



Induction Handbook

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Welcome to Eazy Recruitment! This induction handbook is designed to provide you with essential information about our organisation and ensure your smooth integration into our team. It is important that you read and understand the contents of this handbook. If you have any questions, please don't hesitate to reach out to your recruitment consultant.

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About Eazy Recruitment

In June 2017, Recruit Eazy recruitment established in Melbourne. A group of recruitment professionals give their unwavering commitment to professionalism and delivering exceptional service to both clients and candidates,

Headquartered in the vibrant city of Melbourne Victoria, Eazy Recruitment had the advantage of accessing a wide pool of exceptional candidates across Victoria. Our services covered various recruitment areas, including permanent placements, temporary assignments, labour hire, as well as apprenticeship and traineeship opportunities across all industries.

From a client's perspective, Eazy Recruitment's comprehensive range of services was a significant advantage. With all recruitment needs catered for under one roof, clients enjoyed the flexibility of customised solutions tailored to their specific requirements. Eazy Recruitment's business model ensured access to a diverse pool of high-quality candidates with varying levels of experience, guaranteeing the ideal fit for every client.

For candidates, Eazy Recruitment provided an equally advantageous experience. With a vast network spanning multiple industries and geographical locations, Eazy Recruitment had the ability to assist candidates in finding the perfect career opportunity. What set them apart was their commitment to personalisation. When candidates reached out to Eazy Recruitment, they were greeted by dedicated consultants who took the time to understand their goals and aspirations. Eazy Recruitment valued each candidate as an individual, ensuring a personal and supportive experience throughout the recruitment process.

As Eazy Recruitment continued to thrive in the ever-evolving recruitment landscape, our commitment to excellence, innovation, and exceptional customer service remained unwavering. With our team of experienced professionals, expansive industry network, and dedication to their clients and candidates, Eazy Recruitment was on a mission to shape the future of recruitment. We are growing to be the go-to agency for those seeking professional guidance, career opportunities, and a personalised experience that made them feel valued and supported.

Guidelines to follow whilst on Assignment

Punctuality – It is crucial to be punctual for your assignments. If you anticipate being late or unable to attend work due to any reason, including illness, it is mandatory to contact the office of Eazy Recruitment before the start of your shift and speak with the Consultant who placed you in your role. Your assignment start and finish times, as well as lunch breaks, are specified in your Assignment Notification.

Dress and Grooming – Your appearance not only reflects the company you represent but also your professionalism and dedication to your work. Maintaining a neat, clean, and tidy appearance is essential for all types of work. Your Eazy Recruitment consultant will inform you about the work environment and the expected dress code. Employees are expected to always uphold a conservative and professional image.

Personal Behaviour – It is important to remember that as an employee of Eazy Recruitment, you represent our agency and all its staff in your interactions with clients or host employers. Use of offensive or inappropriate language is strictly prohibited. Your approach, attitude, and behaviour are key indicators of your work performance. Acting with honesty, integrity, dependability, and adherence to ethical standards is always expected. It is crucial that all your actions and decisions are both legal and moral.

Use of Personal Communication Devices – Limit personal calls during your assignment. Mobile phones should be switched off or set to silent mode during working hours. It is not acceptable to take personal calls on your own device while on the job. In case of an emergency or important family matter, it is important to seek permission before making any personal calls. Eazy Recruitment employees are not permitted to use company equipment or their personal devices for social media purposes.

Lunch Breaks – Employees are entitled to a minimum half-hour lunch break per shift if you work over 5 hours. However, there may be instances when host employers expect an hour-long break. As a temporary employee, it is your responsibility to discuss with your supervisor the best time for your lunch break and confirm its duration. This break must be taken after a continuous period of five hours. Please note that breaks not taken will not be compensated.

Property & Equipment – You are responsible for the proper maintenance of any property issued to you, such as uniforms, keys, tools, etc. When you conclude your employment with Eazy Recruitment, you are required to return all issued property in good condition before receiving your final payment. Failure to return any items may result in deductions from your final payment. If any property is lost, promptly report it to your supervisor.

Confidentiality – All information related to the host employer's operations must be treated as confidential. It is strictly prohibited for temporary employees to discuss work-related activities, company details, or any sensitive information with individuals outside the workplace. Breach of this confidentiality policy will result in immediate contract termination. Your access codes, passwords, keys, and security system codes are personal and should never be shared with other staff members.

Policy Understanding – Ensure you are familiar with workplace policies. If you have any doubts about the code of conduct, seek clarification from your Eazy Recruitment consultant.

Contact Information – If you are provided with a mobile phone, direct line, or email address during your assignment, please inform us of these details so that we can easily reach you.

In case of any changes to your personal details (e.g., address, phone number, email), please notify us immediately so that we can update our records. Failure to provide current information may result in difficulties in delivering your pay advice and other important correspondence from Eazy Recruitment.

Employment information

Temporary Assignments:

The duration of your temporary assignment may vary and is subject to change. If no specific end date is provided, we can only provide an estimated duration. The length of your assignment is determined by the host employer and may be influenced by internal workload, operational requirements, and budgetary factors, sometimes with short notice. If you have any inquiries about the terms and conditions of your employment, please reach out to your consultant.

Payment of Wages:

The pay week begins on Sunday and ends on Saturday. Wages are processed on Tuesday and deposited into your designated bank account on Wednesday. To ensure timely payment, timesheets must be submitted by 4:30pm each Monday. It is crucial for all new employees to complete and return the following documents to Eazy Recruitment:

- Tax File Number Declaration form
- Employee registration form

Your wages will only be processed once all the required forms have been completed and returned to Eazy Recruitment for submission to our payroll department. Your rate of pay is confidential and should not be discussed with other staff members. If you have any inquiries regarding your pay, please contact the payroll officer at Eazy Recruitment.

Superannuation:

As per award requirements, employers are obligated to contribute to a Superannuation Fund for their employees. Eazy Recruitment will ensure that you are enrolled in an approved Superannuation Fund at the appropriate time. Superannuation contributions will be made on a monthly or quarterly basis to your chosen fund. You must provide Eazy Recruitment with a letter from your super fund's trustee confirming its compliance. For self-managed superannuation funds, you must also provide documentation from the Tax Office verifying the fund's regulation.

Termination:

Your employment can be terminated in accordance with the applicable award or your Contract of Employment. Eazy Recruitment is pleased to provide employees with a Statement of Service upon request; however, we are unable to act as work-related referees.

Workplace Health & Safety policy and procedures

Eazy recruitment is committed to providing a safe and healthy workplace for employees. The company will provide the resources necessary to comply with all legislation and regulations ensuring the health, safety and welfare of employees. The company will identify hazards, institute control mechanisms, examine accident prevention and control, and will adopt rehabilitation as a priority of the business.

Work Health and Safety is both an individual and shared responsibility of all employees. This company places occupational health and safety as a priority equal to all other aspects of the operations of a business.

Our responsibility:

- Integrate Work Health and Safety into all aspects of the workplace;
- Promote communication about Work Health and Safety as a normal component of all aspects of work;
- Plan, develop, implement and monitor a Work Health and Safety program; and
- Take effective action to provide and maintain a healthy and safe workplace.

Your responsibility:

- Work in a healthy and safe manner;
- Observe emergency facilities and procedures at all times;
- Use personal protective equipment (PPE) provided;
- Observe lifting load limitations and occupational overuse rules;
- Discourage others from working in an unsafe manner;
- Co-operate with, support and promote Work Health and Safety in the workplace; and
- Report or rectify any unsafe conditions that come to your attention.

Drugs and Alcohol in the Workplace

Under no circumstances are you to work under the influence of alcohol or drugs. Drug and alcohol use and abuse causes sickness, absenteeism and creates health and safety issues in the work place.

Social use of drugs and alcohol is your own business but when it interferes with work it becomes the business of Eazy Recruitment.

The use of drugs or alcohol during work hours will result in instant dismissal.

Drug and alcohol dependence is an illness that needs treatment. Eazy Recruitment may assist with the treatment of this illness if an employee is trying to assist him/her self.

If drug or alcohol dependence is medically diagnosed and the employee refuses to undertake treatment, suspension from duties leading to termination would be undertaken.

Accidents

If you sustain an injury at your temporary placement, you must report it to your supervisor / manager and your consultant at Recruit Personnel **immediately**.

To comply with the Workers Compensation Act, you must fill out an "Incident Report". You may also need to complete a Workers Compensation Insurance Claim form. Both forms are available from you

Eazy Recruitment consultant.

Eazy Recruitment maintains a current Workers Compensation insurance policy with Allianz Workers Compensation LTD.

If you see an accident, call a qualified first aider to administer whatever assistance is needed. You must also contact the manager on site who will advise you on what to do next, organise for emergency services, etc.

First Aid

Please make yourself familiar with the location of First Aid Kits and the names of the First Aid Officers.

Emergency and Fire Procedures

Familiarise yourself with the procedures for emergency and fire and abide by these procedures and policies as set out by this organisation.

Smoking

Eazy Recruitment has an approach towards smoking in the workplace to preserve the health of employees, visitors, customers and the work environment generally. Smoking is prohibited on all Eazy Recruitment premises.

Eazy Recruitment recognises its responsibility to provide and maintain a healthy, safe and clean work environment for all employees and customers. It is acknowledged that a smoke free work environment may create difficulties for smokers, however, it is evident that exposure to smoke can cause discomfort and adversely affect the health and well-being of people. It is expected that smokers limit their habit to their designated lunch break.

Clothing

Ensure you wear the correct clothing suitable to your placement.

For Blue Collar placements, you are required to wear protective clothing being long/longs and steel cap safety boots. In some instances, you will also be required to take safety glasses, helmets, earmuffs, etc. All appropriate safety gear must be worn as instructed.

For White Collar placements, you are required to wear appropriate office attire including sensible enclosed footwear.

If you are ever unsure about your assignment requirements, please ask your Eazy Recruitment consultant or your onsite supervisor.

For Office based positions - General office safety

Please make sure your office desk is ergonomically right for you. This can prevent any unnecessary injuries caused by repetitive use. Below is a list of simple guidelines to check your desk on each new assignment.

- Your chair should be at a height where your knees are at 90 degrees to the floor when seated. Make sure your chair supports your lower back.
- Your computer monitor should be directly in front of you and at a height where your eyes are directly in line with the top half of your screen. Documents should be placed alongside

the monitor to minimise head movement.

- Frequently used objects should be placed within close proximity on your desk to avoid overstretching.
- Your mouse should be located on either the left or right hand side of your keyboard.
- Regular “stretch” breaks are important. Take these regularly.

Equal Employment Opportunity

At Eazy Recruitment, we are dedicated to fostering equality within the workplace, as we believe it is a fundamental aspect of creating a positive work environment. Our policy reflects our commitment to the belief that promoting equality, cultural diversity, and affirmative action in the workplace not only makes good business sense but also constitutes a sound management practice.

Every individual plays a crucial role in ensuring equality within their team and is responsible for maintaining a non-discriminatory workplace. The Managing Director has the day-to-day responsibility to support employees, both formally and informally, in addressing any concerns that may affect their employment and cannot be resolved with their immediate supervisor.

If you believe you have been treated unfairly in the workplace, it is important to discuss your concerns with your supervisor or Eazy Recruitment consultant. By doing so, we can promptly and confidentially address any complaints or issues that arise.

Preventing Harassment in the Workplace:

At Eazy Recruitment, our aim is to provide a work environment that is free from distress or interference caused by harassment. Harassment is defined as any unwelcome, uninvited, and offensive behavior, whether verbal, written, visual, or physical, that targets another person.

Harassment may involve unwelcome and offensive behavior related to:

- Gender
- Racial or ethnic background
- Religion
- Political affiliation
- Sexual preference or personal attributes
- Colour
- Physical features
- Industrial activity
- Pregnancy
- Status as a parent or carer
- Sexual Harassment in the Workplace

According to the Equal Opportunity Act (1984), sexual harassment is illegal. Every individual has the right to work in an environment that is free from sexual harassment, both as a recipient and as a contributor.

If you experience any incidents that you believe constitute sexual harassment, it is essential to report them to Eazy Recruitment.

All reports of sexual harassment will be treated seriously and with empathy by Eazy Recruitment. We will conduct confidential investigations into each report to ensure a safe and respectful workplace environment.

Email, Intranet & Internet Policy

If your position sees you working with computers, you must be aware that the use of email, intranet and internet at the office is for **business purposes only**. Ensure you are familiar with and follow all policies and procedures regarding email, intranet and internet where you are working.

You **must not** use email or internet to:

- Access, view, download, print or send any information or attachments which may be considered offensive, defamatory, obscene, pornographic, discriminatory, insulting or disruptive to any other person or that infringes with the Trade Practices Act.
- Access other people's email accounts without prior authorisation from your supervisor or manager.
- Access social media sites like Facebook, LinkedIn, Instagram, YouTube, etc, unless it is required of you for business purposes.
- Intentionally download computer viruses.
- Disclose company confidential information including company policies and procedures.
- Download, use and copy illegal software. This can expose you and Eazy recruitment to civil and criminal prosecution.

Your use of email, internet and the intranet may be monitored by the company's IT department. If any breach of the company's policy is detected, Eazy Recruitment will be contacted and appropriate action will be taken.

Eazy Recruitment's Commitment to Privacy and Data Protection

Eazy Recruitment operates in accordance with the 10 National Privacy Principles outlined in the Privacy Act 1988, as amended by the Privacy Amendment (Private Sector) Act 2000 and Privacy Amendment Act 2004. To fulfill our obligations under these principles, we have developed a Privacy Policy that governs the management of privacy within our organization based on the content of these principles.

1.Collection

As an organization primarily involved in the employment industry, Eazy Recruitment occasionally needs to collect information about individuals for work-related purposes. We ensure that this information is securely stored within our organization to maintain the privacy of individuals. The collection of this information is done in a lawful and non-intrusive manner.

Whenever reasonably practical, Eazy Recruitment informs individuals that the collected information is solely for the purposes of Eazy Recruitment. We provide information about who to contact for access to this information, the purpose of collection, the organizations that may receive the information, and seek permission for data collection unless the nature of the business activity precludes obtaining permission. We also inform individuals of any legal obligations to provide information.

2.Use and Disclosure

Eazy Recruitment utilises and discloses information for the following purposes:

- a) Primary purpose: To facilitate work activities within the organization, unless a secondary purpose is identified and permission is obtained from the individual.
- b) Secondary purpose: If the secondary purpose is related to the primary purpose of collection, and in the case of sensitive information, directly related to the primary purpose.
- c) Reasonable expectation: When the individual would reasonably expect the organization to use or disclose the information for a secondary purpose.

Eazy Recruitment may disclose information without explicit permission from the individual in situations where unlawful activity is suspected, there is an imminent threat to the individual's health and well-being, there is a serious threat to public safety, or when required by law or the directions of an enforcement body. Information may also be disclosed to a responsible person such as a parent, carer, adult child or sibling, or a person nominated by the individual for the purpose of accessing care and treatment provided by a healthcare provider, upon request by Eazy Recruitment.

3.Data Quality

Eazy Recruitment takes reasonable steps to ensure that the personal information collected, used, or disclosed is accurate, complete, and up-to-date.

4.Data Security

Eazy Recruitment employs reasonable measures to protect the personal information held from misuse, loss, unauthorized access, modification, or disclosure. When the information is no longer required for its intended purpose, we take reasonable steps to destroy or permanently de-identify the information.

5.Openness

This document serves as an explanation of Eazy Recruitment's approach to privacy legislation and principles. Upon request, we provide a copy of our privacy policy to anyone who requires it. Reasonable steps are taken to inform individuals about the information collected, used, and disclosed, as stated above.

6. Access and Correction

Eazy Recruitment may deny access to certain information if it is commercially sensitive, providing access would compromise the privacy of others, the request is frivolous or vexatious, the information is relevant to legal proceedings, it would prejudice negotiations, it would limit or prejudice law enforcement actions, or it would pose a serious threat to the well-being of individuals or others. However, if an individual can establish that the information is inaccurate, incomplete, or not up-to-date, Eazy Recruitment will make necessary corrections. If we disagree with the individual's statement, we will provide reasonable explanations for our decision.

7. Identifier

Eazy Recruitment does not use identifiers assigned by other agencies, their agents, or contracted service providers for Commonwealth contracts. Instead, we utilize our own personalized identification system to identify individuals.

8. Anonymity

Eazy Recruitment, where lawful and practical, takes reasonable steps to allow individuals to remain anonymous when interacting with our organization.

9. Transborder Data Flows

Eazy Recruitment seeks permission from individuals before transferring their information to foreign entities, ensuring that such transfers are for their benefit, necessary for contractual performance between the organization and the individual, and comply with the National Privacy Principles.

10. Sensitive Information

Eazy Recruitment does not collect sensitive information about individuals unless permission is granted, it is required by law, it reduces the threat to health and well-being within the organization, or it is necessary for legal or equitable claims.

Drugs and Alcohol in the Workplace

Under no circumstances are you to work under the influence of alcohol or drugs. Drug and alcohol use and abuse causes sickness, absenteeism and creates health and safety issues in the work place. Social use of drugs and alcohol is your own business but when it interferes with work it becomes the business of Eazy Recruitment.

The use of drugs or alcohol during work hours will result in instant dismissal.

Drug and alcohol dependence is an illness that needs treatment. Eazy Recruitment may assist with the treatment of this illness if an employee is trying to assist him/herself.

If drug or alcohol dependence is medically diagnosed and the employee refuses to undertake treatment, suspension from duties leading to termination would be undertaken.

The company's Drug & Alcohol Free Workplace prohibits any employee from engaging in any of the following activities:

- Use, possession, manufacture, distribution, dispensation or sale of illegal drugs or alcohol on company premises or whilst conducting company business, or on the premises of any customer or persons/premises associated with the Host Employer, any company vehicle or any owner operated vehicle whilst on duty or if it is being used for business purposes.
- Unauthorized use or possession or any manufacture, distribution, dispensation or sale of a controlled substance on company premises or while on company business or while in company supplied vehicles or whilst using own vehicles whilst on duty or for business purposes.
- Storing in a locker, desk, car, truck or in or on any other company premises or customer premises or vehicle used for business purposes, the company owned or owner operated any controlled substances where use is unauthorized.
- Being under the influence of a controlled substance on any company or customer's premises, while
- Driving any vehicle or machinery company owner or owner operated whilst on company business.
- Any possession use, manufacture, distribution, dispensation or sale of illegal drugs off company premises that adversely affects the individual's work performance, their own or the safety of others at work, or the company's regard or reputation in the community.
- Unauthorized use of prescribed Medicine, or over the counter medications which may alter your physical or mental ability, or any drug which may affect your ability to operate any kind of machinery, Management must be notified. Management will determine whether any changes in duties are required.
- No employee is permitted to use drugs or alcohol whilst on call.
- Refusal to sign a statement to abide by the company's Drug & Alcohol Free Workplace Policy will result in termination of employment
- Refusal to participate in Drug and Alcohol testing at any workplace (Host Employer or Customer worksite) will result in instant dismissal.