



Policy 23

Record Keeping

Purpose

The purpose of this policy is to ensure that full and accurate records of the business activities of the employment business are created through the provision of a framework and assigned responsibilities. As an ever-increasing majority of records are created electronically and as information technology continues to advance, there is an increasing need to ensure that these materials are archived and preserved in their original electronic format.

It aims to ensure that records are maintained to support business needs and accountabilities until such time that they can be disposed of in accordance with the Retention and Disposal Guidelines.

Scope

This policy applies to all staff and to all activities carried out by, or on behalf of, the employment business in any location. Therefore the policy pertains to both permanent and temporary staff, including contractors and consultants, and to all activities regardless of how they are conducted.

All policies, practices, systems, and procedures related to document management, archiving, or records management are to be aligned with this policy. For example, any electronic system that produces, uses, or stores data files, must include functions and instructions related to the classification of, retention of, disposal of, security of, and access to the data held in the system.

Policy Statement

The employment business recognizes that the endorsement and practice of good document and records management and archiving procedures are key strategic focuses.

Adhering to this policy will ensure both support to its staff and delivery of information and services.

The day-to-day functions of the employment business result in the creation and maintenance of many documents and records. These documents and records provide evidence of the employment businesses functions.

Guidelines

The Employment Business expects that:

- Each staff member will create / capture and properly maintain full and accurate records of all related activity of temporary workers.
- All records are created / captured and retained in accordance with the related system in place.
- Each record will follow a consistent naming schedule as this is considered good information management practice.
- Each record will be stored in accordance with data protection laws.
- All vital records are identified and special consideration will be given for their protection, including particular attention to any/all of the employment businesses backup or disaster recovery plan(s).
- Ensuring that staff are sufficiently trained and supported in appropriate use of the employment businesses document management and archiving systems;
- Monitoring and auditing compliance with the employment businesses document management and archiving systems;

Regularly reviewing this policy;

- Regularly reviewing any procedures, which support this policy, to ensure that they are relevant, useful, and meet the employment businesses standards and needs.

Records Definition

Records shall include, but not be limited to:

- financial records;
- the records of all expenditure undertaken by the employment business in relation to the supply of any services
- counterfoils or copies of all receipts issued by the employment business in relation to the supply of any services
- records of tax, ENIC and WTR payment details relating to each Temporary Worker;
- records relating to the personal identification and qualifications of each Temporary Worker who is or may be supplied by the employment business and the criminal records checks undertaken in respect of that Temporary Worker;
- training and appraisal records for each Temporary Worker;
- particulars of any complaints made against the employment business or against any Temporary Worker and of the action taken to resolve the complaint and to prevent its recurrence;
- details of any incidents of abuse or suspected abuse either against or by a Temporary Worker, and any action taken as a result;
- records relating to the operation of the quality assurance system;
- any written records generated or retained by the temporary worker pursuant to operational policies and procedures;
- booking records for each Temporary Worker.

Maintenance of Records

The Employment Business will keep all such records until a date which is not less than 7 years after the expiry or termination date of the relevant contract/s.

End of Policy