

A woman in a blue uniform is smiling and holding a white takeout container with chopsticks. A man in a white shirt is in the foreground, slightly out of focus. The background shows a warehouse or industrial setting with blue shelving. A large white arrow points to the right in the upper right corner.

the randstad
staffing guide.

 randstad

human forward.

introduction.



The business world is evolving and so is the world of staffing. When new customer demands emerge, new skill sets are required, many of which will represent roles that don't even exist yet. Due to the growing complexity of talent management, companies are partnering with HR services firms to find the right talent.

This comprehensive guide is for those of you who are considering establishing a partnership with Randstad. The purpose is to provide you with relevant insights regarding a potential staffing collaboration.

In the following pages, you'll find answers to these questions:

- how can Randstad help me?
- what are the different staffing options?
- how will I be billed?
- what are some examples of partnerships?



finding talent can be lengthy and costly process.



When an unforeseen need for staffing emerges, you need to hire a candidate within a short period of time. Yet, not many internal HR teams have the time and capacity to succeed within such a short timeframe.

The staffing process tends to be lengthy and costly. According to [a study](#) from 2017, the average time to fill a vacancy is 36 days. Although this may vary due to the current pandemic, you perhaps recognize yourself posting ads on multiple job boards, waiting for weeks to screen hundreds of resumes without finding the perfect match. Furthermore, if you hire the wrong candidate, it can be very expensive. In fact, the [cost of a bad hire is estimated to be as high as 21 percent of an employee's first-year salary](#). Meanwhile, there are indirect costs related to not having the employee, such as increased stress among your existing staff, as they have to carry the burden.

“Each day you spend on interviewing and training candidates is a day not spent generating revenue”



how can randstad help me.



If you are struggling with lengthy and expensive searches, consider partnering with an HR services company, like Randstad. With a staffing partnership, you'll save time and money while ensuring the quality of the candidates.

Below, we have summarized some of the most common benefits our customers experience with our staffing services:

a people-first approach

To hire the right candidates, you need the right approach. At Randstad, we give our customers the best results by putting our people first and never forgetting the critical human element behind staffing. We call it Tech & Touch as it combines the best of both worlds:

1. the power of today's latest sourcing technologies

Thanks to new digital tools, we can source and qualify candidates faster than ever before. By using technologies like **video interviewing**, **workforce scheduling** and **automated reference checking**, we simplify and streamline the hiring process.

2. the experienced human insight of our recruiters.

Resumes only tell a small part of the story. To find the best candidates for your organization, our staffing experts spend time learning about what matters to you.

about randstad

Randstad is the global leader in the HR services industry. We support people and organizations in realizing their true potential by combining the power of today's technology with our passion for people. We call it Human Forward. In 2020, we helped nearly two million candidates find a meaningful job with more than 236,000 clients. Furthermore, we trained close to 350,000 people. Randstad is active in 38 markets around the world and has a top-three position in almost half of these. In 2020, Randstad had on average 34,680 corporate employees and generated revenue of € 20.7 billion. Randstad was founded in 1960 and is headquartered in Diemen, the Netherlands. Randstad N.V. is listed on the NYSE Euronext. For more information, see www.randstad.com

randstad key figures

€ 20.7 billion in revenue

34,680 avg. corporate employees

4,715 offices in 38 markets

568,000 people employed everyday



getting the right person at the right time

If you post on a job board it can result in many applications, but at the end of the day, you might still be left with a large pile of unsuitable resumes. The method of screening and interviewing to narrow it down to a few worthy contenders is a time-consuming process.

By partnering with Randstad, you get access to our extensive talent network. Quantity is good, but we're not building relationships with just any candidate. Therefore, you can be sure that the candidates in our network are pre-vetted and that they meet your skills requirements. With only qualified applicants to review, you'll save valuable time.

lightning-fast speed

The time it takes to hire the candidate is crucial. Randstad can help you overcome this challenge by focusing on our primary strengths. By using the latest technology, we can speed up the recruitment process. By having the talent pool ready, we have helped many organizations accelerate their hiring cycles, reduce their time to hire and win better talent.

what are our different staffing options.



At Randstad, we have expertise across multiple fields and industries, including:

- manufacturing and logistics
- food
- automotive
- finance and accounting
- healthcare
- HR
- technologies
- legal
- life sciences
- office and administration
- sales and marketing
- construction and engineering

When partnering with Randstad, there are a variety of staffing options for companies of all sizes. Below you can learn more about some of them. Perhaps you only need one or are looking for a combination of several. Our services can also be customized if you only need support in specific parts of the recruitment process such as pre-screening of resumes, checking references, or a second round interview.

temporary employment

Temporary employment is a good option if you need to fill a vacancy within a fixed duration. Do you need support due to

maternity leave, sickness or annual leave? Randstad handles the complete hiring process, from sourcing and selection to contracting and retention - saving you both time and money.

temporary to permanent employment

During or after temporary employment, you might find that the candidate can fill a permanent job vacancy. If that's the case, it's possible to transition a temporary worker to permanent employment.

permanent employment

You can also use Randstad to find candidates for permanent employment. Randstad handles the full process to bring you together with the right candidate.

inhouse services

Randstad can also offer **inhouse services**, to handle your HR processes from your location. This solution is best suited for high-volume hiring. By managing everything from recruitment to onboarding to workforce management, we improve your flexibility, retention, productivity and efficiency.

how will I be billed.



The Randstad billing arrangement is based on three main components; pay rates, markups and the bill rate:

pay rates

The pay rate is the compensation owed to a temporary employee for hours worked.

markups

The markup covers the compensation for candidate sourcing, interviewing and other administrative work.

bill rate

The sum of the pay rate and the markup is sent to you as the final bill rate.

what determines the final bill rate?

Each staffing case is unique and requires different resources to accomplish. For example, if you have a long-term partnership, the markups are likely to decrease since the time spent by recruiters understanding your expectations and company culture will decrease.

Another factor that determines the markup is what skills you are looking for. Sourcing highly specialized talents is more time-consuming and will require more resources. In other words, niche roles have a higher markup.

$$\text{pay rate} + \text{markup} = \text{bill rate}$$

what are some examples of partnerships.



Now let's look at some real-world examples. In these case studies, you can read about some of the most common challenges among today's leading companies.

hiring temporary and permanent employees in the transport industry

challenge

The client, a Polish manufacturer of modern systems and devices for steering, controlling and supervising the movement of rail vehicles, needed to recruit both temporary and permanent employees. The positions included electricians, material dispatchers, machine operators and painters.

solution

One of the first actions we took was to become familiar with the specifics of the jobs. A short walkthrough of the departments allowed us to see what work in these places looks like to find the most appropriate candidates. What's more, with our labor market insights we established a new pay rate to attract more electricians. Higher remuneration, in turn, translated into better specialists showing interest in the offer.

benefits

All of our activities meant that we provided candidates ready to perform work in the given position. Finally, we recruited 82 temporary employees and the company employed 24 permanent employees.





adapting the workforce to fluctuating demand

challenge

A client in the automotive sector had experienced declining demand in recent years and had therefore reduced their overall headcount. But suddenly they experienced increased demand and there was a critical need to hire temporary employees.

solution

By partnering with Randstad, they got access to a large pool of candidates who were available immediately.

benefits

The long-term partnership has allowed the client to flex and scale to align with further fluctuating demand. Over the years the client has succeeded in keeping overhead costs low and operations running smoothly.

“The response time is impressive. The staff goes always the extra mile to make sure that we have everything we need”

- Susan L., automotive company





freeing up time for hiring managers

challenge

A client in the food manufacturing industry needed to free up time for their hiring managers.

solution

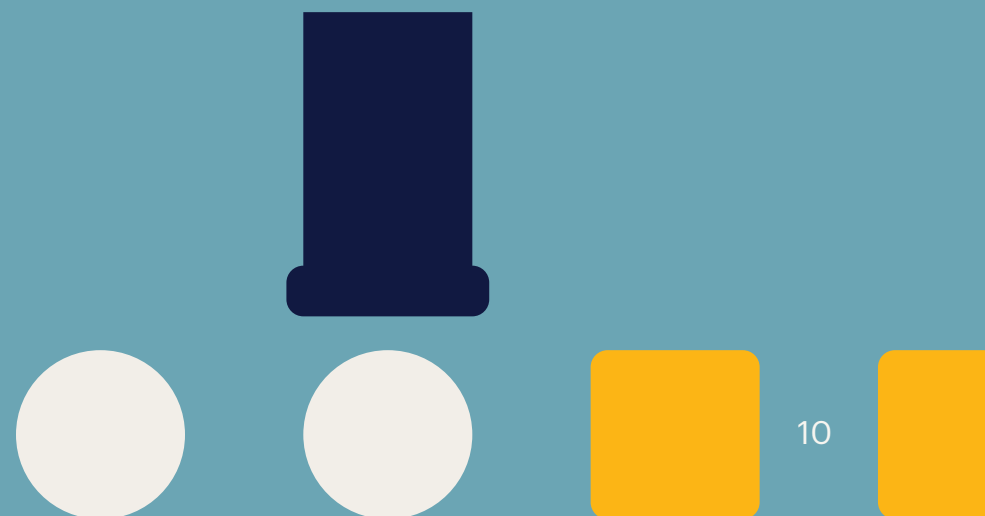
They established a partnership with Randstad fifteen years ago, to let us do the heavy lifting. During our relationship we have supported the client with sourcing hard-to-find candidates such as Food technologists and Machine operators, screening talent and onboarding new hires.

benefits

The partnership has solved pain points across the entire hiring process. The hiring managers have now time to focus more on the core of their business.

“We’ve been working with Randstad for 15 years and had the utmost professional service. We have a very well established working relationship.”

- Rober D., food manufacturing company



are you interested
in establishing

a partnership
with randstad?

We cover temporary staffing, permanent placements and specialties.
Our staffing services are offered through a broad network of branches.

Whether you're looking for temporary or permanent candidates,
our staffing experts are eager to learn more about your specific needs.

get in touch

