



Employee Handbook

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Welcome to our agency!

We are pleased that you have chosen to work with us. With our expertise in specialist markets and a reputation for supplying the highest calibre of temporary and permanent personnel, we recognise that our success and reputation depends upon you.

This booklet will help you in preparing for and undertaking temporary assignments in addition to answering some of your questions. This booklet can only cover the main points, so if you have any further queries or need any help please contact our office.

We look forward to a mutually rewarding business relationship.

Confidential help

For any grievances you may encounter while working with us please contact the head office on 02476 995680 and ask for a director. Either Nick Fletcher or David Alden will assist you.

Your responsibility to the agency and our clients

We will always endeavour to offer you suitable assignments and we expect you to maintain a high level of professionalism and conduct.

If, for any reason, you are unable to fulfil a booking please contact us immediately so that we can arrange a replacement.

If any of your circumstances change, please inform us. This could be a change of address, a new phone number, a new skill learnt, any other change in your details or wellbeing.

In order to continually improve our service, we may ask you to provide feedback on your assignments and the quality of our service. Clients may also complete assessment forms after each assignment.

You should follow the dress code requirements for each client, seeking guidance from your office representative.

At the end of your assignment please make sure that you take all personal belongings with you and return anything issued to you by the client e.g. security passes, uniforms etc.

Anyone from non EU countries must have a valid Visa or IND card to be able to work in the UK.

Registration

All interviews will be conducted on a face-to-face basis. However, there may be exceptional circumstances where alternative ways may be introduced. You will still need to supply original documentation to support your application prior to work being offered.

Please note that your agency does not need to keep your passport or identity documents and has no right to hold them. However, they will take copies for your personnel file.

If someone refuses to return your passport, please contact the directors immediately on 02476 996680.

Total Quality

An organization's existence depends upon its customers, so satisfying their requirements must be our main aim. This can only be done by putting quality into everything we do.

Customers expect quality because:

- They want a reliable service.
- They want it to meet their requirements.
- They want value for money.

Quality is important to you because:

- You want job satisfaction.
- You want to enjoy your work.
- You want to do a good job.
- You want respect.

This quality matters to both our clients and to The Agency because:

- Our customers demand it.
- Our future success depends on it.
- Internal Customer-Supplier satisfaction.

Any company is a complicated chain of activities with people depending on the quality of work they receive from others.

Within a company, every individual has their own internal customers who depend upon you to do your job right first time. It only takes one small hiccup to make the whole chain fall apart.

- Quality is the responsibility of everyone.
- Get things right first time, every time.
- Quality is achieved by preventing things from going wrong.

Wages

You will be paid at least the national minimum hourly rate for your service which will be paid to you on a weekly basis in arrears.

National Minimum Wage / Living Wage

Everyone working in the UK is entitled to be paid the National Minimum Wage (NMW) or where age applicable National Living Wage. You can be paid more than NMW but you must not be paid less.

The rates are fixed by law. There are different rates depending on your age. To find out the current National Minimum Wage Rates please look on - www.gov.uk/national-minimum-wage-rates or ask us who will be able to supply you with the current rates.

If you think you are being underpaid or want advice or information about the NMW you can call your Office in the first instance, we will endeavour to resolve any problems or answer any questions.

Deduction from Wages

Other than PAYE TAX, National Insurance (NI) contributions and pensions agencies can only make deductions from your wages if you have agreed in writing beforehand to the deductions being made or if the law or your contract with your agency allows or requests the deductions. The things for which you can expect your agency to make deductions without needing your agreement include:

Tax and National Insurance

In almost all cases your agency must deduct money from your wages for National Insurance contributions. Once working for the agency, please ensure that you provide your P45 or complete a P46.

Obtaining a National Insurance Number

If you are liable to pay National Insurance you will need a UK National Insurance number. If you do not have a National Insurance number, you should contact Job Centre Plus at www.gov.uk/apply-national-insurance-number (Jobs and Benefits office in NI) to apply for one. Your agency will still deduct NI even if you have not registered using an emergency NI code.

Some agencies may offer you a job without paying National Insurance or tax (known as 'cash in hand'). This is against the law. Please report this to our office.

UK Tax

UK tax is also payable on your wages for UK work. Monies will be deducted as appropriate for UK Tax and National Insurance.

If you are not a UK resident and have not earned over the Tax threshold whilst working in the UK and you are planning on returning to your home country you may be entitled to a rebate, please contact the HMRC on 0300 200 3319 (or +44 135 535 9022 if you are calling from abroad).

When calling the HMRC you will need your national insurance number to hand and the company PAYE number you have been working for. These details will be on your P45. Please check your payslip to see who you are paid by and contact this payroll company for your P45. This may not always be the agency you registered with; it may be a third party so please check your payslip for the information. You should seek proper accountancy advice on this matter to determine if and what you may be entitled to claim.

You may find the following websites helpful.

<http://www.hmrc.gov.uk/incometax/personal-allow.htm>

<http://www.hmrc.gov.uk/incometax/refund-reclaim.htm> <http://www.hmrc.gov.uk/agents/index.htm>

Workplace Pensions

An agency must auto-enrol all its agency workers into a pension scheme within three months of the start of the contract.

If an agency worker does not want to be enrolled into the agency's pension scheme, they must contact the agency and the pension provider and opt-out of the scheme.

Please visit the link provided to understand how 'auto enrolment' affects you <https://www.gov.uk/workplace-pensions>

Bank Account

Your money will be paid into your personal bank account, therefore.

if you do not have a bank account on your registration, please speak to us and we will advise you on what to do next. Please be aware that you will need to have an original ID or passport and proof of address to able you to open a bank account in the UK.

Working time regulation

The regulations say that on average you should not be required to work more than 48 hours each week, unless you agree to do so in writing. Temporary or contract work is all about flexibility, and from time to time, companies may want you to work for longer hours. For this reason we may ask you to work for more than 48 hours a week on average, though of course you are under no obligation to do so.

You should note that the maximum 48 hours week is an average number of hours, that average is worked out over a 17 week period (longer in some sectors). In other words, even if you have not agreed in writing to work more than 48 hours per week, there may be some weeks when you do work longer then 48 hour. This is permitted provided that the average hours over a 17week period does not exceed 48 hours. It is also important to remember that if you have been working for us less than 17 weeks, the hours you work are averaged over the actual number of weeks you have been working. You may opt out of the 48 hour regulation at any time.

Daily Rest

You are entitled to 11 hours rest from work in each 24 hour period as 13 hours is the maximum you can work per day. If you are under the age of 18 you are entitled to 12 hours rest from work, you must take this time off as 8 hours is the maximum you can work per day.

Weekly Rest

You are entitled to at least 1 day off a week, or 2 days off in any 2 consecutive weeks. If you are under the age of 18, you are entitled to 2 days off per week.

Rest Breaks

The company to which you are assigned will allow you a break from work of at least 20 minutes if your assignment lasts for more than 6 hours a day. If it is practicable, you may take this away from your workstation. Make arrangements with the client about rest/lunch breaks. If you are under 18 you are entitled to a rest break of 30 minutes if your assignment lasts for more than 4.5 hours. These rest breaks are normally unpaid. A weekly rest period that falls in 2 weeks may be counted in either week, but not in both.

Nightshift

Staff who regularly work at least 3 hours during the 'night period' are night workers. The night period is 11pm to 6am, unless the worker and employer agree a different night period. If they do, it must be 7 hours long and include midnight to 5am

Attendance/Clocking In

It is vitally important that you must clock or sign in on arrival at work. You must also remember to clock or sign out properly at the end of your shift. You must not clock or sign anyone else in or out. If we provide You with a time sheet then you must use this timesheet and submit a signed copy back to our agency office by 9:30am Monday morning of each week. Failure to do so may result in delayed payment or even mistakes. If you require guidance on how to complete a timesheet please ask.

sign/clock in and out and complete your timesheet, as these systems are used to generate your pay and is also used for fire evacuation purposes. If you are using a manual signing in system, please ensure your name is readable and in capital letters.

If you are going to be late or absent, please contact your agency representative on the telephone numbers provided, as early as possible.

Absenteeism

Once you have confirmed that you are working on a particular day, it is expected that you will attend. Any unauthorised absence could lead to disciplinary action being taken.

Statutory Sick Pay

Workers whose weekly wage exceeds the National Insurance Lower Earnings Limit are entitled to claim Statutory Sick Pay (SSP). This is only payable following three days consecutive illness. No payment is made for up to three days of absence through sickness.

Holidays

All holiday payments are based on holiday accrual. Holiday accrual is directly connected to the time and duration of work completed through our agency. You are entitled to 5.6 working weeks paid holiday a year. So if you have a contract for a year's work and work five days a week you are entitled to 28 days paid holiday. If your contract is for six months and you work five days a week you are entitled to 14 days paid holiday.

The Company's holiday year commences on the 1st April each year and concludes on the last day of March each year, for the avoidance of doubt week numbers are displayed on your payslip. Unused entitlement cannot be carried over into the following year.

Workers who leave or join the Company during the holiday year are entitled to a pro rata holiday allowance, based on how much of the year they have worked for the Company.

In the event that a worker has not used up their entitlement at the end of the holiday year, they will lose all unused entitlement. Please note that you cannot save up your holiday entitlement to receive it as a payment in lieu at the end of the holiday year.

There have been exceptional extensions to holiday entitlement relating to the global pandemic (covid-19) of 2020.

IF You Want to Take Holiday

You must give your agency representative advance notice that you want to take holiday. We request you give as much notice as possible. However the notice should be no less than 2 weeks (for example, you should give two weeks' notice for one week's holiday). You will need to complete a holiday request form and return it to the office by either email or hard document. (Not a text or any other form of notification)

Your agency can refuse permission for your holiday as long as they give you notice which is at least as long as the holiday requested (so to refuse a request for a week's leave, they would have to tell you a week in advance). Your contract may set out other rules about when you can take your holiday. This is allowed so long as the rules don't effectively prevent you from taking holiday at all.

IF Your Agency Wants You to Take holiday

Your agency can decide when some or all of your holidays must be taken. For instance, they may require you to take some of your holiday to cover the bank holidays or may require the whole company to take holiday during a Christmas shutdown. This may be in your contract of employment, or it may be normal practice built up over time. An agency has to give the same amount of notice as you do.

Please advise us if you have been prevented from using your holiday by contacting our office.

Pregnant Workers

The agency would like to highlight that any female workers who are pregnant and working, must inform our agency and the client in writing immediately. We can then arrange for Risk Assessments to be completed to ensure you or your unborn baby's health are not put at risk. There may be some areas of a workplace or tasks that are deemed unsafe for you. It is our duty to work with our client to place you in a safer and more suitable area while pregnant.

Maternity Pay

You will receive a MATB1 form on your 20 week check up with your midwife, please complete this and send to our office, taking a copy for yourself. This will be forwarded to the payroll team to process and calculate maternity pay if due.

You are not entitled to maternity leave, however female workers that meet the qualifying criteria for statutory maternity pay will receive this for a period of up to nine months, whilst not working. Workers need to discuss all arrangements with their manager prior to beginning this period.

Harassment at Work

It is the policy of the agency that harassment will not be permitted or condoned. For our policy document please visit our web site.

The agency defines harassment as consisting of unwelcome, offensive, abusive, belittling or threatening behaviour. It is usually based on some real or perceived difference such as sex, race or disability, which may lead to the individual being offended, humiliated, intimidated or disadvantaged.

The agency recognises the Protection from Harassment Act of 1997, whereby it is unlawful to pursue a course of conduct, which amounts to harassment of another and where the person in question knows or ought to know what amounts to harassment of another.

The agency will not tolerate any forms of sexual and racial harassment and seeks to ensure that the working environment is sympathetic to all workers.

The agency recognises that it is unlawful to treat someone unfairly because of their gender, skin colour, nationality or disability.

If you feel you are being harassed at your place of work, please report this to the agency office manager immediately.

Sexual Harassment

Sexual harassment at work is unlawful, the harasser may be held liable for any unlawful actions. Women and Men have the right to work in an environment free from sexual intimidation.

Sexual harassment takes many forms, from relatively mild sexual banter to actual physical violence. Staff may not always realise that their behaviour constitutes sexual harassment, but they must recognise that what is acceptable to one person, may not be acceptable to another. Sexual harassment is described as any form of behaviour, which makes a reasonable person feel that someone else is treating them as a sexual object or demeaning that person because of their sexual orientation.

Some examples include:

- Insensitive jokes or pranks.
- Lewd comments about appearance.
- Unnecessary body contact.
- Displays of sexually offensive material.
- Requests for sexual favours.
- Speculation about a person's private life and sexual activities.
- Threatened or actual sexual violence.
- Threat of dismissal, loss or promotion etc for refusal of service.

Racial Harassment

For our policy document please visit our web site.

<http://www.insyncrec.co.uk/bullying%20and%20harassment%20policy.html>

Racial harassment at work is unlawful and, as sexual harassment, the harasser may be held liable. All staff have the right to work in an atmosphere free from racial intimidation. Racial harassment is described as any hostile or offensive act of expression (or incitement to commit an act or expression) by a person of one racial or ethnic origin against a person or another, where the grounds for such behaviour are racial.

Grounds for racial harassment are identified by The Commission for Racial Equality as the grounds of race, colour, and nationality including citizenship or ethnic or national origins. Intentional racial harassment is a criminal offence.

Racial harassment can take many forms, from relatively minor abuse to actual physical violence.

Examples of harassment include:

- Insensitive jokes related to race.
- Pranks.
- Deliberate exclusion from conversations.
- Abusive or insulting words or behaviour.
- Displaying words or pictures.

Workplace Bullying

Workplace bullying or harassment is behaviour which is intended to create, or which results in, a working environment which is offensive, hostile or intimidating.

Although typically the initiator of such behaviour is in a position of power or authority this does not have to be the case.

Workplace harassment or bullying can occur to or be initiated by a single person or a group of people. The Agency seeks to create a working environment in which people are able to realise their full potential and therefore cannot condone workplace bullying. Complaints of bullying or harassment will be dealt within accordance with the procedure set out under this code.

Grievance Procedure For Workers engaged on Contracts For Services

If you have any issues relating to your assignment or the services provided by the agency, these issues should be raised in the first instance with any of our office representatives. The agency representative may wish to meet with you to discuss the matter further. This will be David Alden (Director)

If you disagree with the outcome of the complaint or do not feel that the matter has been adequately resolved then you can, should you wish, escalate this matter by referring your complaint to a director.

For our policy document on the Grievance Procedure please visit our web site: For our policy document please visit our web site.

For a list of all company policy's please refer to our web site on:

<http://www.insyncrec.co.uk/page10.html>

Disciplinary Procedure For Workers Engaged on Contracts For Services.

Whilst you are working on an assignment, its continuation is subject not only to the continued requirements of the client for you to provide services but also the client being happy with your performance and conduct. Accordingly, as set out in your temporary workers agreement there are certain standards which need to be met.

If we are advised by a client that they have some concerns regarding these standards or your performance, we may, if the client wishes you to continue in the assignment, ask that you meet with us to discuss such matters. If we and/or our client feel it necessary we may notify you that in order for the client to require your assignment to continue, or in order that we may meet our contractual obligations to the client, there will need to be an improvement in your conduct or performance.

General Information

The agency is committed to ensuring good health and safety practices, and in conjunction with our clients, wish to ensure that our temporary workers are not subject to any hazards or risk that may result in injury or disease. Therefore, you must review and comply with the health & safety rules on each site. In addition, you should always follow these basic rules:

You must not become involved in Horseplay or practical jokes

You must follow all rules pertaining to no smoking areas.

Health & Safety signs

You will see signs around the assignment company's place of work which maybe unfamiliar to you. If you are in doubt, ask what the sign means.

Warning Practices

- You must not operate any item of equipment unless trained and authorised to do so.
- You must not remove any guarding from equipment used or deviate from your authorised usage of equipment.
- You must report immediately any equipment defect, and never attempt to repair.
- You must undertake all duties as instructed and never deviate.
- Hazards/Warning Signs and notices.
- You must comply with all hazard/warning signs and notices displayed on the premises.

Working Conditions / Environment

You must make proper use of all equipment and facilities provided to control working conditions/environment.

You must keep you and your work areas clean and tidy.

You must dispose of waste/scrap in the appropriate receptacles.

Health

You must report any medical condition that could affect the safety of yourself or others.

Sickness, Flu/Swine Flu, Coughs, Colds & Illnesses

Advice to staff - If you think you have flu:

IF YOU HAVE SYMPTOMS OR FEEL ILL PLEASE STAY AT HOME IN THE FIRST INSTANCE SO AS NOT TO INFECT FELLOW WORKERS

For further information on Pandemic Flu, online diagnosis or help please visit following websites:

<http://www.nhs.uk/conditions/>

<https://www.gov.uk/guidance/pandemic-flu/>

As part of the agency's measures to prevent outbreaks of any sickness in our workforce, we are taking some specific steps to ensure all staff have been updated with relevant information, which all staff should follow.

Prevention

To reduce the risk of catching or spreading any virus you should:

- Cover your mouth and nose when coughing and sneezing, using a tissue.
- Throw the tissue away quickly and carefully.
- Maintain good basic hygiene, wash your hands regularly with soap and water.
- Avoid touching the face with the hands, including avoiding licking the fingers to sort paper.
- Use alcohol gels and wipes if hand washing facilities are not easily available.
- Clean surfaces (like door handles and phone handsets, computer keyboards) frequently with an antibacterial cleaning product.

If you get the flu or any other virus. The advice given by the NHS and the agency is:

STAY AT HOME AND REST!

Contact the agency office and place of work immediately and let them know you are sick and unable to work.

You may take over the counter medicines if suitable like aspirin, ibuprofen or paracetamol – Always read the label following the instructions – remember children under 16 should not be given aspirin or readymade flu

remedies. Drink plenty of fluids. Check your symptoms by going to the NHS flu symptom checker. This can be found on - <http://www.nhs.uk/conditions/>

If after being in contact with your GP or NHS (tel. 111) you are subsequently diagnosed as having any infectious illness you must ensure you are 100% fit and well before returning to work.

Before returning to work after any absence due to illness, you must give to your agency representative a note from your doctor stating you are fit to return to work.

Your Responsibilities under Health and Safety Regulations

You must not misuse any machinery or equipment provided to safeguard your own health, safety and welfare or that of people coming in to contact with you or your work.

When using machinery and appliances you must safeguard your own health and safety and that of persons who come in to contact with you or your work.

You are breaking the law if you intentionally and without reasonable cause do anything to cause danger to yourself or others.

You must co-operate with our clients in order to comply with the duty or requirements specified by health and safety regulations. You must follow all rules and regulations to ensure your own health and safety. You must not attempt to carry out work of a dangerous nature or operate machines unless you have been suitably trained.

You must learn the appropriate safe working methods for the duties you are required to undertake and use them at all times.

If you are in doubt about any instructions, regulations or rules, ask for further guidance from your supervisor before starting work.

Accident Reporting

If you are unfortunate and have an accident at work you must see the company first-aider, irrespective of how minor the injury and ensure that details are entered into the company accident book.

You should also report any 'near miss' situations, where an injury could have occurred and any incidents in which damage is caused to property.

All kinds of injuries should be reported immediately especially any injury requiring hospital treatment or admittance to hospital; broken bones, amputation of limbs or fingers, eye injury, electric shock, loss of consciousness.

If any member of the public is injured as a result of your own activities or those of the client for whom you are working this must also be reported.

You must report details of any accidents to the agency office manager as well as the client.

Personal Protective equipment (PPE)

When offering you work we will inform you of any personal protective equipment you are required to take to your assignment, this can be provided by our Agency.

If you arrive for work at any time without the required safety clothing, you will be turned away.

You will also be informed of any personal protective equipment that will be provided by the company you are to work for. You must ensure that you receive all items of protective clothing you were told to expect before commencing work.

You must wear protective equipment where required.

Any personal protective equipment provided to you must be returned to The Agency at the end of any assignment. These items belong to the agency and you may be charged if not returned.

Warehouse safety

Every year, poor health and safety practices in the workplace lead to hundreds of accidents causing injury and even death.

The Transport and Distribution industry can be particularly dangerous. Accidents involving vehicles in the workplace kill around 70 people a year and cause more than 20,000 reportable injuries, over a third of which involve fork lift trucks. More than a third of workplace accidents leading to three or more days off work result from manual handling accidents.

Such injuries cause suffering for those involved and their dependents, and often incur heavy costs for the agency's business. Even an accident not causing injury may result in costly damage to vehicle, buildings or goods. Yet most, if not all, are entirely preventable.

Weight Guidelines

There is no such thing as a completely 'safe' manual handling operation, but the guidelines here will reduce the risk of accidents. It must be remembered, however, that these are guidelines and not legal limits.

Each box shows the guideline weight for lifting and lowering and will give reasonable protection to nearly all men and to between half to two thirds of women. To provide similar protection to nearly all women, reduce the guideline weights by about a third.

It is also important to:

- reduce the weights by 10% if the handler turns through 45° and 20% for 90° turns.
- reduce the weight by:
 - 30% if the operation is repeated once or twice per minute
 - 50% if the operation is repeated five to eight times per minute
 - 80% if the operation is repeated more than 12 times per minute.

Safe Manual Handling

- Where possible manual handling should be avoided by the use of a trolley or other device.
- Good manual handling at all times will help to prevent health problems occurring.
- Wear suitable protective clothing, such as boots, gloves and overalls.

Before Commencing any lift, ask yourself:

- Can I avoid manual handling by the use of a trolley or other device?
- If manual handling is required, am I capable of this single person lift? If not arrange for a two-person lift.
- Are there any trip hazards in the carrying route?
- Can these trip hazards be removed prior to a lift?
- Are there any restricted width or height areas in the carry route?
- Are there any falling hazards?
- Can the vehicle to be loaded/unloaded be brought closer?
- Are there any factors that could affect safety (i.e. humidity, delivery area, etc)?
- If you think you require further information or training reminders on correct manual handling techniques, refer to the following sections or inform us.

How to Prevent injuries

As with all health and safety issues, the simplest way of preventing injuries from occurring is to eliminate the hazard. In this case the hazard is the need to carry out manual handling. This cannot be avoided in a warehouse/removal's environment. In this case the task involved needs to be assessed, deciding which risks are associated with the task and how they can be reduced or eliminated.

Health and Safety at Work

We as the employment agency are required by law to ensure a good standard of health and safety for you and give you any training you need to do your work safely. If you are worried, raise the issue initially with your agency representative. If no action is taken or you are unhappy with the action taken, you can contact your agency office manager. We will endeavour to resolve the problem or take this matter further on your behalf.

Register and Assignments

Once you have registered with the agency we will immediately take up references. These are taken up verbally wherever possible in order to speed the process of finding you a suitable assignment.

Assignment Briefing

When we have found a suitable assignment for you we will give you the details and check your availability and confirm you are happy to accept. We will also advise you of your hourly rate and hours of work, along with all Health & Safety information prior to commencing an assignment detailed in a briefing sheet. Once you have

accepted and signed to show your agreement and understanding, we will confirm your details with the client. It is important you complete an assignment if you choose to accept it.

Assignment Preparation

We will give you the full details of your assignment together with the working environment and the dress code. We will also advise you who you should report to as well as instructions on how to get there. It is important you are punctual and work the full hours.

On Assignment

Remember - help us to help you by staying in touch and keeping us informed as to how you are getting on. Your agency representative will always be available to offer you any advice or encouragement and to deal with any queries you may have.

Client assignment changes

If the client informs you of any change in your job specification or tells you that your assignment will be shorter or longer than originally planned, please inform your agency representative immediately who will confirm any changes.

Quality service levels

We are committed to meeting your needs and in the same way we are also committed to supplying a quality service to our clients. As our ambassador you are representing the agency and we ask you to act and dress in a professional and business-like manner at all times in keeping with your working environment Help us to help you!

Remember, if you can't attend work, you must inform our agency representatives immediately.

If you do not turn up to work without informing your Agency representative, you may face disciplinary action.

Mobile Phones Policy

The use of mobile phones in certain circumstances produces a risk not only to the user but also to others in the vicinity, when the attention of the user may be distracted.

In order to reduce the risk, you must following each companies guidance of use of mobile phones within the workplace/

- Comply with the current law at all times.

Smoke-Free Policy

Purpose

This policy has been developed to protect all employees, service users, customers and visitors from exposure to second-hand smoke and to assist compliance with the smoke-free provisions of the Health Act 2006.

Exposure to second-hand smoke, also known as passive smoking, increases the risk of lung cancer, heart disease and other illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not completely stop potentially dangerous exposure.

Policy

All of our workplaces are smoke-free and all of our workers have a right to work in a smoke-free environment. Smoking is prohibited throughout the entire workplace with no exceptions. This includes all company vehicles used by one or more persons and those privately owned vehicles used for business purposes if other workers must travel in that vehicle. This policy applies to everyone.

Implementation

All employees are obliged to adhere to, and to facilitate the implementation of the policy.

Appropriate 'No Smoking' signs will be clearly displayed at or near the entrances to the premises, and in company vehicles provided to individuals for business and personal use. 'No Smoking' signs will also be provided to workers who use their own vehicles for business purposes, and these will be displayed in their vehicles.

Non – compliance/Agency Temporary workers

All temporary workers are required to adhere to this policy as outlined above. Failure to comply with this policy will result in the client's discretion to end your temporary assignment.

Drugs, Controlled Substances and Alcohol Policy

The agency operates a strict zero tolerance policy on the use of drugs, controlled substances and alcohol.

Temporary workers are strictly forbidden from driving or working while under the influence of drugs, alcohol or any controlled substances unless prescribed by a Doctor and have no adverse affect upon your ability to perform your duties in line with current health and safety regulations.

Neither should they sell, distribute or possess any drugs or alcohol while working on an assignment for the agency.

All agency temporary workers are required to adhere to this policy. Failure to comply will result in immediate termination of your temporary assignment, and any further work with the organisation.

Trade Union Membership

The agency currently has no collective bargaining arrangements with any Trade Unions. However the agency fully accepts that workers are free to join a Trade Union of their choice and will comply with legal obligations to work with Trade Union representatives in pursuance of the Union's statutory rights concerning their members' interests.

Access to HealthCare

If you make National Insurance Contributions, you are generally entitled to free treatment from the UK National Health Service, however certain costs are due from patients for prescribed medicines, dental treatment and some optician fees.

If you are paying UK Tax and National Insurance you may be able to claim maternity benefit or incapacity (sickness) benefit if, for health reasons, you are unable to work for four or more consecutive days. Contact your Jobcentre Plus office in the UK to find out more.

You will need a National Insurance number to make a claim. If you are not paying UK contributions and become sick or pregnant contact your local Jobcentre Plus (Jobs and Benefits office NI) for advice about State benefits or visit www.gov.uk/contact-jobcentre-plus.

Will I Be Charged a Fee?

The agency operates a strict 'No Fees Charged' Policy. So please inform us if you are ever asked to pay anyone money for finding you work. Please also advise if any other agencies or independent person has charged you money to find work with us. Your information will be confidential, and you can leave information anonymously.

Employment agencies in the UK cannot charge you fees for simply finding you work or putting you on their books. They are meant to make their money from their client companies who need workers, not from those seeking work. There are some exceptions to this rule in the entertainment and modelling sectors. They also cannot insist that you buy other products or services such as CV writing or training. Where the agency provides other services you have a right to withdraw from those services subject to a period of notice.

Can I Change to a Direct Contract With the user Company?

Yes, if you have been offered a permanent position by the client.

Can I Change to a Different job?

Yes. Your nearest Jobcentre Plus, or Jobs and Benefits office can help you find permanent or temporary work.

Human trafficking

Human trafficking – the action of recruitment, movement or receipt of a person by coercion or deception for the purpose of exploitation such as prostitution, slavery or forced labour – is illegal. The Government is committed to identifying and supporting victims of all forms of human trafficking, men, women and children. If you think that you or someone you know has been trafficked, you should contact Crime stoppers on 0800 555 111. Your call will be confidential, and you can give information anonymously. Or get in touch with your local police force.

Victim support:

If you are the victim of a crime in the UK you may want to contact the Police, or seek help on the Victim Support website:

999 – Police emergency number

101 – Police non-emergency number

www.police.uk www.victimsupport.org.uk

For advice on consumer issues go to www.adviceguide.org.uk which is a government funded telephone and online service.

Public Transport

For bus and train information, please contact Traveline, a free telephone service that will tell you how to get from your given destination to where you want to go.

0871 2002233

If your destination is within walking distance the link below can show the best way of getting there.
www.walkit.com

Data Protection

The Company is a recruitment business which provides work-finding services to work-seekers. In order for us to perform our contract with you, the company must process personal data so that it can provide these services – in doing so, the company acts as a data controller and data processor.

We are accountable for the personal data we collect and:

- Process it lawfully, fairly and in a transparent manner.
- Collect it only for specified, explicit and legitimate purposes.
- Confirm it is adequate, relevant and limited to what is necessary for the purpose.
- Ensure it is accurate and, where necessary, up to date.
- Keep it in a format which identifies data subjects for no longer than necessary.
- Process it in a manner that ensures appropriate security.

Privacy considerations are uppermost in the design and operation of our Company systems. We retain all information confidentially with strictly restricted access and only for as long as necessary.

It is securely destroyed or erased when its use has been fulfilled. We appreciate that an inadvertent breach of security may lead to destruction, loss, alteration, unauthorised disclosure or access of personal data.

In the event of a significant breach to your personal data (e.g. by hacking) we will advise you directly. A significant breach is typified as one that would potentially have detriment to your rights or freedoms. In such circumstances we will advise you of the breach as promptly as possible. We may also have to inform the appropriate supervisory authority.

You have the right to seek access to personal information we hold about you. Please contact your Agency for more Information.

If you believe information we hold is incorrect or no longer retained for a relevant purpose, please advise us immediately. You may ask us to erase personal data you believe no longer fulfils an appropriate purpose.

We will advise you if we believe there is still a legitimate interest in maintaining such data. Where we do not propose to take any action regarding your request, we will tell you why. You may then be able to raise your concern with the appropriate supervisory authority. In the UK this is normally the Office of the Information Commissioner.

Where we rectify incorrect or incomplete information we will also advise any relevant third parties (e.g. HMRC). Full explanation on how your personal data will be used is outlined in the Privacy Notice which can be found on the Company website.

Disclaimer

For the avoidance of doubt you must observe and comply with current law and legislation governing the country and area you are working in at all times regardless of the content of this handbook.

While care has been taken to ensure that information contained in this publication is true and correct at the time of publication, changes in law/legislation and circumstances after the time of publication may impact on the accuracy of this information. The agency gives no warranty or assurance and makes no representation as to the accuracy or reliability of any information or advice contained in this handbook, or that it is suitable for your intended use.

The handbook provides links to external internet sites. These external websites are outside the agency's control. It is the responsibility of internet users to make their own decisions about the accuracy, currency, reliability and correctness of information found. While care is taken to provide links to suitable material the nature of the internet prevents the agency from guaranteeing the suitability, completeness or accuracy of any material that this site may be linked to.

The handbook provides information on products. These products are outside the agency's control. It is the responsibility of users to make their own decisions about the suitability, accuracy, currency, reliability and correctness of information found and evaluate the directions from the product vendor to assess suitability before consumption/use. The agency takes no responsibility for the consumption/use of any product listed, it is entirely the responsibility of the user/consumer to evaluate if the product is suitable for purpose and seek professional qualified advice based on their own circumstances.

The listing of a person or company in any part of this handbook does not imply any form of endorsement by the agency of the goods, services and/or works provided by that person or company. Those wishing to engage any listed providers should rely upon their own enquiries as relevant to their needs.

Our contact details

InSync Recruitment Ltd

101 Lockhurst Lane, Coventry CV6 5FS

Telephone 02476 995680

Please sign and date in confirmation of receipt of this handbook.

Sign

Print

Date

The latest UPDATES concerning your employment and rights

Several significant changes in employment law come into effect from the 6 April 2020.

New right to a Written Statement of Terms

New law From 6 April 2020, new legislation known as The Employment Rights (Employment Particulars and Paid Annual Leave) (Amendment) 2018 will come into effect which will require all employers to provide terms and conditions of employment to all new employees prior to, or on their first day of employment.

This new entitlement will also be extended to workers under the new legislation. After April 2020, a written Statement of Employment Particulars will still need to be compliant with section 1 of the Employment Rights Act 1996 however, it will also require some additional information:

- Details of the days of the week the worker is required to work and whether working hours and/or days will be varied and how.
- All paid leave entitlements such as; maternity, paternity, parental leave and compassionate leave. Issue 63 – March 2020 Page 2 of 4 Employment Law Changes
- Duration and conditions of any probationary period.
- Remuneration (not just pay)
- Training entitlement provided by the employer. Regulation 13A of the 'Conduct Regulations' (Conduct of Employment Agencies and Employment Businesses Regulations 2003) introduces a requirement to provide a 'Key information document' for agency workers.

The new regulation comes into effect from 6 April 2020. After this date all new agency workers must be given a 'Key information document' before agreeing terms with an employment business. The regulation does not apply to agency workers with existing terms with an employment business, but they will be entitled to a key information document when they sign up with a new employment business.

[Workers will be entitled to both a written statement and a key information document.](#) GLAA Compliance The GLAA will be checking if workers have been provided with this document as part of assessing compliance with Standard 7.3 (Workers: Contractual Arrangements and Records) and to ensure that workers are being paid appropriately in line with Standards 2.2, 2.3 and 2.5 (Pay and Tax Matters). Amendments to Agency Worker Rules Current law

The opt-out (Eg to sign into the Swedish derogation contracts)

On or prior to 30 April 2020, agency workers who have an existing contract that contains a Swedish derogation provision must be provided with a written notification by the labour provider that it will no longer have effect. Issue 63 – March 2020
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New Rules on Holiday

The government is lengthening the reference period for determining an average week's pay from 12 weeks to 52 weeks from 6 April 2020 under the Employment Rights (Employment Particulars and Paid Annual Leave) (Amendment) Regulations 2018.

The reform is intended to improve the holiday pay for seasonal workers, who tend to lose out over the way it is currently calculated.

Rules on carrying over annual leave

Rules on carrying over annual leave to be relaxed to support key industries during COVID-19. The Government announced on Friday 27 March that workers who have not taken all of their statutory annual leave entitlement due to COVID-19 will now be able to carry it over into the next 2 leave years.

Employees and workers can carry over up to 4 weeks' paid holiday over a 2-year period, if they cannot take holiday due to coronavirus. ACAS have issued guidance on how this will work in practice here: <https://www.acas.org.uk/coronavirus/using-holiday>

New Parental Bereavement Law

New law The Parental Bereavement (Leave and Pay) Act 2018 will be coming into force on 6 April 2020. The Act, which became law in 13 September 2019, gives employees who lose a child under the age of 18, or suffer a stillbirth from the 24th week of pregnancy, on or after this date, the right to two weeks' leave.

Regulations specify that the two weeks' leave may be taken as one block, or as two non-consecutive one-week blocks, at any time during the 56 weeks following the child's death. The leave will be paid at the same statutory rate as other family friendly rights if the employee has 26 weeks' service employees and workers will have the right to 2 weeks' parental bereavement pay if:

- their child dies under the age of 18.
- they've worked for their employer for at least 26 weeks.
- they earn on average at least £118 per week (before tax Employment Law Changes Employed parents are already entitled, as a day one right, to take a reasonable amount of unpaid time off to deal with emergencies involving a dependent, including dealing with a dependent's death.