

EMPLOYEE AND CONTRACTOR

# Induction Handbook



WE  
GET  
PEOPLE

# Welcome



Welcome to the team! At Chandler Macleod, the heart of what we do is the people we work with, our colleagues, our candidates, and our clients. We strive to live by a simple truth to create opportunities for people to live full and satisfying lives. All our services provide people with opportunities for not only work, but for growth, support, development and making a better life.

## About this handbook

It's important that you read and understand the contents of this handbook and any relevant policies and documents that are indicated, as it forms the basis of your safe and successful employment with Chandler Macleod. As Chandler Macleod are an equal opportunity employer, we do understand that there are reasons you may need additional assistance to process and understand the contents of the booklet and what is required of you as an employee. If you need additional help, please reach out to your consultant who can organise additional support.

## Publishing message

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# About Us



Chandler Macleod is part of RGF Staffing APEJ (APEJ just means Australia, Pacific Excluding Japan). Chandler Macleod has four main sub-brands including Chandler Macleod (Staffing), Chandler Macleod Consulting, XPO Talent Solutions and Managed Training Solutions (MTS).

## RGF STAFFING APEJ

RGF Staffing APEJ is an ecosystem of brands. A multi-brand story encompassing diverse needs, ambitions, and aspirations. Together we create opportunities for life, using digital tools and solutions for insights and processes, putting the individual at the core. Being part of a larger parent company gives our staff (including you) some great benefits and access to a wider range of services. You'll hear more about that below. If you'd like to learn more about RGF Staffing APEJ please talk to your manager or head to the website at <http://www.rgfstaffing.com.au>

This is what the overall RGF Staffing APEJ structure looks like:



## CHANDLER MACLEOD

Chandler Macleod is one of the region's largest recruitment agencies, so we know quite a bit about what it takes to recruit, select, and retain the best people. We're in the business of understanding how people tick because we've been digging deep into people's needs and motivations since 1959. We uncover the 'BestFit™' for employers and job hunters alike by looking beyond the CV's and JD's. This allows us to match candidates to jobs that bring out their best and discover people that can make businesses boom. We're a team of flexible thinkers and detail obsessors, who believe that the right fit can lead to a happier life. Because when you really get people, you really open a world of opportunity.

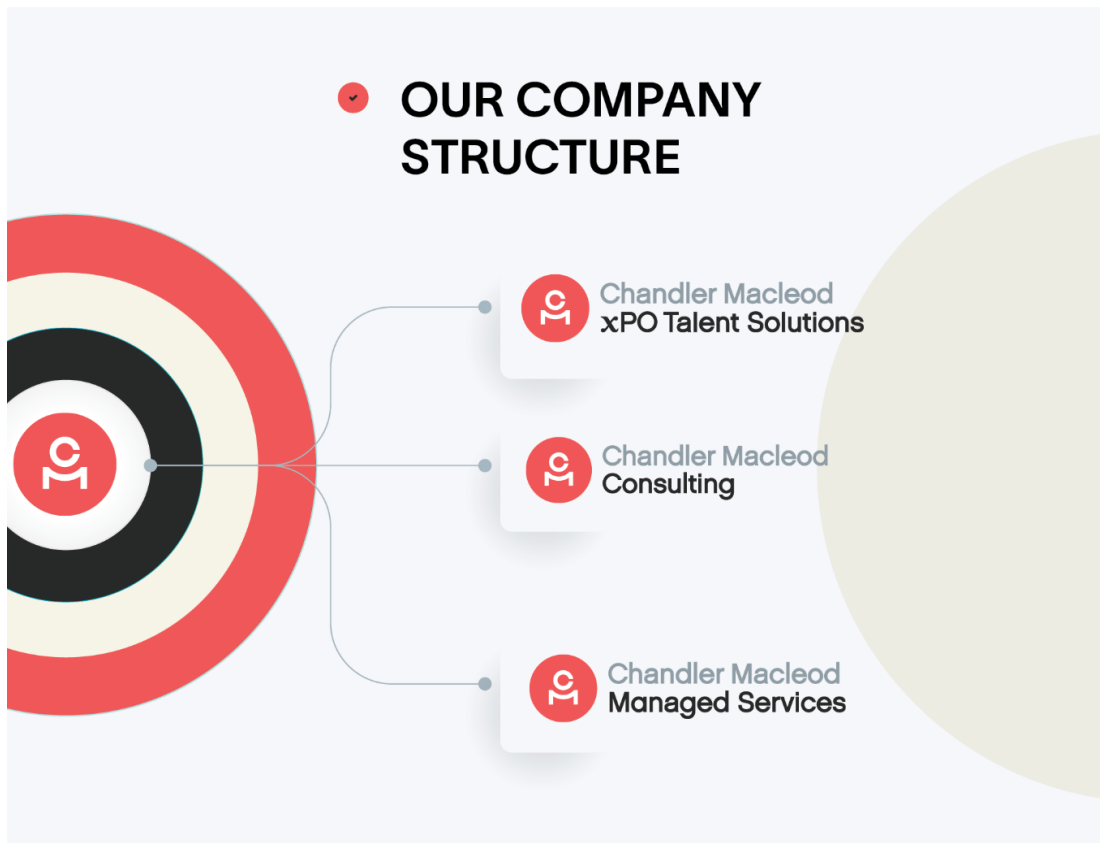
Follow Chandler Macleod's social sites for jobs, updates and more.



## CHANDLER MACLEOD (STAFFING)



You may hear Chandler Macleod called by different names like 'Staffing Solutions' or 'Chandler Macleod Staffing', this brand has had quite the journey, and these are just some of the names that people have been used to over the years. Officially the name is simply **Chandler Macleod**. Sixty years ago, Chandler Macleod was established as Australia's first firm of registered psychologists. The firm built a reputation of expertise in predicting employee behaviour and critical success factors for roles, teams and organisations and used this expertise to provide specialised recruitment solutions. Now our business continues to drive the recruitment and management of Best Fit™ talent across our organisation with support from our other brands.



As an employee based at one of our client sites or an independent contractor (contractor) with Chandler Macleod, you join the thousands of people we assign to clients around Australia every day.

**Our key industries include** Accounting and Finance, Drivers and Operators, Executive Appointments, Health, Human Resources, Office Support, Production Workers, Sales and Marketing, Technical and Engineering and Trades and Labour.

## CHANDLER MACLEOD XPO TALENT SOLUTIONS



xPO Talent Solutions are a subsidiary brand of Chandler Macleod. xPO focus on consultancy first and use their expertise and industry leading specialists to work on strategic, long-term partnerships and projects, supporting clients with the Talent challenges they have, producing best in market talent solutions such as Total Talent Management, MSP, RPO and Graduate Programs. Most often, xPO offer flexible solutions depending on the client's needs whether that be from select elements of hiring or the entire process.

For more information about our XPO Talent Solutions brand, please visit the website <https://www.chandlermacleod.com/our-clients/talent-solutions>

## CHANDLER MACLEOD CONSULTING



Chandler Macleod Consulting was one of the first arms of Chandler Macleod when it started as a Psychology Consulting business over 60 years ago! Now, our consulting business primarily works with clients to assess talent, develop culture and leadership and provide a range of insights and support. You can find more information about Chandler Macleod Consulting on our website <http://www.chandlermacleod.com>

## CHANDLER MACLEOD MANAGED SERVICES



Our Managed Services brand helps clients with their training administration, training logistics and training vendor management. You can find more about them here: <https://www.chandlermacleod.com/our-clients/managed-services>

# Working with us



Working with Chandler Macleod provides you with flexibility, variety, and challenge in your career. You have the opportunity to work in a variety of industries and companies and meet many different people. Though you may choose to end a contract, rest assured we will work with you to secure your next great role. Working with us means you have the support of a team of experts ready to help you succeed.

For employees, Chandler Macleod offers some key benefits that make us different to other providers in the market:

- **We find your Best Fit** by applying our BestFit™ methodology each time we place you in a role, to provide you with a comprehensive understanding of how you may fit within a specific role and organisation.
- **We are specialists** - each of our recruitment consultants are specialists from industries and disciplines specific to our client sectors. Rather than taking a generalist approach, this specialisation allows us to find the best future employer for your immediate and long-term needs.
- **We offer self-development** - through our various learning and development programs, we offer you opportunities for self-development and coaching to help you develop your own career and add value to a potential employer.
- **We provide great extra benefits** - as part of a larger organisation (RGF Staffing APEJ) you gain access to a range of benefits designed to support you.

## WHY DO OUR CLIENTS WORK WITH US?

There are great reasons why you would choose to work with us, but you may wonder why our clients work through us rather than hiring direct.

The reasons are as varied and complex as each of the organisations, however there are some key reasons why companies rely on the services of recruitment agencies and flexible staffing providers. These can include:

1. Work may be project-based meaning clients need to source different skills and attributes during different phases of the project.
2. Recruitment and staffing agencies can fulfill various staffing requirements and reduce the administrative and financial burden on the client.
3. They know that we are the experts in finding the right employee for their organisation and will support our employees and contractors to succeed.

Whatever the reason, we're here to support both you and our client to succeed!



# Benefits & Initiatives



As an employee or contractor of Chandler Macleod you have access to a great range of benefits detailed below. More details can be found at

[www.chandlermacleod.com/contractors-employees/contractor-benefits](http://www.chandlermacleod.com/contractors-employees/contractor-benefits)

## WELLBEING INITIATIVES

At Chandler Macleod we value your mental wellbeing as well as your physical safety. We spend most of our weekday waking hours at work, so it's important that everyone feels welcome, safe, and valued here and can perform at their best and flourish in all aspects of their lives.

### Some of our wellbeing initiatives include:

- Employee Assistance Programs – for all internal and external team members and immediate family members
- 1 in 8 of our permanent team members are trained in Mental Health First Aid
- Discounts with a range of health insurance providers
- Organisation wide support of RUOK? Day initiatives

If you have any concerns or queries at any time, please contact your Chandler Macleod Consultant.

### HOW TO ACCESS THE EAP:

Chandler Macleod has partnered with TELUS Health by Morneau Shepell to provide professional emotional support and referral to community services should you or your family need them. This free access is provided to you and your family while you are actively placed by the Chandler Macleod in a role, and for a period of 6 months after the placement / employment finishes. For more information about the EAP please visit

[www.chandlermacleod.com/contractors-employees/contractor-benefits](http://www.chandlermacleod.com/contractors-employees/contractor-benefits)

Go to <https://rgf-staffing.lifeworks.com/> and use the below log in details:

Username: **RGFstaffing**

Password: **lifeworks**

## Salary Packaging

Our placed candidates and contractors may be eligible to salary package / sacrifice a range of items including superannuation and other ATO approved items. For more information, please visit

[www.chandlermacleod.com/contractors-employees/contractor-benefits/salary-packaging](http://www.chandlermacleod.com/contractors-employees/contractor-benefits/salary-packaging)

## Novated Car Leasing

Chandler Macleod offer car leasing via our partner Autopia to our employees and contractors. You can find out more about this benefit here: [www.chandlermacleod.com/contractors-employees/contractor-benefits/car-leasing](http://www.chandlermacleod.com/contractors-employees/contractor-benefits/car-leasing)





# What to expect from us



We are in the business of people, and we know that the most important resource an organisation has is the people who work for them. Because of that we strive to uphold our strong reputation for the provision and management of recruitment and workforce solutions.

Regardless of salary, title or location, the fact is you can only really feel passionate about your job if it's the right fit for you. We will always endeavour to find you the right role, team, culture, and organisation.

**Now that you are a part of the Chandler Macleod team you will enjoy the benefits of:**

- A regular payment schedule, and payment query support
- Rate and assignment extension negotiations on your behalf
- Ongoing support to enhance and further your career. We can provide information on emerging market trends to assist you in making career decisions
- EEO (Equal Employment Opportunity) and Health and Safety information.

We place many permanent candidates at all levels of organisations. If you choose to pursue a permanent role, we can also help find the right opportunity for you.

## CLIENT INDUCTIONS

This Induction Handbook does not replace the need for you to participate in a site-specific induction. The client has a responsibility to ensure that you are inducted on site. If you do not receive a site induction on your first day of work, please contact us immediately. Do not start work if you have not been inducted.

## PROVIDING FEEDBACK

In instances where you wish to comment or provide feedback on our services but are not comfortable with providing this feedback to your Chandler Macleod Consultant, please email your comments/ concerns to:  
[feedback@chandlermacleod.com](mailto:feedback@chandlermacleod.com)



## GETTING SUPPORT AND REPORTING WORKPLACE GRIEVANCES

As well as the Employee Assistance Program (log in details available in the “benefits” section of this document), various hotlines are available to all employees (internal, temporary, candidate, contract) as well as to external individuals who have an affiliation with our company or any one of our subsidiaries.

- Whistleblower Hotline
- Compliance Hotline
- Complaints and Grievances Reporting Channel
- Privacy Complaints Channel

All channels are confidential and RGF APEJ ensures whistleblowers can remain anonymous and are protected.

## WHISTLEBLOWER POLICY

For reports relating to actual or suspected breach of compliance including RGF APEJ [Policies](#), regulatory obligations, criminal acts:

**Whistleblower and Compliance Hotline:** +61 2 9269 8600

**Email:** [whistleblower@chandlermacleod.com](mailto:whistleblower@chandlermacleod.com)

*"By 2030, we want to be the world's most sustainable staffing company"*  
**RGF Staffing Commitment**

**Company Secretary:** [COSEC@chandlermacleod.com](mailto:COSEC@chandlermacleod.com)

## SUSTAINABILITY

We believe that our commitment to Environmental, Social and Governance (ESG) is directly tied to our mission's success, and that we have the ability and responsibility to drive positive, transformative change. Our employee-led ESG groups at RGF Staffing APEJ exist to help drive our ESG commitments internally, with our clients and candidates, and with our society.

More details about our sustainability initiatives can be found on the [RGF Staffing website](#).

## MODERN SLAVERY

Chandler Macleod part of RGF Staffing; acknowledges our responsibility under the Modern Slavery Act and understands that we must take steps to ensure modern slavery is not occurring in our operations or our supply chain. We are committed to taking necessary actions to reduce the risk of modern slavery through regular risk assessment activities and open engagement with our suppliers on the issue of modern slavery.

RGF Staffing provides a centralised governance framework for our group of companies to leverage and oversee modern slavery risks within our supply chains and operations.

We encourage you to read our Modern Slavery Policy statement here; <https://www.rgfstaffing.com.au/modern-slavery-statement/>

## PRIVACY

Due to the nature of our business, Chandler Macleod is required to deal with large amounts of personal and sensitive information such as your name, address, photo ID and email address, all of which are protected by the Privacy Act 1988 (Cth). The protection of your personal information, and privacy, is of the utmost importance to Chandler Macleod.

Our Group Privacy Policy can be found on the RGF Staffing APEJ website [here](#) and covers the collection, use, protection, and disclosure of the personal information collected from you by Chandler Macleod.

If you have any questions in relation to our Privacy Policy, requests for personal information or any complaint regarding your privacy, please email us at [privacy@chandlermacleod.com](mailto:privacy@chandlermacleod.com).

# Workplace Expectations



## WHAT WE EXPECT

To meet our expectations, and our clients' expectations of their flexible workforce, you are required to:

- Act in accordance with our Code of Conduct and Values and our policies (see Section 5, Important Documents), and all other requirements set out in this Induction Handbook. Ensure you have read of this handbook and understood your obligations detailed in these documents before commencing any assignment, and
- Act in accordance with the client's policies and ensure you have read the relevant policies. If the client raises a policy you have not been informed of, please let your Chandler Macleod Consultant know.

### **Relevant client policies will usually cover:**

- Anti-discrimination, harassment and bullying
- Health and Safety
- Security and surveillance
- Email, internet and social media
- Confidentiality, and
- Privacy.

### **The following standards must also be adhered to:**

- Whilst on assignment, if you are an employee you will remain employed by Chandler Macleod at all times, but you will be under the supervision of the supervisor appointed by the Client or their representative (Client Supervisor),
- At all times you will follow all reasonable directions or instructions received from your Client Supervisor,
- You will treat all client confidential material in accordance with your duty to protect its confidentiality. You may be required to sign a non-disclosure agreement,
- You will arrive for work at the agreed starting time and remain until the agreed finishing time,
- If you are going to be absent from work, you must notify your Client Supervisor as soon as possible before your scheduled start time. You must make personal contact with your Client Supervisor, texts and emails are not acceptable. You need to advise the reason for your absence and when you expect to return to work. Make sure you are familiar with the procedure for notifying your Client Supervisor.

- If for any reason you need to leave earlier than agreed, you will first advise your Chandler Macleod Consultant and then, subject to any directions, your Client Supervisor. Ensure your work area is left in a clean and safe condition before leaving,
- You will comply with all Chandler Macleod and client Health and Safety requirements and applicable legislation,
- Any concerns regarding your safety will be raised in the first instance with your Client Supervisor. Make sure you notify your Chandler Macleod Consultant if you have any concerns regarding your safety at work,
- In the event of any injury, you should consult the first aid attendant for treatment and advise your Client Supervisor and Chandler Macleod Consultant of the incident/injury immediately.

**Other important things to note:**

- Remember, we are your employer/principal – so always contact us first. For example, if you have trouble getting to an assignment or are sick and unable to attend your assignment, tell us immediately, not the client,
- If you arrive at the job and find that the job description, or work location has significantly changed, please call your Chandler Macleod Consultant to discuss prior to starting work,
- Nobody is expected to undertake a job until they have received instructions on how to do it properly and safely and have been authorised to perform that job,
- Please be aware that failure to comply with any of the above requirements may result in disciplinary or other action, including termination of your employment or the ending of your engagement,
- It is your responsibility to obtain the appropriate car insurance cover and ensure your vehicle is roadworthy, if you intend to use your car for anything other than private use, and

## WHAT WE EXPECT: WORKPLACE DIVERSITY

We are committed to promoting a work environment free from discrimination, harassment and where all people are encouraged to reach their full potential. Discrimination and harassment (including sexual harassment) will not be tolerated.

All employees and contractors are responsible for helping to create a positive work environment at our clients' sites and always behaving in a respectful and professional manner. Likewise, we expect you to be always treated in a positive and respectful way. If you need to report any issues, please contact your Chandler Macleod consultant.



For more information on this topic please read the Workplace Diversity Policy located [here](#).

## WHAT WE EXPECT: A WORKPLACE FREE FROM BULLYING

Chandler Macleod is committed to providing a safe work environment that is free from bullying. Bullying can have serious impacts on a person's health and can result in absenteeism and reduced productivity. Bullying can also have significant social and health costs for individual staff and can affect all people at all levels of a workplace.

Bullying is repeated unreasonable behaviour directed towards another person creating a risk to that other person's health and safety. You must take all reasonably practicable steps to ensure that bullying does not occur in your workplace and to resolve or report any instances of bullying.

If you witness any bullying or feel you are being bullied, please report as soon as possible to your Chandler Macleod Consultant. For serious and/or anonymous reports you can invoke the whistleblower hotline. Please note that anonymous complaints may not be able to be fully investigated and you will not receive any information about the outcome.



For more information, please refer to the **Anti-Bullying Policy, Complaints and Grievances Policy and Whistleblower Policy** located [here](#).

## WHAT WE EXPECT: PERFORMANCE AND MISCONDUCT

At Chandler Macleod, we hold ourselves to high standards of conduct and expect the same of our employees and contractors. To ensure these standards are met, we may contact you regarding your performance and work with you to improve or enhance your role success.



For more information, please refer to the **Discipline and Misconduct Policy** located [here](#).

## WHAT WE EXPECT: USE OF INFORMATION TECHNOLOGY

This section is a summary of Chandler Macleod's IT Facilities, Systems and Social Media Use Policy (Located [here](#)).

All Information Technology (IT) should be used responsibly, honestly, and legally. All such use must also be consistent with the expectations set out in this Induction Handbook, our Code of Conduct and Values, and our Policies. Please be aware that failure to comply with such standards may result in disciplinary action, including termination of your employment or assignment.

**As an employee or contractor, you must not use IT Facilities and Systems for the following:**

- Purposes other than those for which you have been authorised,
- To create, transmit, attempt to access, or otherwise deal with any material or data which is sexually explicit, discriminatory, violent, obscene, indecent or which could reasonably be regarded as offensive or likely to cause harm or distress to another person,
- Creating, transmitting, or otherwise dealing with defamatory material, making derogatory comments about other Chandler Macleod users, Chandler Macleod's clients, employees/contractors, or other representatives of clients,
- Causing damage to Chandler Macleod, Chandler Macleod users, or representatives, or engaging in conduct which has the potential to do so,
- Use of an inappropriate or offensive photo or depiction to identify or represent you whether on internal or customer facing systems or facilities,
- Transmitting or removing confidential or sensitive information from Chandler Macleod IT Facilities or Systems, including through use of USBs or other methods,

- Using IT Facilities or Systems while operating a vehicle or in circumstances where it is unsafe to do so,
- Using IT Facilities or Systems for private gain or personal commercial purposes,
- Downloading or using any content that may infringe a persons or organisation's copyright or intellectual property, unless you have express permission to use this material, or
- Unreasonable personal use of IT Facilities and Systems. This includes email, internet, social media, and other tools.

**In addition to the above, any use of IT Facilities and Systems which may compromise the security of Chandler Macleod's or our clients' IT Facilities and Systems is also prohibited including, but not limited to:**

- Sharing passwords or creating easily accessible written versions of passwords,
- Making attempts to find out a password or gain unauthorised access to an IT Facility or System,
- Using another Chandler Macleod user's or client's user login or password to access IT Facilities or Systems,
- Connecting, installing, or using any unauthorised hardware or other equipment in connection with Chandler Macleod's or the client's electronic equipment,
- Attempting to subvert the security of any of Chandler Macleod's or the client's IT Facilities, attempting to subvert any restriction or accounting control (e.g. peer-to-peer, web authenticated proxy), or otherwise attempting to interfere with the operation of IT Facilities,
- Attempting to download, create, or install any form of unauthorised or malicious software (e.g. worms, viruses, sniffers) that may affect computing or network equipment, software or data, or
- Removing any IT Facilities or Systems without express permission of your manager from Chandler Macleod's or the client's premises.

## **Personal Use of Client's IT Facilities**

Client's IT Facilities must be used strictly for business use and not for any personal use unless expressly authorised by the client. If you are in any doubt about whether personal use is acceptable, you should err on the side of caution and not engage in any personal use.

If personal use is permitted by the client, you must ensure that such use fully complies with Chandler Macleod's and the client's policies, does not impact on the performance of your duties and is otherwise consistent with our standards.

## **Workplace Surveillance**

Please be aware that:

- If you have access to Chandler Macleod's or a client's IT Facilities, your email, computer and internet use may be monitored by Chandler Macleod on an intermittent and on-going basis in accordance with Chandler Macleod's IT Facilities, Systems and Social Media Use Policy or a policy of the client,

- Chandler Macleod and the client may also have in place video and/or audio surveillance at your place of assignment and ancillary areas, or at the client's premises, and your attendance and conduct at such places may be continually or intermittently monitored and recorded, and
- Data obtained through surveillance may be used for any legitimate purpose in relation to your employment/engagement or other legitimate business activities or functions of Chandler Macleod or the client, or as otherwise permitted by applicable legislation. Data may also be shared between Chandler Macleod and the client for these purposes.



For more information, please refer to the IT Facilities, Systems and Social Media Policy located [here](#).

## WHAT WE EXPECT: SOCIAL MEDIA

Social media is a global and growing channel that helps us connect and engage with our clients and colleagues. If we use this channel effectively it helps build opportunities; however, inappropriate use can have an immediate and profound impact on Chandler Macleod and its clients, given the potential for content to reach a very wide and sometimes unintended audience, and remain available for a prolonged period.

For these reasons, Chandler Macleod reserves the right to monitor use of social media whether this is accessed via Chandler Macleod's or the client's IT Facilities and Systems and take appropriate action to protect against misuse that may be damaging to Chandler Macleod or our clients. All people are encouraged to use their judgment and discretion when using social media to ensure they do not engage in inappropriate or unacceptable use as outlined below.

Unacceptable use of social media, whether for business or personal purposes, includes but is not limited to:

- Implying that you are authorised to speak as a representative of Chandler Macleod or its clients or giving the impression that the views you express are those of Chandler Macleod or its clients. Without express prior approval from Chandler Macleod's Marketing Department or the client (as the case may be),
- The setup or moderation of social media groups or networks that are, or purport to be, authorised by Chandler Macleod or a client, without express prior approval from Chandler Macleod's Marketing Department or the client (as the case may be),
- Posting material for the purposes of your assignment that does not comply with the terms of use of the particular social media outlet,
- Using your Chandler Macleod or client email address, or any Chandler Macleod or client logo or other insignia, that may give the impression of Chandler Macleod or a client's support or endorsement of a personal comment,
- Using or disclosing any confidential information of Chandler Macleod or a client obtained in your capacity as an employee or contractor of Chandler Macleod,
- Publishing or reporting on information or conversations that are confidential or deals with matters which are internal in nature (to either Chandler Macleod or a client of Chandler Macleod). Public sites are not appropriate for internal communication with other Chandler Macleod people, clients or employees/contractors of clients,
- Using the identity or likeness of another Chandler Macleod person or an employee/contractor of the client,
- Posting material that is, or might be construed as, threatening, bullying, discriminatory or offensive towards another Chandler Macleod person or a client, or person associated with a client, and



- Making any comment or posting any material that might cause damage to the reputation of the company or any of its clients or bring Chandler Macleod or any of its clients into disrepute.

Where your comments or profile can identify you as being associated with Chandler Macleod or a client, your comments and postings may be viewed by others as a reflection on Chandler Macleod. For this reason, should you choose to identify yourself in this way, you have special responsibilities to ensure that:

- If you comment on any Chandler Macleod or client-related matter, you must expressly state that your views are your own and not those of Chandler Macleod or the client,
- You are courteous and respectful to all people you interact with,
- You adhere to the terms of use of the relevant social media platform/website, as well as copyright, privacy, defamation, and all other applicable laws, and
- All content is accurate and not misleading and complies with all relevant Chandler Macleod and client policies.

## WHAT WE EXPECT: DEALING WITH MEDIA

If you are contacted by the media (i.e. contacted by a journalist for your view on Chandler Macleod, your assignment or the client), you must immediately refer to your Chandler Macleod Consultant who will then escalate as appropriate. Only authorised spokespersons for Chandler Macleod may provide media comment.



See relevant policies [here](#) for more information: **Media Policy and Social Media Policy**

# Health and Safety



## WE ARE ALL SAFETY LEADERS

At Chandler Macleod, we are all Safety Leaders. Our safety methodology is simple. Make all your choices each day as a safety leader, no matter where you are working or what you are doing. You are empowered to be a Safety Leader.

### OUR SHARED SAFETY COMMITMENTS

Being a Safety Leader can feel like a big task, so Chandler Macleod have come up with our Shared Safety Commitments to outline the actions we expect of a Safety Leader. Chandler Macleod's Shared Safety Commitments articulate the specific things, we do that makes us a Safety Leader.

These commitments are bespoke to the service offering of RGF Staffing APEJ, and the recruitment and staffing industry. This listing is unique as it articulates what we do at Chandler Macleod to keep ourselves safe, and to complement our clients and customers.



#### POLICY & PROCEDURE

We follow all policies and procedures to ensure ours and others' safety



#### HAZARD & RISK AWARENESS

We identify, assess and control hazards in the workplace



#### FITNESS FOR WORK

We present fit for work each and every day



#### TRAINING & COMPETENCY

We only perform tasks we are trained and competent to complete



#### ENGAGEMENT & CONSULTATION

We communicate openly, and value the opinions and input of others



#### MENTAL HEALTH & WELLBEING

We contribute to a positive workplace culture, where people feel safe and supported



#### COMPASSION & RESPECT

We value those around us and always act with compassion and respect



#### STOP UNSAFE WORK

We are empowered to stop work and question, if we are concerned for our or others' safety



#### UNPLANNED CHANGE OF DUTIES

We understand the role we are engaged to perform and the risk of unplanned changes



#### INCIDENT REPORTING & INVESTIGATION

We report and respond to all incidents in a prompt and timely manner

# Safety in the recruitment industry; Chandler Macleod, our clients and you



If you are new to working for a recruitment provider, it can be tricky to understand the different roles Chandler Macleod, our clients and you play in ensuring a safe workplace. Some people enter the industry thinking that only our clients control safety on their sites, others assume that Chandler Macleod take on all the responsibility. The reality is that safety is a team effort.

## **Before you start:**

- Did you know that even before you were recruited our team have attended your place of work, completed a thorough risk assessment of activities, and agreed that this is a client we are happy to partner with?
- We will work with you to make sure that you have all the required competencies for your role, are fit to perform the physical requirements of the role and complete all required inductions so that your first day with our client runs smoothly.

## **Day 1:**

On the first day of your assignment our client will induct you at their premises. This induction should include (but is not limited to):

- A site tour,
- Safety rules and processes,
- Location of amenities,
- Processes in the case of an emergency and
- Emergency Management Information,

Our client will also provide you with role specific training in the work to be carried out. This could be as simple as buddying up with a current employee or be a formal verification of competency dependent on your role.

## **Ongoing:**

- You will hear from us regularly while on assignment. Sometimes by SMS or email but also in person at work,
- We will share safety information, invite your feedback, and listen to any concerns you may have and



- If any changes are planned to occur that could impact how your safety is managed at work, we will consult with you on these.

**Important!** It is your responsibility to report any hazards, incidents or near misses to the client site where you are placed, but also to your Chandler Macleod representative so that we can assist with the management of these.

Know that you can call us at any time to discuss safety in your role, or you can email the safety team directly at [safety@chandlermacleod.com](mailto:safety@chandlermacleod.com).

## HEALTH AND SAFETY COMMITMENT STATEMENT

The Health and Safety Commitment statement is signed by our CEO Brent Leahy can be found [here](#). This document is important as all other safety procedures, guides and activities developed are done to ensure we fulfil the objectives of this statement.

Importantly, this commitment statement ensures places equal importance on physical and psychological wellbeing.

## RESPECT@WORK – STATEMENT

RGF Staffing Group is committed to creating a safe, inclusive, and respectful workplace, where all of our colleagues are safe, and free from sexual harassment and sex-based discrimination, wherever they may be working.

What is sexist and sexually harassing behaviours?

Sexist behaviours can include, but are not limited to:

- Making sexist jokes.
- Making sexually suggestive comments.
- Displaying possessiveness or 'ownership' of women.
- Responding differently to the same behaviours when exhibited by women as compared with men.
- Making unwanted approaches or physical contact of a sexual nature.

Sexual harassment is unwelcome sexual behaviour, which could be expected to make a person feel offended, humiliated, or intimidated. Sexual harassment can be physical, verbal or written.

The Respect@Work –Statement can is signed by our CEO Brent Leahy can be found [here](#).

## SAFETY CONSULTATION AND COMMUNICATION

Chandler Macleod is committed to consulting and communicating with all employees and contractors. Consultation and communicating begins with the Chandler Macleod induction and continues through to the workplace. You will see us from time to time on site performing on-going workplace consultations including safety visits, toolbox talks, face to face safety observations and discussing safety performance and opportunities for improvement. In addition to site visits, Chandler Macleod also uses SMS and email to distribute safety related messages. We will consult with you



regarding changes that may affect you and your safety including hazards and risks arising from work carried out or to be carried out and deciding on measures to control those risks.

## UNDERSTANDING WORKPLACE HAZARDS

A hazard is anything (including work practices, procedures, or behaviours) that has the potential to cause harm. If you spot a hazard, it is important that you notify your Client Supervisor and Chandler Macleod Consultant immediately so that the hazard can be removed or minimised. By reporting hazards, you could prevent yourself or someone else from being injured.

**Hazards can be categorised into five broad areas:**

- Physical e.g., noise, radiation, light, vibration, soft tissue strains, slips/trips/falls,
- Chemical e.g., poisons, dusts, gases, acids,
- Biological e.g., viruses, plants, parasites, insect bites,
- Mechanical/electrical e.g., tools, electrical equipment, mobile plant,
- Psychological e.g., fatigue, violence, bullying.

## HAZARD AND INCIDENT REPORTING

All Chandler Macleod employees are required to report all hazards, incidents and injuries immediately to their supervisor, and to Chandler Macleod. This should be done no matter how small or insignificant the incident or hazard may seem. It is crucial that all incidents are reported in a prompt and timely fashion. This will allow the incident to be investigated and actions/controls can then be implemented to ensure the incident does not happen again. If you fail to report an incident or safety issue, it could lead to either yourself or a colleague getting injured, equipment being damaged, or stock being lost and destroyed.

If you feel that your issue has not been resolved to your satisfaction, please contact us at [safety@chandlermacleod.com](mailto:safety@chandlermacleod.com).

## PERSONAL PROTECTIVE EQUIPMENT (PPE)

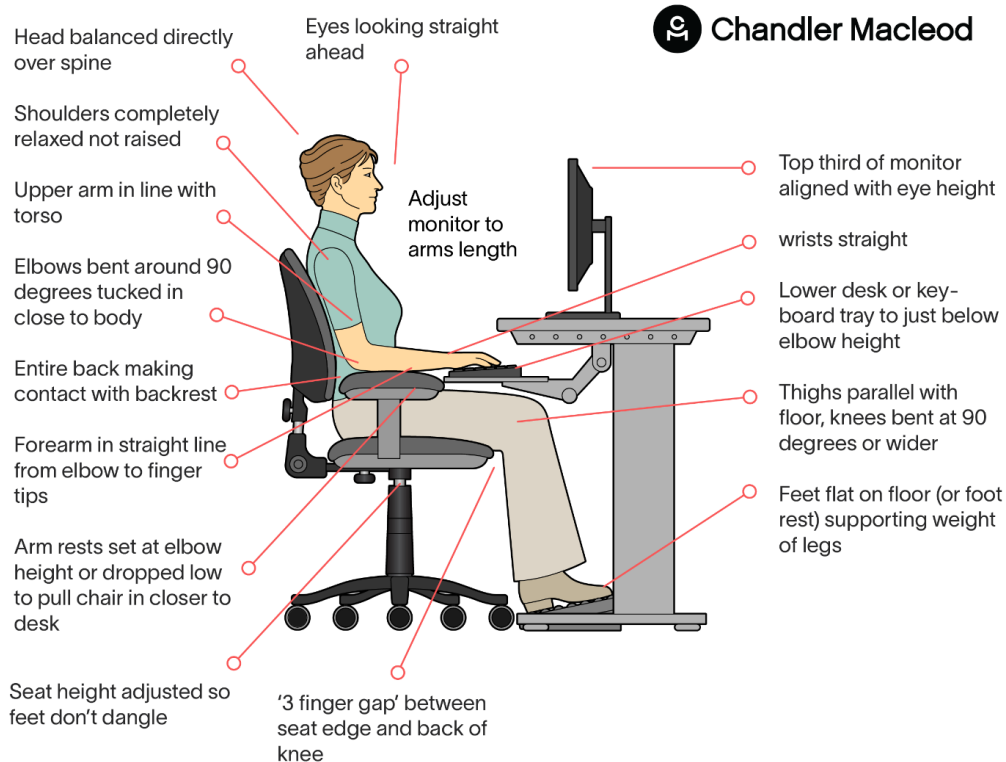
- PPE is there to protect you when performing tasks,
- There are generally two types – generic which includes items such as high vis shirts, steel cap boots and role specific PPE such as respirators,
- Your Chandler Macleod or Client representative will explain the generic and role specific PPE required for your role and ensure instruction and training in use of this PPE are required.

## SAFETY IN OFFICE ENVIRONMENTS



While hazards in the office may not always be as obvious as those in other environments, office workers may also face a wide range of issues relating to their health and safety. Employees who work at workstations and in roles where being seated is required for extended periods, can greatly reduce the risk of injury by ensuring they follow good ergonomic work practices.

It's also important that you get up and move. When you can; try standing to read a document, have a standing or



walking meeting where possible, stand up while talking on the phone, consider walking to deliver a message to a colleague rather than emailing and if possible, switch to work on a computer at a standing workstation when you can.

## MANUAL HANDLING GUIDELINES

Most of our work activities involve the manual handling of equipment or materials. Manual handling refers to any activity requiring the use of force to push, pull, lift, carry, move, or restrain any animate or inanimate object. Manual handling continues to be a significant cause of injuries and therefore it is important that you follow correct manual handling procedures, all the time, every time.

### Safe manual handling practices

- Ensure that you follow the correct lifting procedure and that you are carrying out the task in a safe manner. If you feel that you may not be able to carry out the lift independently, ask a colleague to assist or use tools or machinery to assist in the lift.
- Emergency procedures will be site-specific and will vary from site to site.
- Do not lift outside your capacity. Always use mechanical lifting devices where possible such as trolleys, or other lifting devices to assist or team lifting techniques if possible,
- Use the correct lifting techniques,

- Arrange your work to minimise the need for manual handling,
- Store loads as close as possible to waist height if shelves or racks are used,
- Maintain clear space around and above stored loads so that they can be lifted without awkward postures, and
- Use portable steps to gain access to a higher level rather than climbing onto, climbing from or jumping off, the higher level (e.g., high shelves or storage units).
- If you are unsure of the correct lifting procedures always speak with your Client Supervisor or Chandler Macleod representative.

## **How to lift safely**

### **Plan the lift**

- Prepare the work area and remove any hazards/obstructions from the lifting/loading area, ensuring a clear route of travel, free from slip/trip hazards,
- Determine how the load will be lifted, will I need help? Will I need equipment?
- Check the load - Determine the weight, check the item for any labels which contain the product weight or by gently lifting a corner, checking for sharp edges, and make sure that the load is stable.
- 

### **Position your body**

- Face the load and set your feet firmly about a hip's width apart, with one foot slightly in front of the other. Crouch down as close to the load as possible. Do not squat right down as the effort to rise from this position is increased.

### **Lift the load**

- Keep your back as straight as possible. This will distribute the load evenly over your spinal discs and prevent overloading of the spinal muscles,
- Lift your head before attempting to lift the object to assist in maintaining a straight back,
- Tilt the load and slide your hands underneath getting a firm grip with the palm of your hands and the base of your fingers. Wear gloves if necessary,
- Relax your arms and keep your elbows in. Keep the object as close as possible to your body,
- Lift using the thigh / leg muscles, pull the load in close to your body and straighten up and
- Lift smoothly by gradually straightening your legs. To lower, complete this in reverse.



## Changing direction

- Use your feet, do not twist at the waist.

## High Lifts

- Lift to waist height first, then change your grip and lift above the waist,
- Try to avoid lifting above shoulder height.

## MACHINE OPERATING

Unless you are placed in a machine operating role, you should not be operating any machinery. If you are directed to use a machine that you were not originally employed/engaged to do, you must inform your Chandler Macleod Consultant of the change immediately.

### Prior to operating any machinery, you should:

- Identify the guarded areas of operational machinery in the workplace and ensure that the guards are not bypassed or tampered with in any way or manner,
- Report any defects or problems with machine guarding directly to your client supervisor for immediate resolution. Ensure your concerns are addressed before continuing that task,
- Do not operate any machinery without adequate guarding. If guarding is provided, ensure that it is secure, and provides full protection to all persons,

## EQUIPMENT MAINTENANCE

If any machinery or mobile plant item breaks down, do not attempt to fix the problem yourself, unless that is the job that has been specifically given to you by your Chandler Macleod Consultant and you are suitably qualified to do so.



Take the time to identify any potential hazards that may arise from the breakdown and notify your Client Supervisor immediately so that the machine can be locked out with a danger or service tag. Do not attempt to remove or replace guards or modify the equipment in any way.

## DANGER AND LOCK OUT TAGS

In most workplaces, danger and lockout tags are used to prevent people from using faulty machinery or entering restricted areas. To prevent injury to yourself or others, do not touch or attempt to use any machinery that has a lockout tag on it. You must never remove a danger/lockout tag unless authorised to do so.



## MOBILE PLANT

Only ever operate mobile plant if you have been trained and deemed competent to do so. If you are asked to operate any mobile plant that you were not told Chandler Macleod you would be using, are unfamiliar with or don't know how to use, please let your Chandler Macleod Consultant know immediately – this will help us to ensure that you are not put at risk of injury. Prior to operating any mobile plant, it is important for you to complete a pre-start check to ensure that the equipment is safe to use.

## SUSPENDED LOADS

Loads may be suspended by forklifts, wheel loaders, and overhead booms and jib cranes. Essentially, anything that is lifted above ground is considered a suspended load. You'll find such loads on riggings, slings, pallets, and various pieces of mobile equipment.

The most obvious danger is falling loads. Never walk or work under a suspended load.

- A risk assessment of the lift, pre-operational checks of the task, lifting equipment, lifting attachments, lugs and hooks must be completed,
- Understand the stored energy hazards associated with the work being conducted,
- Look at the environment around the move - are there live wires, busbars, moving machines, traffic or pedestrians? Be aware of your surroundings and make sure that you know what is happening above you, as well as in front of you and
- Keep areas clear of people and moving plant –the area must be a 'No-Go' Zone until the suspension or move of the load has finished and always obey the signage and spotters.

## CONFINED SPACE

A confined space is an enclosed or partially enclosed space that is at atmospheric pressure during occupancy and is not intended or designed as a primary place of work. You must not work in or enter a confined space unless you have completed a Confined Space Entry Course, have a current ticket and have been deemed competent.

Prior to entering the confined space, you must ensure that there is a rescue plan and standby person in place and that the confined space atmosphere has been tested using certified and calibrated equipment. You will also need to ensure that all required isolations are in place. Most confined space work will involve the completion of a 'Permit to Work' that must be signed off by a Client Supervisor. Prior to entering any confined space, ensure the required authorisations are obtained.

## WORKING IN EXTREME ENVIRONMENTS (HOT OR COLD)

### **If you are working in hot conditions:**

- ensure you drink plenty of water and keep hydrated,
- try to limit the length of time you are exposed to the heat source by taking breaks, rotating work and working in the shade and
- cease work if the conditions become too hot to continue safely.

### **If you are working in the sun:**

- wear a closely woven long sleeved shirt in a natural breathable material (such as cotton),
- wear a broad brimmed hat and sunglasses and
- regularly apply a broad-spectrum sunscreen to exposed skin.

### **If you are working in cold conditions:**

- for outdoor work: seek shelter, find a heat source, wear warm and waterproof clothing, replace wet clothing with dry and stay physically active,
- try to limit the length of time exposed to cold, including taking breaks or rotating work and
- cease work if conditions become too cold to continue safely.

### **If you are working in freezer environments:**

- Select appropriate clothing for cold, wet, and windy conditions. Layer clothing to adjust to changing environmental temperatures is a good control measure,
- Wear a hat (woollen beanie) and gloves in addition to underwear that will keep water away from the skin (polypropylene),
- Take frequent short breaks in warm dry shelters (warm up rooms if provided) to allow the body to warm up,

- Avoid exhaustion of fatigue because energy is needed to keep muscles warm,
- Use a buddy system (work in pairs) where you can and
- Make sure you stay hydrated, drink plenty of water.

## WORKING AT HEIGHTS

Common hazards associated with working at height include:

- falling from height,
- items falling on people below or near the working at height area,
- incomplete floors or working near excavations/penetrations,
- contact with overhead powerlines and
- trenches/pits.

It is important that the work you are about to undertake has been authorised through a permit to work system or risk assessment process. Where the risk of a fall cannot be eliminated, then the must be reduced via the following strategies (in order of preference):

- Use passive fall safety systems such as safety mesh, perimeter guard railing, scaffolds, elevated work platforms, and cranes fitted with man boxes or step platforms,
- Use work positioning systems such as travel restraint systems, industrial rope access equipment and
- Use fall injury prevention systems such as catch platforms, fall arrest harness or industrial safety nets.
- Install physical barriers to prevent items from falling from height.

### **Before you can work at heights**

Do not attempt to work from height unless you have successfully completed a SAFE WORKING AT HEIGHTS COURSE. Prior to undertaking work at height, you must ensure that rescue plans and standby personnel are in place. You will need to inspect all equipment and anchor points prior to commencing the task and ensure all equipment is “in date” and free of damage/wear and tear. You will also need to ensure that all required isolations and exclusion zones are in place.

## NOISE

If you must raise your voice or shout to be heard by a person less than 1 metre away from you, your work area may be a designated high noise area and you should be wearing hearing protection. Always wear hearing protection when required and where signage is in place advising you too. Hearing loss is permanent, so make sure you are fitted with the correct hearing protection for the job, such as ear plugs or earmuffs and wear it.

## HOT WORKS

Hot work refers to heat producing operations such as welding and grinding. Apart from the obvious physical hazards associated with contact with heat (skin burns, eye burns), hot work has the potential to produce open flames that can result in a fire emergency or produce toxic fumes and gases. Do not attempt to undertake hot work (especially welding) unless you hold an appropriate trade qualification and also have any required work permits.

Welding masks, goggles, shields, gloves, and aprons are available for your protection and must be worn. Ensure that your work is correctly isolated from others, you have checked the area to make sure there aren't any flammable sources and cylinders are turned off and free from leaks when you have completed the job.

## HAZARDOUS SUBSTANCES

Hazardous materials, if not labelled, stored, or handled correctly, can cause harm to workers, members of the public, property and the environment due to their physical, chemical, and biological properties. Hazardous materials include many commonly found industrial, commercial pharmaceutical, agricultural and domestic chemicals.

You should only handle hazardous substances if you have reviewed a Safety Data Sheet (SDS), have received appropriate training, and are competent to do so.

The SDS provides the necessary information to safely manage the risk from hazardous substance exposure. It is important that everyone in the workplace knows where the SDS Register is located and how to read and interpret the SDS as it contains important information about a hazardous substance including the chemical and generic name of certain ingredients, the chemical and physical properties of the hazardous substance, health hazard information, and precautions for safe use and handling.

Containers of decanted hazardous substances at the workplace must be labelled with the product name and basic health and safety information (risk and safety phrases) from the supplier's label.

It is important that the site's policy and procedures on hazardous substances be always observed and any hazards or near misses be immediately reported to your Client Supervisor and to your Chandler Macleod Consultant.

## FATIGUE

Fatigue is a progressive decline in alertness and performance that results in drowsiness and sleep. Excessive fatigue can have adverse outcomes on your performance, health and well-being. Fatigue impairs our performance and particularly in safety critical industries, can contribute to serious incidents.

If you begin to feel fatigued; let your Team Leader/Supervisor and Chandler Macleod consultant know. Drink more water. Get some fresh air. Take regular breaks. Keep your mind active. Exercise regularly. Eat healthy meals. Reduce your intake of sugary foods and drinks. Make sure you get enough sleep.

## EMERGENCY SITUATIONS AND PROCEDURES

Emergency procedures will be site-specific and will vary depending on the potential emergency situations you could be exposed to.

During your induction at the client site, you will be advised of the client's emergency response procedures, made aware of who the emergency personnel such as first aiders and wardens are and advised of the location of emergency assembly points.

Be aware that different emergency situations will have a different response (e.g., in a cyclone event, you may seek shelter within the building whereas in a building fire, would be required to exit the building and meet at the emergency assembly point).

# Injury Management



## OUR INJURY MANAGEMENT COMMITMENT

Chandler Macleod believes that all employees are entitled to effective rehabilitation and support in the event of an injury or illness.

Employee care is our priority, and we believe our approach provides employees with the best opportunity to achieve a full and sustained recovery.


### We make the following commitments to our employees:

- Provide a safe and healthy workplace,
- Promote early incident and injury reporting,
- Provide an immediate injury response to facilitate access to quality medical care and to coordinate an early and safe return to work,
- Injury coordination, monitoring and support by qualified injury management specialists,
- Ensure employees are not disadvantaged by promoting a positive approach to injury management across the business and encouraging participation in return-to-work planning,
- Go beyond compliance and seek best practice injury management outcomes and

**What  
to do if  
you're  
injured  
at work**




#### Advise your supervisor and first aid officer

- 
- Report all incidents and injuries to your supervisor immediately.




#### Phone your Chandler Macleod branch

- 
- Save your local branch number in your phone now!



#### If you need to see a doctor we will:

- 
- Help book you an appointment
  - Organise transport if you cannot get there by yourself
  - Help to fill out required paperwork.

- Develop and provide access to procedures that support our injury management program.

Chandler Macleod believes that a successful return to work for an injured employee requires **TEAMWORK**.

Working **TOGETHER** enables us to give exceptional care, focus and attention on what our employee's need, to return them to good health, and continue their employment journey with Chandler Macleod.

The Circle of Support demonstrates the importance of each group within the Chandler Macleod network in empowering, uplifting and protecting our employees and their futures, and represents our unique first-class response to injury and illness.



## GETTING SUPPORT FOR YOU

Our **Employee Assistance Program (EAP)** is a free confidential and professional counselling and support service for employees. The program allows you to feel comfortable knowing that you can confidentially discuss any work or personal issues that are an inevitable part of life.

Our EAP service will help you to identify, explore and manage any issues impacting your life, which can include:

- Conflict and communication
- Maximising performance
- Depression, anxiety and stress
- Relationship and marital problems
- Children or family member concerns
- Grief or bereavement
- Addiction
- Career path issues
- Retirement
- Work life balance
- Work stress

**Employee Assistance Program**  
**Call: 1300 361 008**

Counselling services can take place over the phone or off-site, or face-to-face at one of the national locations. Chandler Macleod Group has fully subsidised this EAP program, so it's free to you. All the counsellors are highly professional, qualified psychologists and social workers, with peak industry body accreditation and experience.



### EAP WELLNESS PLATFORM ACCESS

Go to: [rgf-staffing.lifeworks.com/](https://rgf-staffing.lifeworks.com/)

Username: RGFstaffing

Password: lifeworks



# PAYROLL INFORMATION



It is our priority to ensure you are paid correctly and promptly.

## TIMESHEETS

Timesheets and recordings of hours worked are captured through various methods and your consultant will provide the necessary information to you depending on the client that you are engaged at. Timesheets are issued to you at the start of your assignment, or you can access online timesheets via our website:

<https://myaccount.rgfstaffing.com.au/FastTrack.Training.Timesheet/TSLanding/Candidate>

Please complete your timesheet weekly or as otherwise directed. You cannot be paid unless your Client Supervisor has approved the timesheet. In some cases, the client may have arranged to complete and submit timesheets on your behalf. You will be advised if this is the case.

Please note that timesheets received after the deadline will be held over for processing and payment until the next pay cycle. As long as you meet our deadline and depending on which financial institution you bank with, your pay should be available to you within four working days.

Some clients may have their own timesheet approval system in place. These may be printed or available electronically within a software application. Your Chandler Macleod Consultant will explain these processes to you.

## PAYROLL INFORMATION

For all pay related queries including updates to your profile including change of address, changes to your Bank, Tax and Superannuation etc. should all be directed to our Payroll Customer Support Team.

**Operating Hours: Monday to Friday 7am – 7pm (AEST)**

**Ph: 1300 871 899**

**Email: [sharedservices@rgfstaffing.com.au](mailto:sharedservices@rgfstaffing.com.au)**

## TIMESHEETS AND PUBLIC HOLIDAYS

Public holidays sometimes mean that a timesheet deadline will be adjusted. We will advise you of changes via email and/or in your pay slips (for employees) or remittance advice/RCTI (contractors) prior to the public holiday (please ensure that we always have your current email address). Your timesheet will be included in the next pay schedule should you miss the deadline.



## REQUIRED DOCUMENTS - EMPLOYEES

As part of your registration, you are required to provide Chandler Macleod with certain information, including the following:

- Personal details (including proof of work rights and health information),
- Banking, superannuation and tax information,
- Agreement to our Terms and Conditions of Employment (including our privacy and induction requirements).

## REQUIRED DOCUMENTS - CONTRACTORS

As part of your registration, you are required to provide Chandler Macleod with certain information, including the following:

- Company Banking details and GST Registration Details (if applicable) ,, Company Registration Certificate (ABN and ACN) Certificate of Currency for Workers Compensation,
- Professional Indemnity insurance (minimum of \$5 million) and Public liability insurance (minimum of \$5 million),
- Agreement and consent of our Incorporated Independent Agreement (including our privacy and induction requirements),
- All Incorporated Contractors must have their own Professional Indemnity Insurance, Public Liability Insurance and Worker's Compensation Insurance. If you do not have this insurance, please advise your Chandler Macleod Consultant before signing your agreement. Note: insurance documents will need to be supplied annually,
- You must keep Chandler Macleod updated on your work rights status.

If you hold a visa which permits you to work in Australia, it is important that you keep your Chandler Macleod Consultant updated with any changes. Both Chandler Macleod and you have legal responsibility to ensure that you are working in accordance with your visa status.

## INDUSTRIAL RELATIONS

At RGF Staffing APEJ, we comply with all applicable industrial and employment law as well as any industrial agreements and awards that apply to any of our entities. We ensure that our employees are informed about their employment rights including information about collective bargaining.

RGF Staffing APEJ respects your right to freedom of association. We recognise it is your choice whether or not to join a union. During your employment, you will not be encouraged or deterred from joining and participating in an eligible union. RGF Staffing APEJ will take reasonable steps to ensure no unlawful discrimination occurs in the workplace and that no adverse action is taken against individuals if they join an eligible union or not. Employees may direct RGF Staffing APEJ to make payments on their behalf for eligible union fees via payroll deductions.

If requested, RGF Staffing APEJ will facilitate the election of a union workplace delegate or other employee representative. Once duly elected, RGF Staffing APEJ will not obstruct an employee representative or delegate in the course of their duties in the workplace.

## ENTERPRISE BARGAINING

Employees may appoint a bargaining representative to participate in negotiations to develop Enterprise Agreements in accordance with the Notice of Representational Rights. In the course of collective bargaining, RGF Staffing APEJ will provide bargaining representatives with reasonable opportunities to attend negotiations and will not discriminate against them because they are, or are not, members of an eligible union. RGF Staffing recognises the right of employees to participate in lawful industrial action during protected bargaining periods.

We do not advise, encourage, incite or coerce any employees to revoke the bargaining status of their bargaining representative or hold negotiations with relevant employees regarding the Enterprise Agreement without first providing bargaining representatives a reasonable opportunity to attend the negotiations.

For further details, please see Fair Work Information Statement or contact your consultant or union.

## CONTACT US

Click [here](#) to view our locations

Follow Chandler Macleod's social sites for jobs, updates and more.

