



Global Candidate Handbook

enterprise
always

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Welcome to Our Candidate Handbook!
We're thrilled to have you on board.

Since 1972, we've dedicated ourselves to helping individuals like you find fulfilling job opportunities. With our local ownership and nationwide presence, our team is here to support you every step of the way.

In this handbook, you'll find essential information about our processes, your responsibilities, and how we can work together to ensure a safe and successful experience. Please take a moment to read through it.



The Pay Process

Understanding Your Pay

> Before you accept an assignment

Before you start any assignment, we'll provide clarity on your pay rate and how your hours will be recorded. It's important to us that you know exactly what to expect. Your recruiter will guide you through the specific process for submitting your hours, whether that's via an electronic timesheet, a handwritten form, or another method.

> The way in which your hours are recorded and submitted for payment varies between assignments. Some of the more common methods are:

- You complete an electronic timesheet through a browser or web app
- You complete a handwritten timesheet
- You use a finger-scanner or clock in/clock out system
- Your supervisor completes a timesheet on your behalf
- The workplace supplies your hours directly to us from their own system or roster.

> Be sure to ask your recruiter which method applies to you at the start of each assignment. They will talk you through the 'how to' for each method.

Leave and Pay Day

> Your well-being is important, and we want to ensure you have the opportunity to take leave when needed. Leave requests should be submitted through our payroll system, and we encourage you to speak with your recruiter if you have any questions about your leave entitlements.

And remember, Wednesdays are paydays! If you ever have questions about your pay, your recruiter is just a call away.

Questions about your pay?

Give your recruiter a call.

Hours & Breaks

There is no legal maximum number of hours an employee can work per week under New Zealand law and working for Enterprise gives you the opportunity to work flexibly to suit your situations.

When planning your work hours and the assignments we do recommend you consider balancing your personal well-being, productivity, and responsibilities.

Make sure to prioritise rest, maintain flexibility for life commitments, and set realistic goals to ensure a sustainable and fulfilling work schedule. If you are working on an assignment and the expectation of hours are unreasonable then please talk to your consultant so that we can discuss with our client.

Rest Breaks:

Employees are entitled to rest breaks during their workday depending on the length of their shift:

For shifts of 4 to 6 hours, the employee is entitled to a 10-minute paid rest break.

For shifts longer than 6 hours, employees are entitled to a 10-minute paid rest break and a 30-minute unpaid meal break.

Rest Between Shifts:

Employees are entitled to a minimum 10-hour rest period between the end of one shift and the start of the next, unless they agree to a shorter break.

Enterprise fully supports and respects your right to associate with unions, ensuring you have the freedom to make choices that align with your interests and values.

Workplace Health & Safety

Safety is No Accident

To recognise the importance of health and safety and employee participation, Enterprise encourages proactive ideas and contributions through our safety portals, such as:

- > The Enterprise Candidate Portal with resources.
- > A monthly candidate Safety Newsletter.
- > Social media profiles including Facebook and LinkedIn.
- > The Enterprise website H&S Resources.

The Enterprise Safety Action Team develops initiatives to:

- > Promote a culture of safety excellence in the workplace.
- > Raise awareness and ownership of health and safety issues and practices in the workplace.
- > Reduce accidents.
- > Encourage staff participation in improving safety practices and procedures.
- > Publicise ideas, procedures and training that help deliver a higher standard of safety.
- > Improve types of safety equipment, methods, practices and procedures.
- > Elect Safety Action Team members annually, with membership open to all employees of Enterprise.

To join the team or make any suggestions about how Health and Safety can be improved where you work talk to your Enterprise Recruiter or **email safety@enterprise.co.nz**

Workplace Health & Safety

Your Safety is Our Priority

At Enterprise, your safety is our utmost concern. We encourage you to actively participate in all safety procedures and trainings. You'll have access to various resources, including our Candidate Portal and monthly newsletters, to keep you informed and engaged in workplace safety.

If you ever have ideas on how we can improve safety practices, please share them with your recruiter or reach out to us via our safety email.

Thinking on the Job

Your well-being starts with being mindful. Before starting any task, take a moment to assess your fitness for work and consider any previous injuries that might affect your ability to perform. If anything is unclear about your role or if you need assistance, your supervisor and recruiter are here to help. Together, we can ensure a safe and productive environment.

Are you fit and well enough to perform your work tasks?

If not, you should call your Enterprise recruiter ASAP to allow plenty of notice before your next shift.

Do you have any past or current injuries or pain that may affect your work ability?

This can include things such as back or shoulder strain, or allergic reactions to chemicals and dust.

Please let your supervisor AND your Enterprise Recruiter know ASAP. We can then be sure to place you in assignments that will not aggravate or worsen the condition.

Do you understand the job – has it been explained sufficiently?

If you have any questions talk to your supervisor.

Do you believe you have a good understanding of work processes and/or the equipment you need to use?

Pay close attention to your site induction and if you have further questions speak to your supervisor.

Do you have the correct PPE for the job and are tools and equipment in a safe condition?

If not, please report all hazards to your supervisor.

Excess hours

Sometimes assignments are project or have peak periods where there may be an opportunity to do extended hours. Through our payroll we do monitor hours, but it is also important if you have any concerns to let us know as soon as possible. Regular changes in roles and hours can create unique challenges, and maintaining open lines of communication with us ensures that these issues are addressed promptly.

Dealing with excessive hours not only helps safeguard your well-being by preventing burnout, but it also allows to assess workload distribution and overall safety for you and your colleagues.

By informing us if you have any concerns contributes to a healthier work environment that prioritizes safety. Ultimately, this proactive approach fosters a culture of accountability and support, benefiting you, those you work with and client sites .



Your Workplace Safety Responsibilities

No matter the job or workplace, everyone has important responsibilities to help maintain a safe workplace, both for yourself and for the people you work with. It is important that you follow all workplace safety rules and regulations. Below are some safety rules which apply to most assignments. You will receive a specific safety briefing if you are using forklifts or motor vehicles, or if you will be working in a hazardous environment.

Safety Attitudes and Actions:

- > Read listen and observe all necessary information on the work you'll be doing.
- > Follow all set work policies, procedures, safety rules and warning signs for your work area.
- > Concentrate on your work and take care to prevent accident or injury to yourself, other workers, the public and property.
- > Take the time to do the job right with no shortcuts.
- > Do not give into pressure to act unsafely.
- > Do not be under the influence of or consume drugs and/or alcohol at work.
- > Take care of yourself, be sure to rest during your breaks, drink water and eat proper meals.
- > Tell us if you're feeling pain or discomfort when working, so we can help with intervention.
- > Where appropriate, use and properly maintain protective equipment provided to reduce or eliminate the probability of accidents and injuries.
- > Immediately report all accidents, injuries, near accidents and unsafe conditions to your supervisor and your Enterprise Recruiter. Ensure you get prompt first aid even for minor injuries.
- > Never leave your job or work site without telling a supervisor.

Common Hazards



Physical Overload

Lifting too much or improperly, straining, overreaching, bending and twisting. Physical overload is the most common cause of injury.

Avoid by applying good technique with planned movements, doing your warm-up stretches, and asking for assistance.



Impact Accidents

Being hit by or hitting an object.

Avoid by paying attention at all times to what's in your work space, applying good technique, following correct procedure.



Falls

Either falling from a height or slipping and falling.

Avoid by paying attention to your surroundings and looking out to avoid hazards.



Machine Accident

Getting caught in moving machine parts.

Avoid by following the correct procedures when working with that machine, and speaking up when unsure.

Modern Day Slavery Policy

At Enterprise Recruitment, we are dedicated to preventing modern slavery and human trafficking in every part of our business and supply chain.

Our Modern Slavery Policy applies to all employees, contractors, suppliers, and business partners, and sets out our commitment to ethical labour practices in compliance with New Zealand laws and international standards.

We take proactive steps to vet our clients and suppliers, conduct regular audits and risk assessments, and train our staff to recognise and address any signs of exploitation, including forced labour, human trafficking, child labour, and slavery-like practices.

We also provide safe and confidential ways for anyone to report concerns or suspected breaches of this policy.

If you feel you have been a victim of modern slavery or have information about potential misconduct, please contact Jo Aldridge, HR Manager, on 03 948 1507.

Your claim will be handled with professionalism and complete confidentiality.

Protected disclosure

People who report serious wrongdoing in the workplace (sometimes called 'whistleblowing') can be protected by New Zealand's Protected Disclosures Act 2022.

An employee or former employee makes a protected disclosure (sometimes called 'whistleblowing') when they report serious wrongdoing that they believe on reasonable grounds is, or has been, occurring in their workplace.

A protected disclosure can also be made to an appropriate authority at any time. For more information on protected disclosures and a list of appropriate authorities, visit the Office of the Ombudsman website.

Serious wrongdoing at work (protected disclosure) – Ombudsman New Zealand

If an employee makes a protected disclosure under the Protected Disclosures (Protection of Whistleblowers) Act 2022, their employer can't retaliate or threaten to retaliate against them.

What is ACC?

What is ACC?

ACC is a government-owned organisation in New Zealand that provides no-fault accident insurance. This means that if you suffer an injury in New Zealand, you can receive compensation and support regardless of who was at fault. As a migrant worker in New Zealand, you are automatically covered by ACC, which means that if you suffer an injury at work or at home, you may be eligible for support and compensation from ACC. This includes covering the costs of medical treatment, rehabilitation, and income support if you are unable to work due to your injury. However, it's important to note that ACC only covers injuries that occur in New Zealand.

Enterprise is a member of a program called the ACC Accredited Employers Program, where all your workplace injuries will be managed by a 3rd party provider called Wellnz.

If you have a non-work injury, you have the option of dealing directly with ACC or having your injury managed by Wellnz.

What is the ACC Accredited Employers Programme?

The ACC Accredited Employers Programme is a voluntary program that recognises and rewards employers who have implemented effective workplace safety systems and injury management practices. Participating employers show a commitment to workplace safety and injury prevention and have put processes and policies in place to keep their benchmark well above minimum expectations.

What does Enterprise offer in terms of injury management and rehabilitation?

Enterprise works with a third party, Wellnz, to provide industry leading injury management and rehabilitation services. This includes providing rehabilitation services to help employees recover from their injuries and return to work as soon as possible.

Enterprise is committed to collaborating with Wellnz and our staff to develop back-to-work strategies that meet their individual needs. Our goal is to support our staff to recover from their injuries and return to work as soon as possible, while ensuring their health and safety is always our top priority.

Workplace Injury Claims and Rehabilitation

Workplace Injury Claims and Rehabilitation

Enterprise is proud to be part of the ACC Accredited Employers Programme at the highest level. We have been part of the programme since 2007 and contract Wellnz to manage any staff who have injury with lost time, rehabilitation and return to work requirements.

Our acceptance and participation in the programme demonstrate our commitment to workplace safety, the health and wellbeing of our staff, as well as any of our clients' other staff who may be working alongside you. It shows we have aligned our processes and policies to ensure our benchmark remains above minimum expectations.

Non-Work Injuries

An additional benefit for our staff is that Wellnz can also assist with non-work ACC claims that have more than one week off work. Enterprise are committed to working in collaboration on back to work strategy.



**He Kaupare. He Manaaki.
He Whakaora.**
prevention. care. recovery.



To contact the team at Wellnz:

Wellnz

PO Box 2057 Christchurch

Contact Person: Enterprise Case Manager

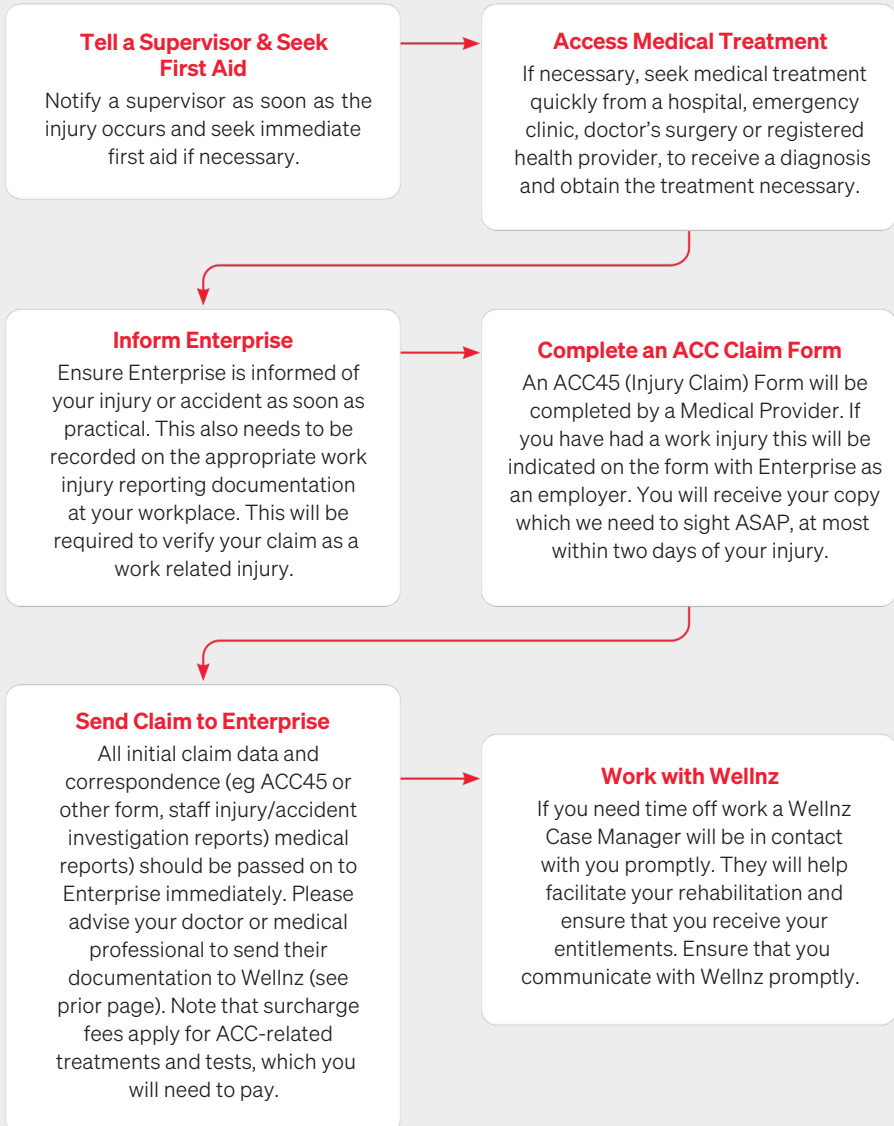
Free Phone: 0508 465 879

Fax: 03 964 4541

Email: enterprise@wellnz.co.nz

Injury at Work Process

If an injury occurs, remember that it's essential to notify your supervisor right away and seek first aid if needed. Our dedicated team at Wellnz is here to support you in recovery and rehabilitation. We're committed to working with you to ensure a smooth return to work.



Drug and Alcohol Testing

Enterprise Recruitment is committed to creating drug and alcohol-free workplaces. This commitment promotes well-being and creates a work environment where employees feel safe.

Pre-employment Drug & Alcohol Testing

Prior to an assignment being offered a pre-employment drug and alcohol test may be required. Where a positive test is returned, or the applicant refuses to be tested, no offer of employment can be made and the applicant will be advised of this failure to meet the requirement.

Post-Accident/Incident Testing

Employees may be tested for the presence of drugs and alcohol when they are involved in an incident or accident where their actions may have contributed to the event. Certain serious incidents will result in mandatory testing.

Reasonable Cause Testing

Employees may be tested for the presence of drugs and alcohol where their actions, appearance, behaviour, or conduct suggests drugs and alcohol may be impacting on their ability to work effectively and safely.

Random Testing

Employees can be subject to random testing for the presence of drugs and alcohol.

Serious Misconduct

Employees observed taking, selling, supplying or being in the possession of drugs and alcohol at work, for oneself or a workmate, will be disciplined according to Enterprise's serious misconduct procedures as per the Enterprise Code of Conduct which can be viewed in the Candidate Portal.

Complaints

Enterprise Recruitment is committed to continually improving the products and services we provide by welcoming feedback. We want to ensure that any person or organisation using our services has the right to lodge a complaint and know that they will be heard and responded to.

We value your feedback and commit to resolving issues quickly, fairly, efficiently and with courtesy. Your rights to confidentiality, access, equity, and transparency shall be maintained throughout the complaints handling process.

Principles

The following principles shall guide Enterprise and our commitment to managing complaints.

We shall:

- Ensure you are encouraged to raise concerns about the service they are provided
- Recognise the importance of complaints that are submitted to us
- Ensure confidentiality of all parties is maintained throughout the process
- Provide support
- Commit to the resolution of complaints that satisfy all parties within a timely manner
- Maintain communications with all parties during the process
- Provide awareness on escalation options if required
- Ensure complainants are not disadvantaged by submitting a complaint under this process

Making a complaint

We accept complaints either in writing or verbally through:

- The consultant you are dealing with at the time
- A manager or supervisor of that consultant
- A senior manager at Enterprise
- An external body such as RCSA www.rcsa.co.nz

If the complaint is about an employee, the complaint will normally be dealt with by the Director or HR Manager.

Complaints cont.

Process for complaints and appeals management

Where an employee is provided a complaint, they are responsible for:

1. Receiving the complaint by:
 - Listening to the complainant, acknowledging the concern, and advising of our complaints management process
 - Depending on the type and severity of the complaint, either discussing with the complainant an agreed-upon resolution (for smaller matters) or referring the complaint on to a manager/supervisor for further investigation and action.

The company is responsible for all further steps where a complaint cannot be resolved at step 1.

We are responsible for:

2. Investigating the complaint or appeal by:
 - Examining information relevant to the complaint
 - Investigating the complaint and determining a response
 - Communicating with the complainant on the determination and outcome of the complaint and next steps for resolution.
 - Resolving the complaint promptly and, if delays occur, advising the complainant accordingly.
3. Responding to and resolving the complaint by:
 - Making a decision or referring to the appropriate people for a decision within 7 days of the complaint being received
 - Informing the complainant of the outcome and the reasons for any decisions made (and if so, what will be done to resolve it)
 - Resolving the complaint (and how this has been achieved); or if no further action can be taken, the reasons for this
 - Informing the complainant of any options for further action if required
 - If an apology is in order, ensure that the appropriate person makes the apology and informs the complainant what Enterprise intends to do to avoid further grievance.
4. Reviewing the complaint.
 - If the complainant is not satisfied with the investigation and proposed resolution of their complaint or appeal, they can seek a further review of the matter by escalating within Enterprise or to an external party

Important Contacts

Auckland South:	09 525 7220 auckland@enterprise.co.nz
Auckland City:	09 306 2160 auckland@enterprise.co.nz
Christchurch:	03 365 3112 christchurch@enterprise.co.nz
Wellington:	04 568 0372 wellington@enterprise.co.nz
Invercargill:	03 218 3146 invercargill@enterprise.co.nz
Wellnz:	enterprise@wellnz.co.nz
Safety:	safety@enterprise.co.nz

My Recruiter's Details

Name: _____

Number: _____

Email: _____



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