs to be sent to randstad kraftheinzwc@randstad.co.uk to confirm any missing hours/ shift allowance owed. Randstad will then process any adjustments in the next payroll run.

holiday

If a randstad associate wishes to book a day off they must complete a randstad holiday form and submit this request to their line manager. The authorised holiday form then needs to be emailed to the randstad team to process.

Please see link for a holiday request form:

[Holiday form](#) >

Randstad associates accrue their holiday pay throughout the year, they accrue roughly ½ a days holiday per week. There may be times when time taken off is unpaid as they haven't yet accrued the pay but are still entitled to the leave.



holiday accrual and pay

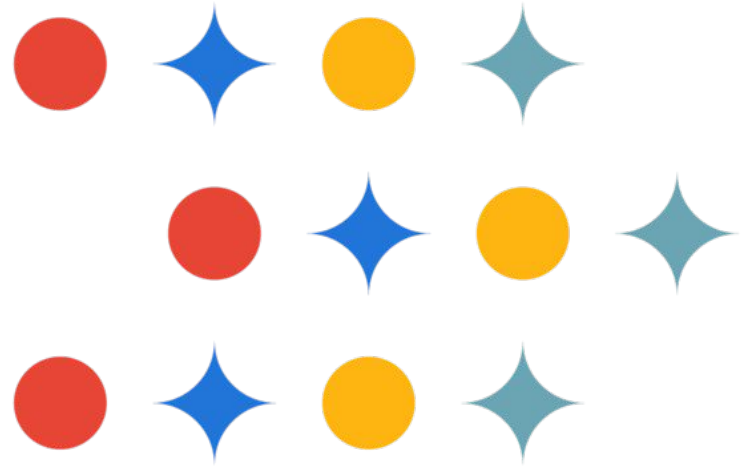
The Randstad holiday year generally runs between February and January and the exact start and end of the holiday year will be communicated on payslips towards the end of each calendar year, alternatively speak with your Randstad representative

It is important that everyone uses their holiday accrual before the holiday year resets. We do not allow any holiday to be carried over, however we do have a 4 week window at the end of each holiday year before holiday balances are cleared; please note that this only applies to PAYE workers.

Workers will be asked to return holiday forms to us via email and cc you in: kraftheinzwc@randstad.co.uk

We will take your cc as confirmation that the holiday is approved unless we hear otherwise from you.

Workers only need to request public holidays off if they form part of their usual shift pattern. Otherwise they will be deducted from the holiday allowance.



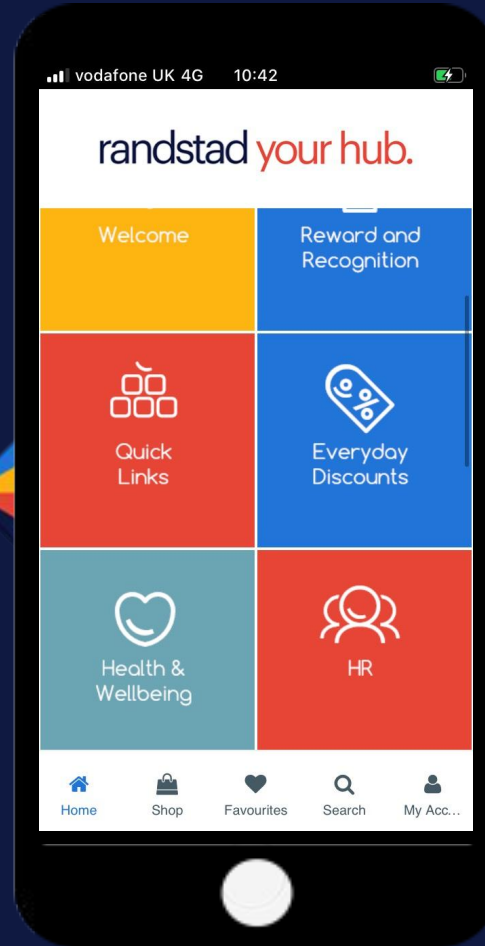
Workers accrue holiday for each hour they work. Holiday pay is based on the last 52 weeks basic-rate earnings - This is a statutory requirement

Holiday is not accrued on overtime hours and overtime doesn't contribute to holiday pay calculations.

We ask for holiday requests should be submitted with at least 2 weeks notice, or as much notice as possible.

Randstad worker benefits.

- free award-winning benefits package
- mirrors our scheme for corporate employees
- advice and support from nutrition to positive mental health and wellbeing advice
- employee assistance programme - 24/7 telephone counselling service
- free access to over 25 online support tools and courses.
- personal accident insurance scheme
- supermarket, high-street and online retail discounts
- travel discounts
- discounted gym / health club memberships



our temporary worker benefits

We offer all our temporary workers access to our benefits package. This is being offered for free to our transferring temporary workers.

Holiday and shopping discounts - Our benefits app has hundreds of online and in-store discounts with up to 50% savings on everything from your daily food shop, fashion retailers to gadgets, holidays, days out and much more.

Health and wellbeing - Our temporary workers personal health and wellbeing is really important to us too. The benefits app also offers discounts to gyms and includes a confidential, professional assistance helpline, available 24/7

temp workers can
shop and save



with the randstad
benefits app.



payroll

Workers are paid weekly, one week in arrears.

For example, work completed this week will be paid to the worker the following Friday.

Randstad's online payroll system is called OS. We will send your log-ins to OS in advance of the first payroll. We've sent you a guide and there are some useful links on how to use OS below;

User guide:

https://drive.google.com/open?id=1gN7GuRBs8v6B_ZUnq6k6iWqXlik6DhCdVVI2NTL5s80

General navigation: <https://youtu.be/2cGK8hsiw78#t=1m38s>

Authorising and rejecting: <https://youtu.be/2cGK8hsiw78#t=4m19s>

Entering or editing candidate timesheets: <https://youtu.be/2cGK8hsiw78#t=10m48s>

It is important we have back-up approvers and will be in touch to confirm who can act as an alternative timesheet approver in your absence. Please let us know as soon as the timesheet approval team changes as we need to up-date our systems in advance of timesheets being submitted.

