



Sure Start Staff

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# Temporary Worker Handbook

Welcome to Sure Start Staff

[www.surestartstaff.co.uk](http://www.surestartstaff.co.uk)

# Welcome to Sure Start Staff Limited

Welcome to Sure Start Staff, we are delighted you have joined us and it's great to have you on-board!

This handbook will detail all of the information you will need whilst working on a temporary contract for Sure Start Staff Limited including Company Regulations, Policies and Procedures. If you have any questions please contact your branch representative.

This handbook supersedes all other handbooks currently in force within Sure Start Staff Limited.

Finally, we would like to wish you well in your assignment with Sure Start Staff Limited!

Sure Start Staff Limited operate in line with the ACAS, REC, GLAA Codes of practice and within the Conduct Regulations 2003.

We are regulated by Stronger Together, GLAA, SEDEX and ALP.

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# Temporary Worker Guidance Covid-19

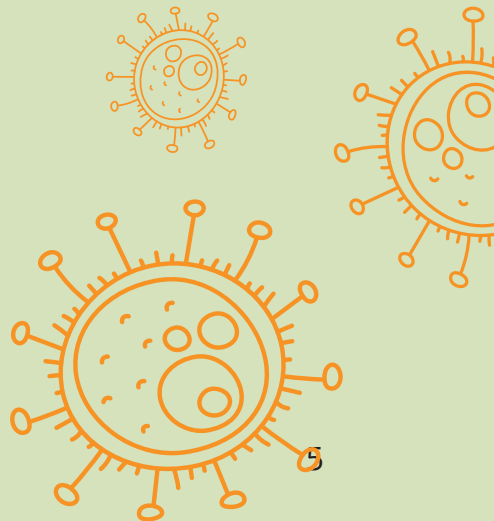
The company recognises and accepts its responsibilities towards its temporary workers and as an employer for providing a safe and healthy workplace and working environment. The company will take all steps within its power to meet its responsibility; however, this guidance does not supersede any legal obligations relating to health and safety, set out in the Health & Safety at Work Act 1974.

These pages set out guidance on how to work safely with Covid-19.

## Please ensure you follow the guidance:

- If you have been requested to wear a face mask in work please do
- You can make face coverings at home (find guidance on how to do this and use them safely on GOV.UK)
- Maintain 2m (6 feet) social distancing wherever possible, including while arriving at and departing from work, while in work and if you have to travel between sites
- Practice social distancing wherever possible
- Use hand sanitiser on entering the workplace or wash your hands thoroughly with soap and water for 20 seconds, continue to wash your hands regularly
- Avoid touching your face. If you need to cough or sneeze, do this into a tissue which you can then bin safely, or into your arm if no tissue is available

- Ensure your work station or space is 2m (6 feet) from your colleague wherever reasonably possible
- Clean your workspace and remove waste and belongings from the work area at the end of each shift
- If using shared products ensure they are cleaned down and sanitised before passing to your colleague
- Frequently clean the work areas around you by using your normal cleaning products
- Ensure that you follow the floor markings at all times
- Use safe outside areas for breaks, maintain 2m (6 feet) social distancing wherever possible
- If you wear a uniform to work, please change into your uniform at work wherever possible
- Ideally do not travel to and from work in your uniform
- If you are using a changing room, maintain 2m (6 feet) social distancing wherever possible



**If you become unwell in the workplace with coronavirus symptoms (a new continuous cough, a high temperature a loss of/or change in, your normal sense of taste or smell) you should:**

- Tell your manager and Sure Start Staff contact immediately and await their instructions
- Avoid touching anything
- Cough/sneeze into a tissue and put it in the bin, or if you do not have tissues, cough/sneeze into the crook of your elbow
- Use a separate bathroom from others, if possible

**If you show symptoms prior to attending work...**

Please contact your Sure Start Staff Representative, on the out of hours mobile number you have been issued with, who will advise you on the correct steps to take. PLEASE DO NOT ATTEND WORK, until you have been advised that it is safe for you to do so

You must follow the NHS Self-Isolation guidelines, which can be found at <https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/>

England - Use the NHS coronavirus symptom checker or call 111

Scotland - Use NHS inform Scotland symptom checker or call 111

If someone is seriously ill or life is at risk, call 999

It is best for the unwell person to use their own mobile phone or computer to access these services. If there has been no option but to use a shared phone or computer, ensure that it is cleaned thoroughly before being used by anybody else. If you have any questions regarding the above guidance, please speak with your Agency Representative.

# To Have a Great Start

## Equal Opportunities (Equality, Diversity & Inclusion)

Sure Start Staff Limited recognise that diversity and inclusion is more than a moral obligation or a social goal, it is business imperative that drives our ability to attract, recruit and work with the best talent, to create an engaged workforce.

Candidates are assessed only in accordance with their merits, qualifications and ability to perform relevant duties required on a job-by-job basis. We treat everyone equally irrespective of sex, sexual orientation, marital status, age, disability, race, colour, ethnic or national origin, religion, political beliefs, membership or non-membership of a trade union.

## Working Hours

Please ensure you arrive on site ahead of your shift. If for any reason you are going to be late you must inform your branch representative by telephone with as much notice as possible. Working hours are any time the Worker is 'at the employer's disposal'. This means doing things their employer has asked them to do for the job.

Working hours include:

- Job related training
- Travel time as part of a job (including travel time between clients or customers)
- Working lunches
- Time spent working abroad
- Paid overtime
- Agreed unpaid overtime the employer has asked for
- Time spent on call at the workplace
- Any time treated as 'working time' under a contract

Working hours do not include:

- Resting breaks such as lunch breaks
- Traveling outside of normal working hours as not requested by the employer including travel to/from a fixed place of work
- Unpaid overtime the worker has volunteered for, such as staying late to finish a job
- Paid or unpaid holidays
- Time spent on call away from the workplace (this time only counts as working time if you are required to answer work related calls or emails)

It does not usually count as working hours if the worker can spend the time in any way they choose.

All working hours including overtime are governed by Working Time Regulations (WTR) these state that a worker:

- Must not work more than 48 hours on average, though a worker may chose to “opt out”
- Must be allowed one day off a week or two days off in a fortnight
- Should have 11 hours uninterrupted rest in a 24 hour period
- Is given at least a 20 minute break for every 6 hours worked

## Voluntary Overtime

Voluntary overtime is where there is no obligation on a client to offer overtime and no obligation on the worker to do the overtime if offered. A worker should not be subject to any detriment for turning down voluntary overtime.

## Night Workers

A night worker is someone who usually works at least 3 hours





during the night period. The night period is usually between 11:00pm and 6:00am. The worker and employer can agree a different night period together, if they want to.

As a night worker, you should not work more than an average of 8 hours in a 24 hour period. Regular overtime is included in the average and workers cannot opt out of this limit.

## Young Workers (aged 16-17 years old)

If you're a young worker (16 and 17 years old), please ensure the below are followed at all times:

- You can only work a maximum of 40 hours per week
- You must have a 30 minute break, if you work more than 4.5 hours in a 24 hours period
- You must have a minimum of 12 hours break between shifts
- You cannot 'opt-out of the 48 hour working week'
- You can only work between hours of 6:00am and 10.00pm
- You must have 2 days off per working week

If you are requested by a client to breach any of the above, you must call your agency representative immediately, or when safe to do so.

## 48 Hour Opt-Out Agreement

If you are aged over 18, you may opt-out of the 48 hour working week . By opting out of this you are able to work more than 48 hours per week.

## Absence Reporting

If you are unable to attend your shift, you must make your branch representative aware at least 1 hour before your start

time on day shift, and 4 hours before your start time on night shift where possible. These deadlines are minimum standards and in every case, you must supply as much notice as possible.

Failure to report an absence, or absence reported by Email, Text or Social Media is not acceptable and will be treated as misconduct. If you are absent from work for any longer than 7 consecutive days, you must supply the company with a medical certificate (also known as a Fit Note or Doctors Note) to cover the entire period. This enables Sure Start Staff Recruitment to assess your eligibility for Statutory Sick Pay (SSP).

If you are eligible for SSP, it is paid from the 4th day off sick at a rate of £95.85 per week.

If your assignment is terminated while you're on SSP you will no longer be entitled to sick pay.

## Return to Work Interview

On returning to work, a 'Return to Work' form will need to be completed with your branch representative before you can start back in the work place. If you have submitted a Fit Note this must have expired: you cannot continue to work whilst being signed off by your Doctor.

The meeting is designed to:

- Welcome you back
- Check you are well enough to be at work
- Ensure your absence record is correct
- To discuss the details of your Return to Work

## Timesheets

You will be informed if you are required to complete a timesheet,

clock card or given a swipe card and advised of the signing in procedure on commencement of your assignment.

Timesheets will be sent out on a Thursday for completion and the deadline for submitting a timesheet is Monday 10:00am. If you have been informed it is your own responsibility to submit your timesheet, you must ensure your timesheet is accurate and on time.

If you have been informed that it is the client's responsibility to submit your timesheet, you must ensure you have recorded your hours correctly via the method used by the client you are working for. The client will submit your timesheet and your branch representative will ensure this is submitted by Monday 10:00am.

### What if there is a discrepancy in my hours?

Any temporary worker who wishes to raise a complaint in relation to pay must put their request in writing to the Branch Manager in the first instance.

The Branch Manager must review the complaint, make the appropriate checks and calculations and submit a Back Pay request to the Payroll Manager should they find there is outstanding pay. Back Pay requests will be sent to the Payroll department at 10:00am on a Friday morning to be paid into your account by 6:00pm the same working day, after the necessary deductions are made. A client's failure to sign a timesheet does not absolve them of their need to pay.

Refusal of a client to sign your timesheet does not affect your right to be paid. If there is a discrepancy regarding your working hours records, please speak to your branch contact immediately and Sure Start Staff will investigate the complaint. We will ask the client to provide copies of site records/CCTV copies/speak to

management to qualify the hours worked. Sure Start Staff Recruitment may need to withhold your timesheet and payment whilst the working hours are established. We will endeavour to complete enquiries as quickly as possible and the investigation should not take longer than 7 days.

## Payment of Salary

All weekly payments are paid on a Friday each week and will be paid in your nominated bank account, any bank account should be held in your own name.

Sure Start Staff Recruitment Limited only accepts bank account details in the worker's name; we cannot pay wages into another person's bank on your behalf.

The following deductions will be made: HMRC tax deductions, National Insurance, pension contributions (if applicable) and any further deductions the company is required to make.

## Business Gate

Sure Start Staff Limited are working alongside a Benefits App called Business Gate. Through a single, easy to use App, available for both Apple and Android devices you will have access to the following:

- A central place to keep all your pay and pension documents
- Discounts for major retailers, restaurants and top UK attractions
- Employee support helpline with access to fully qualified, professional counsellors and financial and legal support
- Health and well-being assistance with online GP services and discounts for local gyms

It is important to note that this app is how you will view your payslips. If you are currently working on a Temporary National Insurance number you will not have access to the portal until you submit your permanent number to us, you will continue to receive emailed payslips in this instance.

To get started follow these steps:

1. Open your app/ play store and search for eWage, then download for free to your mobile device
2. Open the app and enter the company pin: 2603
3. If you are signing in for the first time simply click the register button and enter your NI number and your surname with a capital letter (example: Jones) for your password
4. You will then be logged into the portal where you can access all of your payslips, documents and exclusive employee benefits

## Changes in Personal Details

It is your responsibility to keep Sure Start Staff up to date with any changes in your personal details, including address, phone numbers and email addresses for correspondence. Changes in bank account details must be communicated to us by Monday at 5.00pm, for actioning in Friday's pay. Any changes communicated after this time will only take effect from the following week.

## Holidays

Sure Start Staff's holiday year runs from April 1st to March 31st. Under WTR Regulation 13 all workers are entitled to paid leave. Statutory leave is the minimum amount of leave which is granted by law.

From April 1st 2009 under the Working Time (Amended) Regulations 2007, the statutory leave per annum for workers (including agency workers) is 5.6 weeks subject to a maximum of 28 days. Your entitlement may vary from time to time depending on the assignment.

## Accrual of Holidays

Accrual is calculated using Working Time Directive Guidelines.

A day's holiday is calculated by the average daily hours and average pay rate over the previous 52 week period.

For agency workers to accrue 5.6 weeks annual leave in a year they must accrue this over the 46.4 weeks (52 weeks holiday year minus the 5.6 weeks holiday) that they are potentially able to work. The statutory leave percentage is worked out as:

$$*5.6 weeks / 46.4 working weeks \times 100 = 12.07%*$$

Therefore, for each 100 hours worked an agency worker accrues 12.07 hours holiday entitlement and for each hour worked, an agency worker accrues:

$$*60 minutes \times 12.07\% = 7 minutes 15 seconds holiday entitlement*$$

All holidays must be taken in the holiday year in which they are accrued and cannot be carried over or money paid in lieu of any untaken hours. Unless otherwise stated in the relevant Assignment Schedule, paid annual leave entitlement accrues as follows:

During the first 12 months of employment your entitlement to paid annual leave shall accrue in proportion to the length of your employment. Where you have normal working hours, in proportion to the number of normal working hours you work on assignments during the leave year as specified in the relevant Assignment Schedule; where the have no normal working hours, on all hours worked; and in either case, as may otherwise be required by legislation in Section 224 of the Employment Right Act 1996.

Payments for annual leave will be calculated on the basis of rates paid for hours worked during the relevant calculation period as

defined by Section 224 of the Employment Right Act 1996.

Sure Start Staff's holiday year runs from April 1st to March 31st. It is your responsibility to ensure accrual is requested and taken before the end of the holiday leave year. Any holidays not taken will be lost. Sure Start Staff Limited cannot make any exceptions to this policy.

## Requesting Your Holiday

When requesting holidays, you are required to give twice the amount of notice as the length of proposed holiday. I.e. for 1 week's holiday, you are required to give 2 week's notice. This must be given in writing or by submitting a holiday request form and these dates must be agreed by your branch representative and the client you are working for. If it is not convenient to allow this leave you will be made aware in writing and with twice the length of notice you wish to book. We may offer alternative dates that are convenient. In order to cancel pre booked holidays you must submit your request in writing with as much notice as possible. All holiday requests and cancellation requests will be recorded on the CRM, any requests not submitted in writing will not be processed/ paid.

The Working Time Regulations allow Employment Businesses to control the taking of annual leave to meet the needs of the client. This means workers may be required to take annual leave such as Summer shut downs, Christmas shut downs or Bank Holidays.

If a client requests that workers refrain from taking holidays during a busy period, they must provide at least 14 days' notice in advance and the Operations Staff/ Branch Manager must write to the workers immediately to notify them of this requirement as soon as reasonably possible. The worker's Contract of Services details the Client's right to request/ deny annual leave due to business demands.



*\*Some of Sure Start Staffs clients require workers to work on Bank Holidays. Sure Start Staff therefore reserves the right to ask you to work on any given Bank Holiday but this will not affect your statutory annual leave which accrues in accordance with this policy\**

If you decide to leave Sure Start Staff after your assignment ends, you must provide us written confirmation you wish to terminate your contract with us. Sure Start Staff will process your P45 and either:

- a) Pay you any accrued but untaken holiday pay
- b) Request that you re-pay any holiday pay taken in advance which was not accrued.

## **Umbrella/Intermediary Payroll Companies**

If you are engaged by Sure Start Staff Limited but choose to be paid through an external payroll company, Sure Start Staff will need to audit and approve your payroll company choice before we can agree.

Sure Start Staff do not work with any specific providers.

If you choose to work through an umbrella company you are employed by the intermediary and must adhere to their own suite of policies and contractual terms, which take precedence over any guidance in this handbook.

Your holiday entitlement may fall under their remit and is paid by the umbrella company.

Please ensure you read your contract carefully and contact them with any questions.

## **Planned Company (Client) Shut-downs**

Some companies that you work for may have set shut-down weeks during the year. You must ensure that you have accrued

holidays to cover shut-down periods to ensure continuity of income.

## Maternity Leave/ Pay

Employees who become pregnant are entitled to statutory maternity leave provided that certain legislative requirements are met. These rights include paid time off for Antenatal Visits, Maternity Leave and Statutory Maternity pay (SMP). It is essential that you notify your branch representative in the event that you are pregnant.

To qualify for SMP you must have been:

- Employed by the company continuously for at least 26 weeks into the 15th week before the week your baby is due (the qualifying week)
- Earning on average an amount which at least equals the lower earnings limit which applies on the Saturday at the end of your qualifying week

The lower earnings limit is the amount you have to earn before you are treated as paying National Insurance contributions.

If you have a visa that allows you to live and work in the UK you may be able to get SMP. If your visa includes the condition that you have “no recourse to public funds” you may still get SMP provided you satisfy the qualifying conditions.

The qualifying conditions for SMP depend on your recent employment and earnings history. Because of this, SMP does not constitute public funds.

To make a claim for SMP, you must:

- Tell the company when you want your SMP to start
- Provide medical evidence of the date your baby is due

If you qualify for SMP, it is paid:

- For the first six weeks as 90 percent of your average gross weekly earnings with no upper limit
- For the remaining 33 weeks at the lower of either the statutory rate, or 90 percent of your average gross weekly earnings

If you cannot get SMP the company will complete form SMP1 and give this to you. The form will state why SMP has not been paid. If you have more than one employer, you must get from SMP1 from your other employer as well. Form SMP1 is used to support a claim for Maternity Allowance. For our full company policy on Maternity, please request this with your local Major branch.

## Paternity Leave/ Pay

To qualify for Ordinary Statutory Paternity Pay, all of the following must apply:

- You must be the biological father or adopter of the child or be the mother's (or adopter's) husband, partner or civil partner or expect to have responsibility of the child's upbringing
- You must have continued to work for the company without a break for at least 26 weeks by the 15th week before the baby is due, been employed up to and including the week your wife, partner or civil partner was matched with a child
- You must continue to work for the company without a break up to the date the child is born or placed for adoption
- Earning an average amount which at least equals the lower earnings limit

Ordinary Statutory Paternity Pay is paid for one or two consecutive weeks at the statutory rate or 90 percent of your average weekly earnings if it is less. In the case of a multiple birth, entitlement to SPP is the same as if there were one baby.

The company will pay SPP for a single period of either one or two consecutive weeks, depending on the length of paternity leave you decide to take. SPP cannot be paid more than two weeks.

SPP is a weekly payment due at the end of each SPP week. SPP weeks can start on any day. SPP cannot be paid for any SPP week in which you work for the company, or for any SPP week you are sick and entitled to get Statutory Sick Pay.

## End of Contract

If you wish to terminate your Contract for Services with Sure Start Staff Limited you should request so in writing. If you are currently on assignment you must provide the client with reasonable notice and agree a leaving date suitable to them, via your Sure Start Staff branch contact. Once your final pay is processed we will request your P45 to be issued. All requests must be submitted in writing via email.

Clients of Sure Start Staff Limited reserve the right to end any assignment with immediate effect. In the event of any misconduct the company will terminate the employee without notice or payment in lieu.

## Complaints Process

It is the policy of Sure Start Staff Limited to respond to all enquiries promptly and courteously. Although we work hard to provide an excellent service to our Candidates and Clients, we are aware sometimes problems can arise. It is our aim to provide a procedure for handling complaints, fairly and speedily to ensure a resolution can be agreed.

### Stages of Resolution

#### *Stage 1: Verbal*

A temporary worker can raise a complaint directly to the branch representative, who will take appropriate action to try resolve your complaint informally.

### *Stage 2: Written*

If a resolution cannot be found directly with the branch representative, the complainant must submit their complaint in writing via email to:

[HROperations@Major-Recruitment.com](mailto:HROperations@Major-Recruitment.com)

We will record your complaint within one day of receiving it and will send a receipt of acknowledgment within 2-5 working days of receiving the complaint.

### *Stage 3: Investigation*

The investigation will normally involve the following steps:

- We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request
- We will then examine the member of staff's reply and information you have provided for us. If necessary, we may ask you to speak to them. This will take up to 4 days from receiving their reply
- We will then invite you to meet him/her to discuss and aim to resolve your complaint. The company representative will do this within 5 days of the end of our investigation

Within 2 days of the meeting, the company representative will write to you to confirm what took place and any solutions that have been agreed with you.

If you do not want a meeting or it is not possible, the company representative will send you a detailed reply to your complaint. This will include suggestions for resolving the matter. We will do this within

5 days of completing the investigations.

#### *Stage 4: Request for Review*

At this stage, if you are still not satisfied you can write to us again. Another Director of the company will review the company representative's decision within 10 days.

#### *Stage 5: External*

We will let you know the outcome of this review within 5 days of the end of the review. We will write to you with confirmation of our final position on your complaint and explaining our reasons. If Sure Start Staff have to change the timescales above, we will let you know and explain why.

### Site Rules

The majority of our clients have similar site rules. To ensure you are happy whilst working for them, please adhere to the following, as well as any specific guidance you have been given for your particular assignment:

- Park in designated areas allocated for staff
- Leave your bike in the designated areas for staff
- Use the staff entrance where appropriate
- Clock in and out at the designated points on site
- Check in with your manager when you arrive on site
- Wear appropriate PPE as requested
- No chewing gum
- No swearing
- No drinking alcohol on site or before arriving to work
- No taking drugs on site or before arriving to work
- Keep your mobile locked away or to minimum use over breaks
- Smoke in designated areas
- Take breaks at your allocated time
- Follow all site rules applicable to where you are working

## Conduct at Work

Sure Start Staff Limited acknowledges that as part of a positive employment relationship and in the interests of managing good working relationships and sustaining high performance levels, we fairly and consistently manage conduct, performance and absence as part of our excellent execution and high expectations.

Sure Start Staff Limited collects weekly information in relation to the performance and absence of each worker. If the productivity or absence level is below “average” in any period then they will be liable for the 3-strike process, which ultimately could result in their contract of employment being terminated. The 3-strike process also applies to instances of misconduct which are reported to Sure Start Staff Limited.

Anyone on an assignment should be expecting client feedback to assess how conduct, performance and absence is managed. If appropriate standards are not met, the following procedure will be applied. These steps are equivalent to holding an investigation meeting.

### *Step 1*

The 1st time your conduct/ performance/ absence is below average you will be seen by your Sure Start Staff Limited representative. You will be advised that you will be assessed again the following week. We may contact the client regarding any issues that arise from this discussion. You will be informed that you have incurred your first strike and you will be reminded of the 3-strike process.

### *Step 2*

If there is a 2nd occurrence of conduct/ performance/ absence being below average you will be again seen by Sure Start Staff Limited representative and a note made on your file that you have incurred your second strike. You will then be assessed and monitored closely.

### *Step 3*

When there is, a 3rd instance of conduct/ performance/ absence being below average you will again be seen by your Sure Start Staff Representative and will be advised that you have incurred a third strike and that your contract is terminated on this basis. You will receive a letter to inform you of termination.

### *Step 4*

Following termination you do have the opportunity to appeal the decision. Details of how to appeal will be given in your termination letter. You will be given every opportunity to state the reason(s) for your appeal and these will be thoroughly discussed during the appeal meeting.

We reserve the right to skip steps within this procedure dependent upon the seriousness of the incident or allegation.

## **Definitions of Misconduct**

Misconduct/ poor performance could lead to disciplinary/ capability action up to and including dismissal. An example of this could be:

- Poor time-keeping
- Absenteeism
- Poor performance
- Smoking in non-designated smoking areas
- Attitude and behavior
- Failing to respond to a reasonable management request
- Misuse of company systems i.e.. telephone/e-mail/Internet
- Poor standards of cleanliness or hygiene in the work place
- Improper use of mobile devices
- Failing to adhere to the rules set for the workplace in which you're working



## Definitions of Gross Misconduct

The following are examples of what would constitute gross misconduct. Following an investigation, the most likely outcome is dismissal without notice or payment in lieu of notice.

- Failure to notify Sure Start Staff Limited of absence where there are no mitigating circumstances including leaving a shift without gaining permission to do so
- Reasonable belief of intoxication at work
- Abusive, threatening behaviour towards staff
- Refusing a line manager's reasonable request
- Theft, fraud, deliberate falsification of records, unauthorised possession of company property
- Fighting, assault on another person, violence and abusive behaviour
- Deliberate damage to company property, reputation or interests
- Serious negligence which may cause unacceptable loss, damage or injury
- Unauthorised or improper use of company vehicles
- Use of company systems such as emails and the Internet for offensive or obscene purposes e.g. pornography, acts of incitement or acts of discrimination, harassment or victimisation

If you are accused of gross misconduct, the client may make the decision to terminate the assignment. This does not necessarily mean we wouldn't work with you moving forward. We would invite you in for a meeting to discuss the situation and we will agree outcomes. This could include us trialling you on a new assignment or in serious cases of gross misconduct, we may decide to end your representation by Sure Start Staff.

Sure Start Staff Limited employees will conduct any necessary investigation, disciplinary or appeal meetings with guidance from Major Recruitment Limited HR and line management. In advance of any disciplinary meeting, you will be advised of the nature of the complaint against you and you will be given the opportunity to state your case before any decision is made.

At disciplinary meetings, you have the right to be accompanied by a work colleague or a trade union representative, which we expect you to confirm in advance.

Trade union officials will be required to produce a copy of their union card, prior to the commencement of the meeting.

You have the right to appeal against any disciplinary sanction imposed. The appeal should be received in writing within 5 days of your written confirmation of the sanction. The individual and address for your appeal will be detailed at the time.

## Health & Safety at Work

Sure Start Staff Limited is committed to the Health, Safety and Welfare of all workers and to maintaining best practice in these areas.

Sure Start Staff Limited observes the Health & Safety at Work Act 1974 and all relevant regulations and codes of practice. We will liaise with and take into account any recommendations made by the Health & Safety Executive regarding Health & Safety issues. Sure Start Staff Limited undertakes to:

- Request workers and clients to co-operate with Sure Start Staff Limited and each other in order to promote safety and reduce hazards
- Promote the co-operation of workers to ensure safe and healthy conditions and systems of work by discussion and effective joint consultation
- Request that clients give details of specialist skills or qualifications required to carry out an assignment. Together with Health & Safety information
- Pass to the worker all information provided by the client on Health & Safety issues connected with the assignment
- Require the worker to adhere to the client's Health & Safety policy at all times whilst on assignment
- Monitor and review the client's management of Health & Safety at work
- Keep this policy under review and make any revision it considers necessary from time to time. All such revisions will be brought to the attention of workers

## Worker Conduct

In return, you must:

- Assess any risks to your own Health & Safety at work. This extends to reporting any dangers or potential risks to your line manager and your Sure Start Staff Limited representative
- Stop working immediately if you consider that your working environment is unsafe and immediately report the matter to your line manager and your Sure Start Staff Limited representative
- Take all reasonable steps (by observing safety rules which are applicable to you) to safeguard your Health & Safety and the Health & Safety of others who may be affected by your acts or omissions at work
- Co-operate with Sure Start Staff Limited to ensure that the

aims of this policy are achieved and any duty or requirement imposed by Sure Start Staff Limited by or under any of the relevant statutory provisions is complied with

- Co-operate with the client on Health & Safety matters and observe all Health & Safety instructions and regulations from the client
- Report to your line manager and your Sure Start Staff Limited representative all incidents that have led to or may lead to injury and cooperate in the investigation of all accidents or incidents
- Use equipment and wear (or request) any protective clothing provided in accordance with the training you have received in order to carry out any assignment
- Report any potential risk or hazard or malfunction of equipment to the appropriate person
- Request a copy of the client's Health & Safety policy before starting any assignment and ensure that you read and understand the client's Health & Safety policy
- Report any shortcomings in the client's arrangements for Health & Safety to Sure Start Staff Limited
- Comply with any safety instructions and directions issued by Sure Start Staff Limited
- Observe and comply with the client's Health & Safety policy at all times. Take care to follow any safety regulations and be responsible not only for your own Health & Safety at work but also that of your colleagues and employees of the client

*Failure by you to comply with any aspect of Sure Start Staff's Health & Safety procedures, rules or duties specifically assigned to you with regard to Health & Safety will be regarded by Sure Start Staff as misconduct, which will be dealt with as gross misconduct under the disciplinary policy.*

## Manual Handling

Manual Handling regulations cover the tasks which involve

supporting or transporting loads by physical human effort. You should familiarise yourself with good handling techniques as hazards are not only presented by heavy loads. There is no particular maximum weight specified in the regulations, which recognises the fact that, whilst weight is evidently a significant factor, there are other considerations of equal importance.

The following points should be taken into consideration if you have to do any lifting:

- Plan the lift- what is the best way to get the load from A to B?
- Get help if the load is beyond your capability or is awkward. If you're unsure seek help and advice from your line manager
- Always use appropriate handling equipment such as trolleys, wheels, ramps and hoists
- Always use appropriate PPE such as safety shoes, gloves, overalls and eye protection
- Prepare the handling area and watch for hazards such as constraints on posture, uneven or slippery floors and variations in levels, hot/ cold/ humid conditions or strong air movements
- Remove obstructions and ensure that you can see over the load when carrying it
- Ensure you are balanced properly for lifting by positioning the feet apart, one foot pointing away from the other and slightly in front with your weight balanced between them
- Take a comfortable handhold, using the palm or surface of your hand and fingers. Keep elbows tucked into the sides of your body
- Adopt a good posture, bend the knees using them to lift, and keep the back straight during the lift
- Keep the load close to your body and lift smoothly trying not jerk
- If necessary lift by easy stages, re adjusting your lifting posture accordingly
- Do not twist your body when turning to the side

- Put the load down before adjusting it to the desired position



## Alcohol, Drug and Substance Abuse

Consuming or being under the influence of alcohol, drugs or other substance during the course of your employment will be treated as gross misconduct and may render the employee liable to summary dismissal.

In the context of the Drug and Alcohol policy, substance includes but is not limited to alcohol, solvents, prescribed drugs and controlled drugs. Continual drug, alcohol and substance misuse can have a detrimental effect upon your work performance and your relationships with colleagues and customers. It can result in absenteeism and reduced efficiency and place other employees at a Health & Safety risk.

The company is concerned about the health and welfare of all employees. It is therefore policy to:

- *Promote a responsible attitude to the consumption of alcohol amongst employees.*
- *Where there is a genuine problem, treat the misuse of alcohol and substance misuse as a health problem and try to support employees to seek professional assistance on condition that the employee obtains professional treatment and maintains regular contact with appropriate professionals and / or an occupational health department.*

*The company will treat any absence due to alcohol and substance misuse in the same way as sickness absence.*

## Right to Drug and Alcohol Test

Clients may require workers to comply with their drugs and alcohol testing procedures. The client's testing procedure may be random or targeted on just cause (e.g.. Suspicion due to the way someone is behaving/ acting etc. or if they have an accident). Your branch representative will advise before the assignment should such a test be required.

## Confidentiality

By working for Sure Start Staff Limited you will be issued with company documentation. We expect you to treat all documents we supply as confidential. It is considered a disciplinary matter should any employee disclose theirs or a fellow employee's payment details or discuss any confidential matters they have been involved in.

The company asks all temporary workers to abide by the confidentiality clause contained in their relevant contract of employment. Temporary workers must also understand their role in connection with the Data Protection Act 1998. A copy of this is stored on the shared drive and must be followed in all work practices.

## Agency Workers Regulations

The Agency Workers Regulations came into force on 1st of October 2011. The aim of the legislation is for agency workers to be provided with equal treatment in the workplace in relation to basic working conditions.

Any details of your Day 1 and 12 week rights will be communicated to you in your Assignment Schedule on commencement of the assignment.

Upon completion of a 12 week qualifying period in the same job with the same hirer, agency workers will be entitled to the same basic working and employment conditions that they would have received if they have been directly recruited by the hirer.

Under the regulations, there are “day one rights”, which apply from the first day of the assignment (which can be no earlier than 1st October 2011). These rights include access to on-site amenities (such as car parking and canteen), as well as access to information about permanent job vacancies. It is possible that the hirer may decline to offer certain facilities, provided that they can show good justification for doing so.

From 1st October 2011, after you have worked in the same temporary job for the same hirer for 12 weeks, you may qualify for equal treatment in respect of basic working and employment conditions. Any gap of more than 6 weeks (42 days) will mean your qualifying period will start again. Sure Start Staff Limited will ask for details of your work history, including work done through other agencies to help establish when you will be (or of you are already) entitled to equal treatment.

You will need to disclose to Sure Start Staff Limited any periods of time during which you worked for the hirer or a group company of the hirer in the preceding months. Failure to do so may mean that you delay the opportunity to receive equal treatment until you have completed a further 12 week’s service with the hirer.



## The Pensions Regulation

Sure Start Staff Limited has a legal requirement to automatically enroll its eligible job holders into a qualifying work place pension scheme from 1st November 2013 and a minimum contribution is required from the employer (Sure Start Staff Limited).

Sure Start Staff Limited began their pension scheme in January 2021.

Eligible jobholders:

- Earn more than the minimum earnings threshold
- Are aged between 22 and state pension age, and
- Work in the UK

Contributions will be based on gross and annual earnings. You must contribute at least 5% of your earnings, although you can choose to pay more. The employer will be responsible for paying 3%. The total combined contribution will be a minimum of 8%.

## Can Employees “Opt-Out”?

Workers may choose to “opt-out” of the scheme, but only after they have been automatically enrolled for 4 weeks and received a welcome pack. The welcome pack will include all information and details of how to opt out.

If you feel you have any complaints or queries please put these in writing to our HR Department via:

[HROperations@Major-Recruitment.com](mailto:HROperations@Major-Recruitment.com)

## General Data Protection Regulations (GDPR)

In order to provide a quality service to all of our clients and candidates and comply with all current legislation we have detailed the process Sure Start Staff Limited will have in place to comply with GDPR. We take your privacy seriously, and in accordance with the GDPR, we will only process personal data according to the principles below:

- We must have a lawful reason for collecting personal data, and must complete in a fair and transparent way. Our staff will be clear about the data we are collecting and why
- We will only use the data for the purpose it was obtained in the first place
- We will not collect any more data than is necessary
- We will ensure the data is accurate and annually confirm the data held is still accurate and warranted
- We will not keep your data longer than necessary: we only keep your data for as long as it is needed to complete the task it was taken for
- We must protect your personal data and it will be stored securely
- We are accountable for the data: this means Sure Start Staff Limited will be able to show we are complying with the law
- Sure Start Staff Limited are registered with the Information Commissioner's Office, the UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals
- We will be asking for information to provide a service

All of our candidates have the right to:

- Give explicit consent for the processing of their personal data
- Withdraw consent for further processing

- Be notified of a data breach
- Know how their data will be used
- Transfer their data to another organisation
- Ask for the incorrect data to be amended
- Ask Sure Start Staff Limited to erase all their personal details
- Subject access

You have the right to inspect our records at any time. This will be provided without delay and no later than 1 month after the request, which should be made in writing to: [Oncall@surestartstaff.co.uk](mailto:Oncall@surestartstaff.co.uk)

## Personal Protective Equipment (PPE)

If you are requested to wear PPE, you must wear the items of personal protective equipment that is provided.

Your branch representative or company you are working for will inform you if specific PPE is required.

Refusing to wear designated PPE will be dealt with under the company's disciplinary procedure. Providing signed disclaimers accepting full personal responsibility for injuries sustained due to an individual's personal preference not to wear PPE are NOT acceptable under any circumstances.

## Smoking

To comply with legislation obligations, employees who wish to smoke may only do so in a designated smoking shelter/area provided, either by the company or on a client's premises, or if allowed by the client

Some sites operate a complete No Smoking policy. All employees

are obligated to adhere to and facilitate the implementation of the policy. Smoking is only permitted on designated breaks.

If you are caught smoking in unauthorised areas, this will be considered an act of gross misconduct and can lead to your assignment being cancelled and/or dismissal from the client and Sure Start Staff Limited.

This also applies to the use of e-Cigarettes.

## Dress Standards

You are required to maintain a smart and well-groomed appearance at all times during working hours.

All of our clients receive visitors, therefore both personal appearances and standards of conduct must be maintained at all times.

## Religious and Cultural Dress

The wearing of religious and cultural dress for example head-scarves, skullcaps and turbans is permissible.

## Our Accreditations



Stronger Together is a multi-stakeholder business-led initiative aiming to reduce modern slavery. Particularly forced labour, labour-trafficking and other hidden third party exploitation of workers.



We are committed to our role as a Responsible Global Supply Chain provider. We are regularly audited by our clients to Sedex Members Ethical Trade Audit.



ALP is a specialist trade association promoting responsible recruitment and good practice for organisations that supply labour. We base our recruitment practices on their model of good practice, achieved through raising standards and promoting growth.

We work in partnership with the GLAA to comply with ethical practice in our recruitment and selection methods. In order to maintain high standards, we are subscribed to professional auditing systems designed and written in partnership with GLAA.

# Stronger Together

The multi-stakeholder business-led initiative aiming to reduce modern slavery, particularly forced labour, labour-trafficking and other hidden third party exploitation of workers.

## Why?...What's the problem?

- 40.3 million global victims of slavery - GSI.
- The second most profitable criminal industry.
- Human trafficking is the fastest growing criminal industry
- Up 67% in the last two years in the UK.

## What is Modern Slavery?

**Human Trafficking** - the movement or recruitment of persons by means of threat, force or coercion for the purposed of exploitation.

**Forced Labour** - where a person is made to work against their will under the fear of penalty.

**Rogue Landlords** - house people in overcrowded and unsafe property often with threats of eviction


**Work-Finding Fees** - In the UK it is unlawful for workers to be required to pay to get a job.

## What can we do to tackle Modern Slavery?

Look for the indicators:

- Threats of actual physical or sexual violence
- Restriction of movement/confinement to a limited area
- Debt bondage, a worker pays off a debt/loan, and is not paid for his/her services
- Withholding of wages, wage reductions/refusal to pay
- Retention of passports and ID documents
- Threat of reporting to the authorities

**If you think there is an issue.....Report it!**



If you suspect forced labour, human trafficking etc. tell a trusted manager or worker representative, leave a message a note, anything.....[just please tell us!](#)

### What do Sure Start Staff do to tackle hidden labour exploitation?

- Distributing worker leaflets/displaying posters
- Building awareness by educating workers and supervisors
- Implementing and highlighting preventative measures
- Working together with trade unions/employee representatives
- Implementing channels for workers to report exploitation

### What can you do outside of work?

- If in immediate danger call the Police on 999
- Non-emergencies call the local Police on 101
- Personal help/support for victims of human trafficking call the Salvation Army on 0300 303 8151
- Report it to the Gangmasters & Labour Abuse Authority confidentially by calling 0800 432 0804

# Notes

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## Declaration

I ..... have read and understood the  
Sure Start Staff Ltd Temporary Worker Handbook.

I understand that its contents and regulations must be abided  
by in order to ensure my safety during work and in my work  
practices. I agree to abide by these at all times.

I will keep my personal details up to date and advise as and  
when they change.

Signed .....

Name .....

Date .....