temp handbook.



randstad

partner for talent.

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welcome to randstad.

Randstad is delighted that you have chosen to work for us. At Randstad, we only hire talented, reliable and motivated candidates. You are our most valued asset, and we will do everything in our power to ensure that our collaboration runs as smoothly as possible.

Working well together requires good communication, which is why we have produced this temporary staffing handbook to answer some of the questions you might encounter during your employment with us. We expect you to read it carefully. Should any questions arise, please feel free to contact your consultant or Randstad's payroll department for more detailed information.

Who is Randstad?

Randstad is part of the international Randstad Group, the world's largest provider of HR solutions. Every day, Randstad provides jobs to more than 650,000 people around the world. In Denmark, we are among the leading temporary employment & recruitment agencies, and we are an authorised temporary employment agency with a membership of the Confederation of Danish Industry (Dansk Industri), the Confederation of Danish Enterprise (Dansk Erhverv) and the Association of Temporary Employment Agencies (Vikarbureauernes Brancheforening). This means that you are assured high standards of quality and ethics,

As a member of the Association of Temporary Employment Agencies (VB), we are thoroughly checked - both upon admission and through regular checks by the association's auditor, PwC, which helps to ensure you proper conditions.

Randstad offices

We cover the whole of Denmark and have offices in Aalborg, Aarhus, Kolding and Copenhagen.

Randstad Danmarks Head Office
Vester Farimagsgade 7, 2.
1606 Copenhagen
Tel. 33 93 08 00
Mail: randstad@randstad.dk
www.randstad.dk

Payroll office tel. 33 37 90 07

Randstad Aalborg
Vesterå 13, 1.
9000 Aalborg
Tel. 98 10 27 33

Randstad Aarhus
Bredskifte Allé 11
8210 Aarhus V
Tel. 86 12 95 88

Randstad Kolding
Kokholm 3B
6000 Kolding
Tel. 75 50 70 80

temp via randstad.

What do we expect from you as a temporary worker?

As a Randstad temp, we expect you to arrive on time, present yourself well at the company you will be working for and inform that you are working for Randstad.

We expect you to do your job to the best of your ability and to represent Randstad in a proper manner.

Clothing

It is important that you make sure you are dressed appropriately, i.e. work clothes and safety shoes when this is relevant to the job and presentable clothes if you are going to work in an office. You should neither be overdressed - nor underdressed. If in doubt, dress neutrally on your first day of work and check out the workplace and their dress code.

Safety shoes and hygienic clothing

If safety shoes are required in the workplace, you MUST wear them. Check with your consultant if you do not have safety shoes and they are necessary for the job. We will then ensure that you have the necessary equipment available before you start.

Similarly, you MUST wear the hairnet, work suit or other hygienic clothing provided when required by the company where you work.

Confidentiality in accordance with the Marketing Act

As a temporary worker, you are bound by confidentiality as concerns the internal matters you may become aware of, both at Randstad and at the companies you are working for.

The duty of confidentiality applies both during the assignment/placement and until 3 years after the end of the placement in accordance with section §19 of the Marketing Act.

mit randstad – min profil.

My Randstad

On Randstad's website www.randstad.dk you will find 'myRandstad', which is your personal cockpit. Here you can edit your master data, upload a new CV, apply for a job, register your working hours and much more.

It is important that you always make sure that your details are up to date/that you notify us so that we have the correct information about your name, address, social security number and bank account in order for us to pay your salary.

If you want to continue to be searchable in our database after the end of your temporary job, we recommend that you log in to your page regularly - preferably once a week. That way we will know that you are still interested in new jobs.

We only store and use data entered in MyRandstad in accordance with the Personal Data Act and the terms of our privacy policy, and if you no longer wish to be associated with Randstad, you can ask to have your profile deleted at any time by sending us an email at dpo@randstad.dk.

Time registration

In MitRandstad you also have access to our time recording, where you must enter your hours worked each week unless otherwise agreed. This means that after your last working day of each week, or no later than Monday morning at 8 AM, you must approve your hours in the time registration system.

You need to correct your meeting hours and enter all breaks. In addition, you have the option to make a note to your consultant about e.g. overtime.

You can find a guide to time registration and 'myRandstad' here.

contracts.

Affiliation contract

Before you start working for Randstad, you will receive an electronic affiliation contract via the OneFlow plaform, which you must sign digitally. The affiliation agreement is a mutual agreement between you and Randstad that sets out the general terms and conditions.

Employment contract

In addition, you will be sent an employment contract for each temporary position, which you must also sign electronically via the OneFlow platform. Collectively, the assignment contract and the employment contract constitute a certificate of employment within the meaning of the Danish employment law, which means that the two documents together constitute your employment contract.

The affiliation contract applies to all temporary assignments you will be sent out on through Randstad, whereas you will receive an employment contract for each temporary assignment.

The contract is a joint agreement that protects and commits both you and Randstad. It is therefore important that you read the contract carefully and return it with your electronic signature.

collective agreements and the law on temporary agency work.

Randstad is a member of both the Danish Chamber of Commerce (Dansk Erhverv) and the Confederation of Danish Industry (Dansk Industri). This means that we have signed and

committed to a number of collective agreements. In addition, we are a member of the Temporary Work Agencies Association (Vikarbureauernes Brancheforening, VB) and follow their rules.

The Act on the legal rights of temporary agency workers

On July 1, 2013, a new law - the so-called Temporary Work Act - entered into force. The Act is intended to ensure that temporary workers are employed under proper conditions.

At Randstad, we have always worked to ensure that temporary workers have proper conditions, and therefore the new law did not bring any major changes for us and our partners.

Your employment with Randstad will be covered by the applicable collective agreement rules. The applicable collective agreement will depend on the work you will be doing, the company you will be working for and Randstad's collective agreement obligations.

In a few cases, neither Randstad nor our client has a collective agreement in the specific area of work you will be doing. In such cases, the provisions of the Temporary Agency Act on equal treatment and the rules of the Temporary Agency Industry Association will nevertheless guarantee you proper conditions.

In your employment contract, you can see what conditions and collective agreement coverage apply to each temporary job.

Contact your Randstad consultant or Randstad's payroll office if you have any questions about this.

sickness and work-related injury.

Should you be so unfortunate as to get sick during your temporary employment, it is important that you always inform Randstad in accordance with the procedure below. You will lose your right to payment during sickness if you do not comply with this.

Timely notification

Unless otherwise agreed with your consultant, sickness must be reported to Randstad at tel. 25 21 54 05 at least one hour before the start of your workday. If you get the answering machine, leave a clear message with your name, social security number, the name of the company you were supposed to work for and your working hours.

This should be done every day until you are well again. You will lose your right to get payed during your absence if this is not respected.

Payment during sickness

Payment during sickness is in accordance with the Sickness Benefits Act and applicable collective agreement rules.

If you have worked for less than 8 weeks, you will get payment from the municipality where you live, provided you meet the conditions. Randstad takes care of reporting to "Udbetaling Danmark". Sick leave must still be reported in accordance with the above rules on timely reporting.

After 8 weeks of employment, you will receive payment for absence due to sickness directly from Randstad, if you meet the conditions.

This means that:

- You have worked at least 74 hours (or the equivalent of two weeks' full contractual working time) in the last 8 weeks
- You have reported your absence to Randstad in good time (at least 1 hour before the meeting time)
- You should have been at work the specific day of absence
- It is not your first day of work (you must be in current employment)
- You are the one who is sick - and you can't do your job because you are sick

Full payment for absence due to sickness is granted in accordance with the rules of the collective agreement to which you are subject. Contact Randstad's payroll office if you would like further information on the rules of each collective agreement.

Sick child

If you have to stay at home with your sick child, you must report this in the same way as a normal sickness absence. Payment during the child's sickness depends on your seniority and the collective agreement under which you work. In some cases it will be a self-paid day off

Occupational injury

If you are unfortunate enough to experience an accident at work during your employment with Randstad, it is important that you contact your consultant and get the company you work for to report the injury. You are covered by the workplace's statutory work injury insurance, and it is also the company's responsibility to report the injury to the Labour Market Insurance.

Randstad will of course help to make sure this happens.

salary and payment.

The agreed salary and collective agreement coverage will be set out in your employment contract.

Your salary slips will be sent to mit.dk on the day of payment.

Who should be contacted regarding salary issues?

You are always welcome to contact both your consultant and Randstad's payroll office if you have any questions about your salary payment. Your consultant registers and approves your salary in the system and the payroll office will take care of the actual payment.

You can contact Randstad's payroll office Monday - Thursday 9 AM – 3 PM, Friday 9 AM - 2.30 PM.
Tel. 33 37 90 07

You are also always welcome to send an email to lon@randstad.dk

When is payday?

The date of payment depends on the individual temporary job. You can find information about this in your employment contract.

Biweekly payments:

Payment every second Friday for the previous two weeks.

Monthly payments:

The payment period for monthly payments runs from the 20th -19th of the month with payment on the last working day of the month unless otherwise agreed.

If you are employed on a fixed salary, your salary is paid in arrears on the last working day of the month.

Missing pay - what may be the reason and what should you do?

Paying wages is important to all of us, and we do our best to make sure everyone gets paid on time and correctly. If, contrary to expectations, you still have not received your pay, it could be because we have not received your bank account number, you have not approved your working hours in time, or the company you work for cannot verify your working hours.

Bank account error?

If your salary has not been credited to your bank account and you have received a payslip, it is always a good idea to check the bank account number indicated on the payslip. If this is your correct account number, contact your bank to confirm that the money has been credited to your account. If the bank account number is not correct, please contact Randstad's payroll office, who will check the money has been returned to us so that we can transfer it to your correct bank account number.

We always need bank details in writing. We cannot receive your bank account number over the phone.

If there is no bank account number stated on your payslip, we did not have your bank details for the payroll run, so please send an email to lon@randstad.dk with your name and bank account number.

Lack of approval of hours

If either you, your consultant or the company you work for have not approved your working hours, we cannot pay your salary. So always make sure you register your hours on time. Contact your consultant or Randstad’s payroll office if you are missing hours.

Missing social security number/tax number

Randstad cannot pay your salary if we have not received your social security number/tax number.

pension

Randstad pays pensions in accordance with applicable collective agreements. As a rule, you are entitled to pension payments from day one if you already have an existing occupational pension from a previous employer at the time of employment. If you do not, the pension will be paid when you have the required seniority in the collective agreement under which you work.

Pension declaration

It is important that you complete and return the pension declaration provided.

The pension statement is a declaration that you must complete and sign in order for us to determine when you are entitled to receive pension savings.

It is important that you fill the document with correct info. If you are in doubt whether you have an existing occupational pension, you can log on to www.pensionsinfo.dk with your NemID. Here you can get an overview of your pensions. Please note that ATP and private pension savings are NOT an occupational pension and are therefore not relevant for the pension declaration.

An occupational pension is a pension where your employer pays a percentage of your salary into your pension savings.

Pension contribution

Randstad pays pensions in accordance with the applicable collective agreement, and unfortunately we cannot administer individual wishes.

If you are doing several temporary jobs through Randstad, and these are covered by different collective agreements, you will have your pension paid into several different pension companies.

It may be a good idea to pool your pensions in one place after your employment ends. – Click here to see info on this from PFA and Industriens Pension.

Pension insurance

Be aware that the occupational pension also includes a number of insurances that can provide you with financial compensation if you become disabled or suffer a critical illness.

Contact the individual pension company for more information.

tax.

Before your first salary payment, you must inform Randstad whether you wish to use your secondary, free or main tax card for the salary payment.

We regularly request tax cards from SKAT, and we are obliged to use the information we receive from them.

Tax deductions

If you want us to use your main tax card to your salary payments, we will normally use your full deduction for the pay period, regardless of whether you worked 1 day or the whole period. If you want us to apply only part of your deduction for the period, please send an email to lon@randstad.dk

What do you do if you are deducted 55% in tax?

According to applicable law we are to deduct 55% tax if we have not received your tax card before the payroll run.

If we receive your tax card from SKAT after the payroll run but with a validity date back in time, we will have the opportunity to make a tax adjustment in connection with the next payroll run.

If you have 55% tax deducted, we advise you to contact SKAT to make sure that you have an active tax card and then contact the payroll office for a possible tax adjustment. Alternatively, you will receive a refund of overpaid tax with your annual statement from SKAT.

You must contact SKAT directly if you need to order or change your tax card. Unfortunately, Randstad cannot help with this.

holidays and days off.

When you wish to take a holiday or a day off, you must coordinate this with your workplace as well as your Randstad consultant.

Holidays are governed by the provisions of the Holidays Act. You earn 2.08 days of holiday per month you are employed. If you are employed only part of the month, you accrue 0.07 days of holiday per day you are employed. You only accrue holiday during the periods in which you are employed.

Holiday allowance

Randstad regularly reports and pays your holiday allowance to Feriekonto. Feriekonto is responsible for the administration and payout of your holiday allowance. You accrue 12.50% of your salary in holiday allowance.

You can use your MitID to see how much holiday you have earned and apply for disbursement of your holiday allowance on the self-service page via www.borger.dk

Everyone is entitled to 25 days of holiday per year. However, whether you have earned the right to a salary during the holiday depends on your previous employment and senority with Randstad.

If there is an error in the number of days paid to the holiday account, please contact Randstad's payroll office lon@randstad.dk.

Holidays and SH or optional pay account

If you are employed as a temporary worker during public holidays, you are entitled to payment for these days in accordance with the collective agreement under which you are employed.

Several collective agreements provide for a so-called optional pay account or SH savings account, which is an additional part of your salary that you either receive with each salary payment or is set aside in an SH or optional pay account. The percentage varies depending on your collective agreement.

If the SH and optional balance is accumulated, it is paid out on public holidays or by automatic disbursements during the year. In other collective agreements, full pay is granted during public holidays. See the collective agreement you are covered by for more details or contact your consultant or Randstad's payroll office for more information.

Special holidays (feriefridage)

Some collective agreements provide for the possibility of accruing special holiday leave (feriefridage). Special holidays are earned according to seniority - typically after 9 months of employment. Special holidays are calculated according to the number of hours you have worked.

Contact the payroll office if you want to use a special holiday.

If you do not take your special holiday leave, you can claim it according to the rules of the collective agreement under which you are employed. This should be done in writing to lon@randstad.dk.

Announced closing days

When the company you work for is closed - for example, on December 31, in the days between Christmas and New Year, on Friday after Ascension Day and during ordinary holiday closures - these also count as holidays for you. This means that you will not be paid by Randstad for these days, unless this is defined in the collective agreement under which you work, but you have the option to request payment of holiday pay.

maternity, paternity and parental leave.

When you work as a temporary worker through Randstad, you are entitled to maternity, paternity and parental leave on the same basis as everyone else. Whether or not you are paid during maternity will depend on the provisions of the collective agreement under which you are employed.

Information and deadlines

Always remember to notify Randstad of upcoming maternity leave. You must send a copy of your or the mother's water record.

As a mother-to-be, you must notify Randstad of your due date at least 3 months before the expected date of birth (your due date), and you must indicate whether you wish to take your pregnancy leave (the 4 weeks before your due date).

As a father-to-be, you must notify Randstad at least 4 weeks before the due date if you wish to take paternity leave (2 weeks after the birth)

No later than 8 weeks after the birth and no matter whether you are the mother or the father, you must inform Randstad, whether you wish to make use of the parental leave (from the 15th week after the birth) and, if so, for how many weeks. You must also state whether you want to make use of the right to postpone between 8 and 13 weeks of your parental leave. (Only one of the parents can make use of this right)

You can read more about the general rules on maternity/parternity leave on this page at borger.dk

g-days.

When your temporary job ends, you may be entitled to a daily allowance for the first and second days of unemployment - also known as G-days.

Conditions

The following conditions must be met:

- You must be a member of an A-kasse (unemployment insurance fund) on the date of your departure.
- You must meet an employment requirement of 2 weeks full contractual working time, i.e. typically 2 X 37 hours within the last 4 weeks prior to the end of the temporary assignment
- G-days are paid only on dismissal or termination of temporary employment and are not paid if you yourself terminate your employment, take leave or are sick right after the termination of temporary employment.
- If you turn down a new temporary job offered by Randstad immediately after your temporary job has ended, you are not entitled to payment of g-days.

Half/full G-days

If your temporary job ends and you are off work for more than 4 hours on your last day, that day will be your first full day of unemployment. If, on the other hand, you are only off work for less than 4 hours on your last working day, this will count as half a day's leave. G-days are calculated in relation to a working day of 7.4 hours, which determines whether full or half g-days are payable.

Payment of G-days

To be paid for G-days, you must meet the above conditions. In addition, you must complete and return a declaration. Please send the declaration to your consultant.

Payment will generally be made with the first payroll payment after we receive the statement.

transport/allowance.

As a general rule, Randstad does not pay for transport.

If you drive your own car during working hours (not to and from your place of residence), you must make an agreement with your consultant and the company you work for - prior to the drive.

When agreeing on payment of mileage allowance, the mileage accounting form must be obtained from Randstad. The mileage report must be completed and approved by the company where you work.

Randstad will not pay any mileage allowance without a completed and approved mileage log.

expenses.

Randstad will only reimburse out-of-pocket expenses when an agreement to this is submitted in advance. In order for the payment of expenses to take place, you must complete an out-of- pocket expenses form, which must be approved by the company where you work.

Original receipts must be submitted.

As a rule, expenses are transferred with the payment of salary unless otherwise agreed.

benefits and discounts as a temporary worker at randstad.

A temporary job can be a flexible way to work, giving you the opportunity to expand your network, get to know a company, broaden your CV and, in many cases, lead to a permanent job.

As a Randstad temporary worker, you can also take advantage of our company scheme, where you can get a 25 % discount on all glasses (lenses and frames) and sunglasses (with or without power) at Synoptik via Randstad's company discount card.

All you have to do is to show this discount card when shopping your glasses at Synoptik.

Upon presentation of the card in one of Synoptik's stores, you and your entire household will receive a discount on the desired purchase. The discount is deducted immediately in the store.

Contact Synoptik for more information.

whistleblower

If you have witnessed a potential misconduct or breach of Danish law in connection with your temporary employment at Randstad, you can report this in accordance with this procedure for reporting misconduct.

You have the option to 1) contact your consultant directly, 2) contact the branch manager at your nearest Randstad office or 3) report via a secure website or telephone line.

career advice.

If you have not already visited Randstad's career platform "karriererådgivning", we recommend that you do so. Here we have collected some great advice and tips on everything from structuring your CV and writing the perfect application to advice on changing jobs and career development opportunities. We share our expert knowledge and keep you up to date on the latest trends and developments in the job market.

Whether you are on a short-term or long-term temporary contract, it is always a good idea to make sure your CV is up to date and that you keep yourself informed about your options.

Under "karriererådgivning" you will also find interesting news about the labour market when we publish the results of our international surveys based on interviews with employees around the world. Unfortunately this section is only available in Danish so please use the browser translations for English content if needed. See the section here.

rounding.

Thank you for choosing to work through Randstad - we appreciate that!

We hope that this handbook has helped you understand who Randstad is, what we require from you and what you can expect from us. Please call or write if there is anything you need answered, or if you would like any further clarification.

We look forward to our collaboration.