



# **AGENCY WORKER HANDBOOK**

# Agencies do not take money for work.



If you have been approached by  
anyone asking for money to get you  
a job, please inform your local  
**Branch Manager**

## **Know your rights.**

It is illegal for agencies to charge to register.

It is illegal for agencies to charge to find you a job.

It is illegal for agencies to charge for work.



Protecting Workers Rights

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## **WELCOME TO THE 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 your local agency branch.

We look forward to a mutually rewarding business relationship.

## **CONFIDENTIAL HELP**

For any grievances you may encounter while working with us please contact the Branch Manager directly via the contact details provided by your agency representative.

## **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 branch 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**

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 your Branch Manager.**

## **TOTAL QUALITY**

An organisation's existence depends upon its customers, so satisfying their requirements must be its 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](http://www.gov.uk/national-minimum-wage-rates) or ask your agency representative who will be able to supply you with the current rates.

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

### **DEDUCTION FROM WAGES**

Other than PAYE TAX and National Insurance (NI) contributions 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.

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 Jobcentre Plus at [www.gov.uk/apply-national-insurance-number](http://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 your local Branch Manager.

### **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>

### **BANK ACCOUNT**

Your money will be paid into your personal bank account, therefore if you do not have a bank account at your registration, please speak to your agency representative and they 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.

### **WORKPLACE PENSION**

Once a company reaches their 'auto enrolment' date they must then enrol workers in to a Workplace Pension Scheme if they meet certain criteria.

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

## AGENCY DRIVERS, EU DRIVERS HOURS RULES – MAIN LIMITS FOR DRIVERS

If you are driving and are subject to EU Drivers hours rules please ensure you are familiar with the VOSA guide on Rules on Drivers hours and Tachographs (revised 2 March 2016), a full version can be found on: <https://www.gov.uk/government/collections/drivers-hours-rules-and-guidance>

The current limits on drivers' hours as specified by the EU rules are summarised in the following table.

Table - A summary of the EU drivers' hours rules and sector specific working time rules	
Drivers' hours rules Regulation (EC)561/2006	Working time rules Directive 2002/15/EC
<p><b>Driving</b></p> <ul style="list-style-type: none"> <li>9 hour daily driving limit (can be increased to 10 hours twice a week)</li> <li>Maximum 56 hour weekly driving limit</li> <li>Maximum 90 hour fortnightly driving limit</li> </ul>	<p><b>Working time (including driving)</b></p> <ul style="list-style-type: none"> <li>Working time must not exceed average of 48 hours a week (no opt out)<sup>1</sup></li> <li>Maximum working time of 60 hours in one week (provided average not exceeded)</li> <li>Maximum working time of 10 hours if night work performed<sup>2</sup></li> </ul>
<p><b>Breaks</b></p> <ul style="list-style-type: none"> <li>45 minutes break after 4.5 hours driving</li> <li>A break can be split into two periods, the first being at least 15 minutes and the second at least 30 minutes (which must be completed after 4.5 hours driving)</li> </ul>	<p><b>Breaks<sup>3</sup></b></p> <ul style="list-style-type: none"> <li>Cannot work for more than 6 hours without a break. A break should be at least 15 minutes long</li> <li>30 minute break if working between 6 and 9 hours in total<sup>4</sup></li> <li>45 minute break if working more than 9 hours in total</li> </ul>
<p><b>Rest</b></p> <ul style="list-style-type: none"> <li>11 hour daily rest; which can be reduced to 9 hours no more than three times a week (or split into 3 hours + 9 hours as often as desired)</li> <li>45 hours weekly rest, which can be reduced to 24 hours, provided at least one full rest is taken in any fortnight. There should be no more than six consecutive 24 hour periods between weekly rests.</li> </ul>	<p><b>Rest</b></p> <ul style="list-style-type: none"> <li>Same rest requirements as EU drivers' hours rules</li> </ul>

<sup>1</sup> Normally calculated over a rolling 17 week period, but can be extended to 26 weeks under a collective or workforce agreement

<sup>2</sup> Can be extended under a collective or workforce agreement

<sup>3</sup> EC Regulation 561/2006 is directly effective and takes precedence over EC Directive 2002/15 - Article 2.4 Directive 2002/15. Therefore, EU drivers' hours break requirements take precedence when driving

<sup>4</sup> After working for 6 hours a mobile worker must take a break of at least 15 minutes. However, if working more than 6 and up to 9 hours in a shift a mobile worker needs to take a break totalling at least 30 minutes - this could be two breaks of 15 minutes. Where a shift will contain more than 9 hours of working time, a total of 45 minutes of break is needed.

## 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 hour 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 than 48 hours. This is permitted provided that the average hours over a 17 week 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 work station. 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**

A worker should only work on average, 8 hours per 24 hour period. Night shift work is generally regarded as any time between 10pm - 6am.

You would determine if a worker was a night worker if they worked at least 3 hours during the night time period (10pm-6am).

### **RECORDING HOURS**

As a responsible and compliant agency we take driver health and safety seriously. Whilst it is your legal responsibility to ensure that you work within the Drivers Hours Rules, we also do everything possible to record and manage the hours that you work.

### **ATTENDANCE/CLOCKING IN**

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. You must use the agency timesheet provided and submit a signed copy back to your agency branch.

It is vitally important that you 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 may lead to 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**

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. These days may include bank/public holidays; please refer to your contract.

The Company's holiday year commences on the Company's financial year week 1 each year and concludes on week 52 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 prorata holiday allowance, based on how much of the year they have worked for the Company.

Workers who leave and have not fully used their prorata entitlement will be reimbursed by payment in lieu.

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.

## **IF YOU WANT TO TAKE HOLIDAY**

You must give your agency representative advance notice that you want to take holiday. **This notice should be at least twice as long as the amount of holiday you want to take** (for example, you should give two weeks' notice for one week's holiday). You will need to complete a holiday request form and this will then be authorised by the branch manager.

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.

## **PREGNANT WORKERS**

The agency would like to highlight that any female workers who are pregnant and working, must inform their agency representative 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 work place 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 the agency 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.

## **PATERNITY PAY**

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

## **HARASSMENT AT WORK**

It is the policy of the agency that harassment will not be permitted or condoned.

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 branch 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**

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 your agency representative or branch manager. The agency representative may wish to meet with you to discuss the matter further.

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 the branch manager.

### **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 practises, 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. Below are the most common signs that you could see on your assignments and what they mean.

Prohibited ie: **DON'T**



Pedestrians prohibited



No naked flames



No smoking

Warning ie: **BEWARE**



Caution  
fork-lift trucks  
operating



Poison



Danger high  
voltage

Safe condition ie: **THE SAFE WAY**



First aid



Eye wash

Mandatory ie: **MUST DO**



Protective  
footwear must  
be worn



Safety gloves  
must be worn

## WORKING 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 (some shown on previous page).

## 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/scraps in the appropriate receptacles.

## HEALTH

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

## **SICKNESS, COVID-19, 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**

Catching swine flu, COVID-19 or influenza A (H1N1), will feel like seasonal flu, the advice given by the NHS and the agency is:

- Stay at home and rest.
- Contact your branch representative 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 ready-made 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 swine flu or 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.

### **If you come into contact with someone diagnosed as having Swine flu or COVID-19.**

Please seek advice by telephoning your GP or NHS (tel. 111).

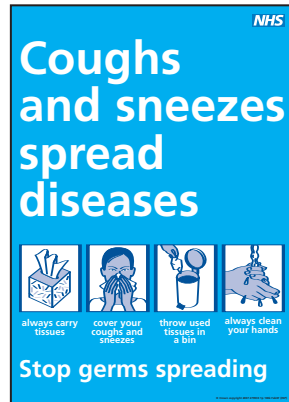
You should advise your agency representative and immediate Supervisor at your place of work. You should keep a close eye for any symptoms. You may have to self-isolate.

If you feel unwell or develop a temperature you must stop work immediately, report the illness to your supervisor and your agency representative and go home then follow the above instructions for diagnosis.

Symptoms may include:

- Fever
- Shortness of breath
- Sore Throat
- Aching muscles
- Sneezing
- Loss of appetite
- Sickness
- Cough
- Headache
- Tiredness
- Chills
- Runny nose
- Limb or joint pain
- Diarrhoea

If you are at your place of work when any of these symptoms occur please report immediately to your Team Leader, Supervisor and your agency/agency representative.



## 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 branch 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 The 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.

If you already have your own PPE and wish to use this for an assignment we will ask you to sign a PPE waiver form to confirm to us that you are happy to use your own. We will also want to inspect the PPE to ensure it is suitable for your assignment.

### **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 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.

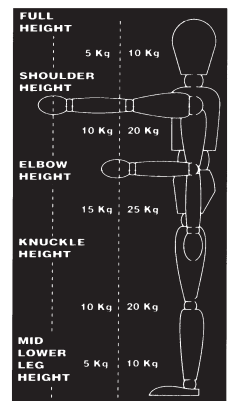
### **WEIGHT GUIDELINES**

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**

### **Remember**

- 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 your agency representative.

### **WHY SHOULD I LEARN THE RIGHT WAY TO MOVE AND LIFT THINGS?**

Every year thousands of injuries are caused by not lifting and carrying correctly. Learning the right way to handle objects will ensure that you stay fit and healthy and avoid any injuries or accidents. Common injuries are:

- Ruptured discs
- Sprained ligaments
- Sprained and inflamed tendons
- Muscular injuries
- Trapped nerves
- Hernias
- Fractures
- Cuts and crushing to parts of the body, for example when a load is dropped onto fingers or feet.

Some injuries occur immediately but many develop gradually. Most will cause significant pain and result in absence from work.

### **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/removals 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.

### **THE FOLLOWING POINTS NEED TO BE CONSIDERED WHEN ASSESSING THE JOB:**

- The task to be carried out
- The load to be moved
- The environment in which the handling is taking place
- The capability of the individual involved in the manual handling
- The next section of the workbook is designed to help you know what to look for and ensure that you are capable of carrying out the tasks assigned to you.

### a) THE TASK

- Carry loads close to the body because lifting and carrying at arms length increases the risk of injury.
- Avoid awkward movements such as stooping or twisting.
- Try not to lift from the floor or from above shoulder height.
- Plan ahead-use teamwork where the load is too heavy for one person.

### b) THE LOAD

- Try to reduce the weight of the load, try not to carry too much at any one time.
- Make sure you have a firm grip of the load.
- Ensure sharp edges are covered up; use a blanket or a sheet.
- Wear suitable protective equipment such as gloves, footwear and overalls.

### c) THE ENVIRONMENT

- Remove obstructions and ensure that you have a clear path to your destination.
- Ensure that the floors are not slippery or loose.

### d) THE INDIVIDUAL (YOU)

- Never attempt to lift anything unless you have been trained to do so.
- Always ensure that you are capable of undertaking the task.

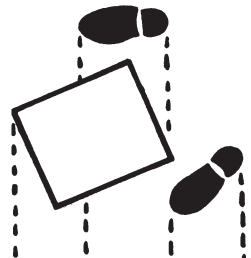
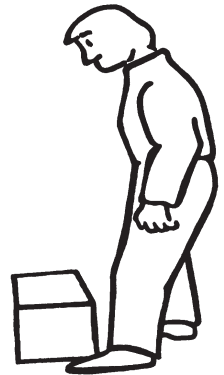
## CORRECT LIFTING

Remember correct manual handling must be followed to minimise the risk of injury. The techniques below should be followed at all times, even at home.

### 1. PLANNING AND PREPARATION

**Think! Think! Think** about what you are going to lift and plan the lift. This only takes a few seconds.

- Consider what you will be lifting, where you will put it and how you are going to get there?
- Assess the weight and centre of gravity of the load, is it weighted to one side?
- Assess the size of the load, can you grip it safely and still see where you are going?
- Assess whether or not you can safely lift the load on your own. Remember to ask for help.
- If more than one person is involved in the lift then plan and discuss together. Someone has to take the lead.
- Plan your route, remove obstructions and ensure that the floor is safe.
- Make sure you are wearing the right protective equipment to carry out the task.
- Ensure that you can maintain a firm grip.
- Consider taking a rest stage when moving a heavy load, remember to avoid putting the load on the floor.
- Avoid carrying unsafe loads. If in doubt re-package.

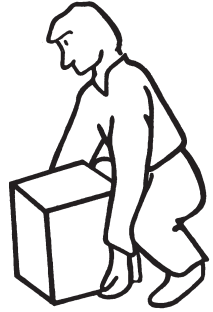


### 2. POSITION

Stand with your feet apart and your leading leg forward. Your weight should be even over both feet. Position yourself (or move the load) so that the heaviest part is next to you. If the load is too far away. Move toward it or bring it nearer before starting to lift.

### 3. THE LIFT

- Always use the correct lifting posture.
- Bend the knees slowly, keeping the back straight.
- Tuck the chin in on the way down.
- Lean slightly forward if necessary and get a good grip.
- Keep the shoulders level, without twisting or turning from the hips.
- Try to grip with the hands around the base of the load.
- Bring the load to waist height, keeping the lift as smooth as possible.



### 4. MOVE THE LOAD

- Move the feet, keeping the load close to the body.
- Proceed carefully, making sure that you can see where you are going.
- Avoid twisting the body, stooping or leaning back.

### 5. LOWER THE LOAD

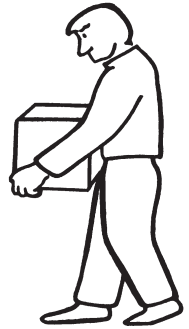
- Lower the load, reversing the procedure for lifting.
- Avoid crushing fingers or toes as you put the load down.
- Position and secure the load after putting it down.

### REMEMBER TO REPORT ANY PROBLEMS IMMEDIATELY

#### OTHER LIFTING TECHNIQUES

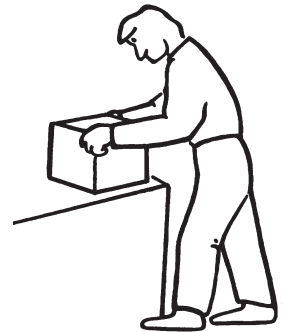
##### 1. Reaching Overhead

- Try to assess the weight of the object first.
- Use a step stool or ladder and never reach above your shoulders.
- Slide the load close to the body. Be sure to keep a solid footing and a firm grasp.
- Let your arms and legs do the work. Ensure that you have a safe place to put the load.



##### 2. OVERSIZED OR HEAVY LOADS (TWO PERSON LIFT)

- Work as a team; use a two-person lift.
- Make sure one person directs the lift.
- Lift at the same time.
- Keep the load level when carrying.
- Move smoothly together and unload at the same time.



##### 3. BAGS AND SACKS

- Assume the safe lifting position.
- Grasp the load at opposite top and bottom corners.
- Power your body up with your legs and use your arms to raise the load to rest on your hip.
- Fully stand and move the load to rest on your shoulder.

##### 4. LONG OBJECTS

- Carry lumber, pipe and other long objects over the shoulder.
- Be careful ends don't hit anyone or anything.

# Safe Lifting Reminders

From the list below put a tick against the things you think are good lifting techniques and a cross against those you think should be avoided.

	x	✓
Think and plan before you lift		
Twist while carrying or lifting		
Bend at the waist		
Squat — bend at the knees		
Ensure you have a firm grip		
Position yourself		
Lift with your back		
Keep the shoulders level		
Position and secure the load		
One person in charge of two-person lift		
Carry the load at arms length		
Clear your route/check route		
Reach over your shoulders		
Pull any load		
Carry the load close to your body		

**Total number correct**

## **HEALTH AND SAFETY AT WORK**

Your agency and 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 branch manager. We will endeavour to resolve the problem or take this matter further on your behalf.

## **REGISTERED 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. Once you have accepted, 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 your agency representative immediately.

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

## **DRIVER TRAINING**

To find out more about Driver CPC training or indeed any other form of Driver Training, please speak with your local Branch Manager.

## **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, the following policy must be adopted.

- Comply with the current law at all times.
- The use of hand-held mobile phones whilst driving is illegal and drivers must not use a hand-held mobile phone under any circumstances whilst driving, as this presents a danger not only to the driver but also to other road users.

- Where it becomes necessary to use a hands-free mobile, drivers should consider bringing their vehicle to a stop at a safe location, giving due regard to the classification of the road conditions at the time.
- Should the facility allow, drivers should consider switching off their mobile phone whilst driving and activate the voice mail facility on the mobile phone. This will allow messages to be delivered at a convenient time when conditions allow.
- Where stipulated, certain vehicle manufactures indicate that mobile phones without an external aerial attached should not be operated under any circumstances within their vehicles due to the possible effects on vehicle electronics and other devices, e.g. air bags. Vehicle handbooks should be referred to for further information.
- Due to the potential lapse of concentration which would place an individual, and others, at risk, mobile phones should not be used whilst operating any item of work equipment or whilst undertaking servicing or repair of vehicles.
- Mobile phones should not be operated under any circumstances in potentially flammable or explosive atmospheres. This includes areas for storage of flammable liquids, including petrol station, and storage areas for explosive devices e.g. air bags.

With regards to possible health effects from radiation whilst using mobile phones no prescriptive and definitive information has yet been produced.

## **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 have to 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](http://www.gov.uk/contact-jobcentre-plus).

### **WILL I BE CHARGED A FEE?**

The agency operate 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 Crimestoppers 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](http://www.police.uk)

[www.victimsupport.org.uk](http://www.victimsupport.org.uk)

For advice on consumer issues go to [www.adviceguide.org.uk](http://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](http://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.

The Company is registered with the Information Commissioners Office and complies with the General Data Protection Regulation (EU)2016/679 and the Data Protection Act 2018.

### **GUIDELINES**

Each office holds personal data on both staff workers as covered under the General Data Protection Regulation (EU)2016/679 and the Data Protection Act 2018. The Office is responsible for ensuring that all information is held securely and in line with our Data Protection and Privacy Policy.

Therefore the Manager is responsible for ensuring that:

- There is appropriate security measures against unauthorised access to, or alteration, disclosure or destruction of, personal data and against accidental loss or destruction of personal data. Authorised access passwords are issued to all office staff and senior management; so that if appropriate restricted access codes can be attached.

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.

### **Privacy Notice**

Eleven Eleven Recruitment Ltd. is committed to protecting the privacy and security of those with whom we interact. We recognise the need to respect and protect information that is collected or disclosed to us (called "Personal Information" explained below). Eleven Eleven Recruitment Ltd. is committed to protecting the privacy and security of those with whom we interact. We recognise the need to respect and protect information that is collected or disclosed to us (called "Personal Information" explained below).

This notice is intended to tell you how we use your personal information, and describes how we collect and use your personal information during and after your relationship with us, in accordance with applicable Data Protection Laws.

Please take time to read this privacy notice in full, together with any other privacy notice or fair processing notice we may provide on specific occasions when we are collecting or processing personal data about you, to ensure that you understand and are happy with how we collect and process your personal data. This privacy notice supplements the other notices and is not intended to override them.

### **WHO ARE WE**

This Privacy Notice describes the personal information practices of Eleven Eleven Recruitment Ltd. (company number 14482519 with its registered office at Beechurst, 8 Commercial Road, Dereham, Norfolk, NR19 1AE) where we refer to "we", "us" or "our" in this privacy notice, we are referring to Eleven Eleven Recruitment Ltd. who are the data controller and processor responsible for your data.

We have appointed Data Protection Managers, who are responsible for overseeing questions in relation to this privacy notice. If you have any questions about this privacy notice, including any requests to exercise your legal rights, please contact the Data Protection Managers using the details below.

We provide temporary and permanent recruitment services for the commercial, industrial and driving sectors.

We are committed to handling data fairly and lawfully, and take data protection obligations seriously. We ensure that we process Personal Information in compliance with applicable data protection laws, including, without limitation, the General Data Protection Regulation 2016/679 (the "GDPR")

### **WHAT IS PERSONAL INFORMATION AND WHAT PERSONAL INFORMATION DO WE COLLECT ABOUT YOU?**

For the purposes of this Data Protection Notice "Personal Information" consists of any information that relates to you and/or information from which you can be identified, directly or indirectly. For example, information which identifies you may consist of your name, address, telephone number, photographs, location data, an online identifier (e.g. cookies identifiers and your IP address) or to one or more factors specific to your physical, physiological, genetic, mental, economic, cultural or social identity. When we combine other information (i.e. information that does not, on its own, identify you) with Personal Information, we treat the combined information as Personal Information. We may collect, use, store and transfer different kinds of Personal Information about you which we have grouped together as follows:

**Identity Data:** including your name, username (or similar unique identification numbers that we may apply to you), email address, marital status, title, date of birth and gender, National Insurance details, driving licence, passport, right to work documents. **Contact Data:** including your address, email address and telephone number(s), next of kin details.

**Financial Data:** including bank details, HMRC related data (P45/P60 etc.), salary, pension.

**Employment Data:** employment/work history including dates and company names start and end dates, qualifications, skills and experience, previous assignments, education, training, professional / trade certificates and memberships, CV/Resume, disciplinary and grievance information, remuneration history and expectations, work requirements, hours worked and any assignment/work/employment related data, referees, timesheets or time and attendance data.

**Special Category Data/Sensitive Data:** where processing is necessary for the performance of a contract or processing is necessary for compliance with a legal obligation/required by law we may process criminal offence data or any medical information relating to the job function. Where you are applying for a job, we can process your Special Category Data/Sensitive Data because it is necessary for carrying out our obligations and rights related to employment law and your working capacity. We do not routinely collect and process Special Category Data/Sensitive Data in any other situations. If we do, we will obtain your explicit consent.

## HOW IS YOUR PERSONAL INFORMATION COLLECTED?

We use different methods to collect data from and about you including:

**Direct Interactions:** You may give us your Identity, Contact, Financial, Employment, Sensitive and Marketing and Communications Data by registering with us or completing an application or submitting to us your CV/Resume. This may be done in person, by post, email, website, social media or otherwise.

**Automated Technologies:** For example cookies. As you interact with our website and our services, we may automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar technologies. We may also receive Technical Data about you if you visit other websites employing our cookies. Please see our cookie policy for further details.

**Social Media Interactions:** Our website and services may allow you to interact with them by using your social media applications. This interaction may result in us collecting some of your social media content (including profile links, posts and comments, pictures and video footage), but only where this content is in the public domain, you have referred us to it and/or where this content has been sent by you to us in a private message via social media; and also your Technical, Profile and Marketing and Communications Data.

**Other Third Parties or Publicly Available Sources:** Third parties or publicly available sources for example Job Boards, CV Databases, Client referrals, Candidate referrals, Social Media, DVLA, The Nursing and Midwifery Council(NMC), Companies House, the Disclosure and Barring Service (DBS), Technical Data from analytics providers such as Google, advertising networks search information providers.

## HOW DO WE USE YOUR INFORMATION?

The law allows us to use the Personal Information as set out below on the basis that the processing is necessary for the performance of a contract with you, or we are acting in our “legitimate interests”, for example, for the purposes of effective business management or we have a legal obligation to do so.

We cannot run our business or perform our contract with you without involving other people and businesses. We only share your information in accordance with the laws applicable to us and for the following purposes:

**Work-finding services:** We may use your Personal Information to pass on to clients for the purposes of providing you with work-finding services. This includes for example, temporary or permanent recruitment services. We may contact you in writing, by email, telephone, SMS or other messaging systems on the basis that such use is necessary for the purposes of the legitimate interests pursued by us or in order for us to perform our contract with you relating to job opportunities, assessing your suitability for those opportunities, updating our databases, putting you forward for job opportunities, arranging payments to you and developing and managing our services and relationship with you and our clients. Appraisals, salary reviews, assessing qualifications, ascertaining fitness for work, education, training any other tasks relating to work finding/recruitment services for work and employment.

**Payroll services:** We may use your Personal Information to pass on to employers, and 3rd party payroll providers we contract with to provide you with payments for work. These 3rd party payroll providers may contact you by email, in writing, by mail, telephone, SMS on the basis that such use is necessary for the purposes of our legal obligation, the legitimate interests pursued by us or in order for us to perform our contract with you. You may be contacted directly by these companies for the purposes of work-finding services, employment or payroll services.

**Crime Prevention:** In some cases we may be required to use your data for the purpose of investigating, reporting and detecting crime and also to comply with laws that apply to us. We may also use your information during the course

of internal audits to demonstrate our compliance with certain industry standards and the law, monitoring compliance with governing bodies and legislation policies. Audits may be conducted internally and/or by our contracted auditors or governing bodies.

**Legal obligations:** We may use your data to verify your entitlement to work in the UK, HMRC for tax and NI purposes, pensions, healthcare life assurance where offered. Service improvement/development: training and quality purposes, customer support, service improvement, analysis.

### **JOB SEEKING COMMUNICATIONS**

We may use your Personal Information to provide you with notification by email, in writing, telephone, SMS or other messaging systems on the basis that such use is necessary for the purposes of the legitimate interests pursued by us, or in the case of your email notification subscription, in order for us to perform our contract with you. For further information on this, see the 'Your Choices' section of this Data Protection Notice.

### **COMBINING PERSONAL INFORMATION**

We may combine the Personal Information that we collect from you (including information received from our affiliates and clients) to the extent permitted by applicable law. It is important that the Personal Information we hold about you is accurate and current. Please keep us informed if your Personal Information changes during your relationship with us.

### **TO WHOM DO WE DISCLOSE YOUR INFORMATION?**

We will only use your Personal Information for our internal business purposes, some of which are mentioned above. However, we may disclose your information to the following entities:

**Contracted:** Clients, employers and payroll providers. Service providers who provide Back Office Processor Services, Payroll, Accounting, Credit Control, Debt Collection, IT, HR, system administration services, email support services. Service providers (mainly acting as processors, but sometimes as controllers) who help us provide our websites, mobile apps, email, SMS and related services to you; for example, information technology companies who design and host our websites and data insight specialists, analytics providers. Our professional advisors (acting as controllers or processors); for example, our lawyers, accountants, insurers and insurance brokers, when they need it to provide advice to us or help us obtain insurances.

**Third parties:** (acting as processors and controllers) that provide services to you and us such as Employers and Payroll Providers, DVLA, The Nursing and Midwifery Council(NMC), The Disclosure and Barring Service (DBS), Banking Providers where you require to setup a bank account, employment reference requests where consented.

**Legally Obligated:** The Police, regulators, the Health and Safety Executive, local authorities, Her Majesty's Revenue and Customs (HMRC), the Courts and any other central or local government bodies (acting as controllers or processors) where we are required to do so to comply with our legal obligations, appointed external auditors or where they request it and we may lawfully disclose it, for example for the prevention and detection of crime or to report serious health and safety incidents.

We also may share the information we collect with other third parties where we are legally obliged to do so; for example, to comply with a court order, insurance claim or debt collection.

### **WHAT DO WE DO TO KEEP YOUR INFORMATION SECURE?**

We have put in place appropriate physical and technical measures to safeguard the Personal Information we collect in connection with our Services. In addition, we limit access to your Personal Information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your Personal Information on our instructions and they are subject to a duty of confidentiality. However, please note that although we take appropriate steps to protect your Personal Information, no website, product, device, online application or transmission of data, computer system wired or wireless connection is completely secure and therefore we cannot guarantee the security of your Personal Information.

### **INTERNATIONAL TRANSFER OF DATA**

The Personal Information that we collect from you may be stored and processed in your region, or transferred to, stored at or otherwise processed outside the European Economic Area ("EEA"), including but not limited to USA or in any other country where we or our contracted 3rd parties, affiliates, subsidiaries or service providers maintain facilities.

By using or participating in any Service and/or providing us with your Personal Information, you acknowledge that we will collect, transfer, store and process your information outside of the EEA. We will take all steps reasonably necessary to ensure that your Personal Information is kept secure and treated in accordance with this Data Protection Notice and the requirements of applicable law wherever the data is located. Where we transfer your Personal Information outside the EEA to other countries, we will ensure that appropriate transfer agreements and mechanisms (such as the EU Model Clauses) are in place to help ensure that our third party service providers provide an adequate level of protection to your Personal Information. We will only transfer your Personal Information outside the EEA in accordance with applicable laws or where you have given us your consent to do so.

Where we use third parties based in the USA, we may transfer personal data to them if they are part of the Privacy Shield which requires them to provide similar protection for personal data shared between the EEA and the US. If you have any questions in relation to this section, please contact us.

### **DATA RETENTION – HOW LONG WE WILL STORE/KEEP YOUR PERSONAL INFORMATION**

We retain Personal Information for as long as necessary to fulfil the purposes for which your Personal Information has been collected as outlined in this Data Protection Notice unless a longer retention period is required by law. When your Personal Information is no longer required for the purpose it was collected or as required by applicable law, it will be deleted and/or returned to you in accordance with applicable law.

### **ACCESSING YOUR PERSONAL INFORMATION AND OTHER RIGHTS YOU HAVE**

We will collect, store and process your Personal Information in accordance with your rights under any applicable Data Protection Laws. Under certain circumstances, you have the following rights in relation to your Personal Information:

**Subject Access** – you have the right to request details of the Personal Information which we hold about you and copies of such Personal Information.

**Right to Withdraw Consent** – where our use of your Personal Information is based upon your consent, you have the right to withdraw such consent at any time. In the event you wish to withdraw your consent to processing, please contact us using the details provided below.

**Data Portability** – you may, in certain circumstances, request us to port (i.e. transmit) your Personal Information directly to another organisation.

**Rectification** – we want to ensure that the Personal Information about you that we hold is accurate and up to date. If you think that any information we have about you is incorrect or incomplete, please let us know. To the extent required by applicable laws, we will rectify or update any incorrect or inaccurate Personal Information about you.

**Erasure ('right to be forgotten')** – you have the right to have your Personal Information 'erased' in certain specified situations.

**Restriction of processing** – you have the right in certain specified situations to require us to stop processing your Personal Information and to only store such Personal Information.

**Object to processing** – you have the right to object to specific types of processing of your Personal Information, such as, where we are processing your Personal Information for the purposes of direct marketing.

**Prevent automated decision-taking** – in certain circumstances, you have the right not to be subject to decisions being taken solely on the basis of automated processing.

### **ENFORCING YOUR RIGHTS**

If you wish to enforce any of your rights under applicable Data Protection Laws, then please contact us at The Data Protection Manager, Beechurst, 8 Commercial Road, Dereham, Norfolk, United Kingdom, NR19 1AE. We will respond to your request without undue delay and no later than one month from receipt of any such request, unless a longer period is permitted by applicable Data Protection Laws, and we may charge a reasonable fee for dealing with your request which we will notify to you.

Please note that we will only charge a fee where we are permitted to do so by applicable Data Protection Laws.

### **COMPLAINTS**

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the supervisory authority for data protection issues in the UK. However, should you have a concern or complaint about the way we are collecting and using your personal data we would appreciate the chance to deal with your concerns before you approach

the ICO, so please feel free to contact us in the first instance so that we might resolve any concerns for you directly. If you are still concerned that we have not complied with your legal rights under applicable Data Protection Laws, you may contact the Information Commissioner's Office ([www.ico.gov.uk](http://www.ico.gov.uk)) which is the data protection regulator in the UK which is where we are located. Alternatively, if you are based outside the UK, you may contact your local data protection supervisory authority.

### **THIRD-PARTY LINKS AND PRODUCTS ON OUR SERVICES**

Our websites, applications and products may contain links to other third-party websites that are not operated by us, and our websites may contain applications that you can download from third parties. These linked sites and applications are not under our control and as such, we are not responsible for the privacy practices or the content of any linked websites and online applications. If you choose to use any third party websites or applications, any Personal Information collected by the third party's website or application will be controlled by the Data Protection Notice of that third party. We strongly recommend that you take the time to review the privacy policies of any third parties to which you provide Personal Information.

### **COOKIES**

What are cookies?

We as well as certain other third parties that provide content, advertising, or other functionality on our Services, may use cookies and other technologies, including web beacons, action tags, pixel tags, in certain areas of our Services. Cookies are small text files that can be read by a web server in the domain that put the cookie on your hard drive. Cookies are assigned to and stored in a user's internet browser on a temporary (for the duration of the online session only) or persistent basis (cookie stays on the computer after the internet browser or device has been closed).

Cookies collect and store information about a user's preferences, product usage, content viewed, and registration information which allows for us to provide users an enhanced and customised experience when engaging with our Services. We may use cookies to store your preferences and settings, help you with signing in, provide targeted ads, and analyse site operations. For further information on what cookies are, how we and other third parties use them, and for details of how cookies can be disabled, please see our Cookie Policy.

### **YOUR CHOICES (E.G. JOB SEEKING RELATED EMAILS/SMS OR OTHERWISE)**

We may use your Personal Information (such as your contact details (e.g. name, address, email address, telephone number(s)) to send you, job seeking-related correspondence via email or SMS. When we process your Personal Information for job seeking purposes, we do so on the basis that it is in our legitimate interests to do so, or in the case of our email notification service, that it is necessary to perform our contract with you.

We do not share Personal Information with unrelated third parties (i.e. outside of our group of companies) for the third parties' marketing purposes. We may also use your Personal Information to personalise and to target more effectively our job-seeking communications to ensure, to the extent possible, that any job opportunity-related correspondence is relevant to you.

To opt-out of receiving job opportunity-related correspondence from us, please contact us, click or reply "Unsubscribe" or use the link in the text message (SMS) you receive from us.

### **CHANGES TO THIS DATA PROTECTION NOTICE**

It is also important that you check back often for updates to the Data Protection Notice, as we may change this Data Protection Notice from time to time. The "Date last updated" legend at the bottom of this page states when the Data Protection Notice was last updated and any changes will become effective upon our posting of the revised Data Protection Notice. We will provide notice to you if these changes are material and, where required by applicable law, we will obtain your consent. We will provide this notice by email or by posting notice of the changes on our website or through any relevant Services.

### **CONTACT US / FURTHER INFORMATION**

We have appointed Data Protection Managers who are responsible for overseeing questions in relation to this Data Protection Notice. If you have any questions about this Data Protection Notice, including any requests to exercise your legal rights, please contact the Data Protection Managers using the details set out below.

Contact details

Our full details are:

Data Protection Manager

Postal address: Eleven Eleven Recruitment Ltd. Beechurst, 8 Commercial Road, Dereham, Norfolk, United Kingdom, NR19 1AE

Email address: [data.protection@eleven11recruitment.com](mailto:data.protection@eleven11recruitment.com)

If you have any questions regarding the collection, processing, or use of your Personal Information or if you wish to correct, block, rectify, object, access, revoke your consent to any applicable aspect of this Data Protection Notice or delete any of your Personal Information, please contact us.

Date last updated: 01 May 2018

## **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 publications 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.

**APPENDICES 1**

Copies of forms issued for your reference



Name: _____	
Applicant No: _____	Date: _____

## APPLICATION FORM

Eleven Eleven Recruitment Ltd. is committed to supporting all their workers, protecting them from any form of exploitation and operating in accordance with UK legislation.

As part of this commitment we inform all new recruits that it is against UK law to ask workers to pay anything in order to gain work in the UK. As of April 2009 this extended to paying money to people outside of the UK to gain work in the UK. Eleven Eleven Recruitment Ltd. does not utilise or associate with companies in or outside the UK who charge jobseekers to help gain work placements.

For this reason we would ask workers who have been asked to pay any money to an individual, company or agency to enable them to find work with Eleven Eleven Recruitment Ltd. to inform us below. If you prefer you can inform Eleven Eleven Recruitment Ltd. directly by contacting the Branch Manager. Please supply full details of any such payments and who you have paid monies to and leave your contact information.

I hereby confirm I have not paid any monies to Eleven Eleven Recruitment Ltd. or any company associated to Eleven Eleven Recruitment Ltd. to gain work placements in the UK and agree to inform Eleven Eleven Recruitment Ltd. should I be approached by any person in the future asking for similar requests. I understand I may have to pay UK government agencies such as the Home Office to gain a workers permit in the UK which I am required to pay a fee for, Eleven Eleven Recruitment Ltd. may apply for this on my behalf and request the required fee.

Signed: \_\_\_\_\_ Print Name: \_\_\_\_\_  
Dated: \_\_\_\_\_

---

I have been charged to gain work in the UK below are all the detail of the charge and the person I have paid:

Name of person I paid: \_\_\_\_\_  
Name of agency I paid: \_\_\_\_\_  
Date paid: \_\_\_\_\_  
Amount paid in GBP: £ \_\_\_\_\_  
Address of person or agency I paid: \_\_\_\_\_  
\_\_\_\_\_  
Contact telephone numbers and email for the person or agency I paid: \_\_\_\_\_  
\_\_\_\_\_

I hereby give Eleven Eleven Recruitment Ltd. permission to contact the above to investigate on my behalf.

Signed: \_\_\_\_\_ Print Name: \_\_\_\_\_  
Dated: \_\_\_\_\_

**Personal Details****MANDATORY, PLEASE COMPLETE ALL SECTIONS IN BLOCK CAPITALS**

Surname \_\_\_\_\_ Title \_\_\_\_\_

Forenames \_\_\_\_\_

Permanent address \_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Telephone (home): \_\_\_\_\_ (mobile): \_\_\_\_\_

Email address: \_\_\_\_\_

**Your Payslip will be emailed to this address.**

Gender: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

National Insurance Number:         **Next of Kin:** \_\_\_\_\_

Contact Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Contact Address: \_\_\_\_\_

\_\_\_\_\_ Contact No: \_\_\_\_\_

Do you hold a full current UK driving licence? YES  NO 

Give details of any endorsements: \_\_\_\_\_

What transport do you have access to? car  motorcycle  bicycle  public transport other Are you a Student? YES  NO 

Nationality (this information is required by The Employment Agencies Act): \_\_\_\_\_

**To be completed by non-British nationals only**

Date of entry into the UK \_\_\_\_\_

Do you require a work permit? YES  NO 

If yes, what type and expiry date: \_\_\_\_\_

**Banking Details**

Bank/Building Society: \_\_\_\_\_ Account No: \_\_\_\_\_

Sort Code: \_\_\_\_\_ Building Society Reference No: \_\_\_\_\_

Name of Account Holder: \_\_\_\_\_

Is this your personal account? YES  NO  Pay Type: PAYE  Third Party  Ltd Company 

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



**Work Requirements**

What work are you willing to do? \_\_\_\_\_ Any

**Please indicate days and hours that would suit you best: (Please tick)**

MON	TUES	WED	THURS	FRI	SAT	SUN
-----	------	-----	-------	-----	-----	-----

DAYS	EVENINGS	NIGHTS	ROTATING SHIFTS
------	----------	--------	-----------------

Other information relevant to your application: \_\_\_\_\_

**Qualifications & Experience**

**Professional Qualifications**

Name of Professional Body	Membership Grade	Was Membership gained by examination	Date

**Further/Secondary Education**

Name of School/College	Subject	Qualification (GCE, CSE, GCSE etc.)	Grade	Date

**Employment History**

**Previous Employer**

Name of Previous Employers	Position Held	To	From	Salary/Rate of Pay	Reason For Leaving

**Recent Assignments**

Agency	Client	Contact	Job Type	Pay Rate

## Criminal Record and Security Checks

This information will be used to identify appropriate opportunities for you and NOT as a short listing tool in the recruitment process

Do you hold a Disclosure and Barring Service or overseas police check carried out within the last 3 years?

If yes, please give details

Yes  No

Have you ever been convicted of a criminal offence which is not spent under the Rehabilitation of Offenders Act 1974?

If yes, please give details

Yes  No

You may be offered an opportunity to work within an environment or establishment where you may come into contact with children or other vulnerable groups, or your profession/occupation may fall within certain excepted categories. Where this is likely to apply, the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 requires us to ask you for additional information.

A criminal record check from the Disclosure and Barring Service formally the Criminal Records Bureau may be required where this type of work is sought.

Do you have any previous convictions, whether or not they are "spent" within the Act, including any cautions, reprimands, final warnings, bind-overs or any convictions from overseas?

If yes, please give details

Yes  No

Do you hold any form of current security clearance?

Yes  No

Date granted \_\_\_\_\_ Expiry date \_\_\_\_\_

Level of clearance \_\_\_\_\_ Place of work when granted \_\_\_\_\_

I confirm that the information I provided on this form and within my CV, if applicable, is both truthful and accurate. I have omitted no facts that could affect my future work placement. I understand that any engagement entered into is subject to documentary evidence of my right to work in the UK, verification of any professional qualifications and, in the case of temporary assignments, subject to satisfactory references. I understand that the Data contained in this document will be used in accordance with the Agreements and Privacy Notice of the Agency.

I will inform Eleven Eleven Recruitment Ltd. immediately of any circumstances that may affect my work, such as changes to health, personal details, subsequent pending prosecutions or convictions, which may arise whilst I am registered for permanent or temporary work. I understand that Eleven Eleven Recruitment Ltd. has the right to request a Disclosure and Barring Service check where they consider it necessary and that any details from this, or any other police checks provided, may be forwarded to a potential employer.

Signed \_\_\_\_\_ Print name \_\_\_\_\_ Date \_\_\_\_\_

## 48 Hour Waiver

The Working Time regulations 1998 ('the regulations') require the Company to limit your average weekly working time to 48 hours unless you agree with the company that the limit shall not apply to you.

The Company wishes to have an agreement with you. It proposes an agreement (which shall apply until terminated by notice) on the basis that:

1. the 48 hour limit on average weekly working time will not apply to you;
2. you may terminate the agreement (so that the 48 hour time limit would apply to you) by giving the person at the Company to whom you usually report 3 month's written notice

Under the Regulations, the Company must keep records relating to your working time. This is the case whether or not you reach an agreement with the Company about waiving working time limits.

If you accept the Company's proposal, please tick and sign below. This document will then be a record of agreement between you and the Company.

I agree

I disagree

Signed \_\_\_\_\_ Date: \_\_\_\_\_

Print Name \_\_\_\_\_



**Referees**

Please give the name of your present employer and the next most recent employer. College/School leavers should give the name of lecturers/teachers as appropriate. If this is not possible, please give names of persons best able to write a reference in support of your application. This must not be a friend, relative or co-worker.

I understand that Eleven Eleven Recruitment Ltd. will contact my previous employers

Workers Signature \_\_\_\_\_ Print name \_\_\_\_\_ Date \_\_\_\_\_

**Referee Details**

Company \_\_\_\_\_ Name: \_\_\_\_\_ Email Address \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_ Tel No: \_\_\_\_\_

**Reference request form**

**EXPLICIT CONSENT FOR ..... TO RELEASE INFORMATION**

I hereby authorise my current / prior employer to release personal information relating to my previous employment with them.

I understand that any information released by my current/ prior employers will be held in strictest confidence, that it will be viewed only by those involved in the hiring decision including if necessary any third parties.

Workers Signature \_\_\_\_\_ Print name \_\_\_\_\_ Date \_\_\_\_\_

Employed as: \_\_\_\_\_ Dates of Employment: From: \_\_\_\_\_ To: \_\_\_\_\_

Reasons for leaving: \_\_\_\_\_

Would you re-employ? Yes  No  If no, please state the reason: \_\_\_\_\_

Has the applicant been subject to any disciplinary action? Yes  No

Do you know of any reason why we should not offer employment in a position of trust or responsibility?  
 \_\_\_\_\_

Please circle below your genuine opinion on how you would assess this person for the following

Work Performance	Excellent	Very Good	Good	Satisfactory	Poor
Attendance	Excellent	Very Good	Good	Satisfactory	Poor
Timekeeping	Excellent	Very Good	Good	Satisfactory	Poor
Reliability	Excellent	Very Good	Good	Satisfactory	Poor
Honest & Integrity	Excellent	Very Good	Good	Satisfactory	Poor
Ability to work with others	Excellent	Very Good	Good	Satisfactory	Poor
General Conduct	Excellent	Very Good	Good	Satisfactory	Poor

Signed \_\_\_\_\_

Print name \_\_\_\_\_ Position \_\_\_\_\_

Date \_\_\_\_\_

Company Stamp Here

## APPENDICES 2

Copies of forms issued for your reference



HM Revenue  
& Customs

### Starter Checklist

#### Employee's personal details

Last name or family name

First name(s)

Are you male or female?  Male  Female

Date of birth *eg dd mm yyyy*

Home address

Address line 1

Address line 2

Address line 3

Address line 4

Postcode

(if your address is in the UK)

National Insurance number

Employment start date  
*eg dd mm yyyy*

#### Employee statement

You need to select only **one** of the following statements  
**A, B or C.**

- A** - This is my first job since last 6 April and I have not been receiving taxable Jobseeker's Allowance, Employment and Support Allowance, taxable Incapacity Benefit, State or Occupational Pension.
- B** - This is now my only job but since last 6 April I have had another job, or received taxable Jobseeker's Allowance, Employment and Support Allowance or taxable Incapacity Benefit. I do not receive a State or Occupational Pension.
- C** - As well as my new job, I have another job or receive a State or Occupational Pension.

I have a Student Loan which is not fully repaid and I left a course of UK higher education before last 6 April and I received my first Student Loan instalment on or after 1 September 1998.  No  Yes

Select 'No' if you are repaying your Student Loan direct to the Student Loans Company by agreed monthly payments.

Please print your name or sign here after you have printed the form.

Full name

Date *eg dd mm yyyy*

## **IMPORTANT**

You must read and understand the Agency Workers Handbook.

The Handbook is not a contract for services and should not be deemed as such.

## **CONTACT DETAILS**

**Eleven Eleven Recruitment Ltd.**

01603 51 54 54

[info@eleven11recruitment.com](mailto:info@eleven11recruitment.com)

[www.eleven11recruitment.com](http://www.eleven11recruitment.com)

# stronger together

tackling hidden labour exploitation



Are you being forced to work when you don't want to?



Do you have to pay someone money to give you work?



Are you being forced to live in accommodation against your will?




Is someone controlling your identity documents or bank account?




Is someone threatening or intimidating you or your family?

## YES? GET HELP!

 Tell a trusted manager or worker representative or call **01603 51 54 54**

 Report it to the Gangmasters Licensing Authority on 0800 432 0804 or Modern Slavery Helpline on 0800 0121 700 or at <https://modernslavery.co.uk/contact.html>. Call the Police in an emergency on 999, or 101 if it is not urgent.

 For personal help and support if you are a victim - Call Migrant Help on 07766 668781 or the Salvation Army on 0300 303 8151.

[www.stronger2gether.org](http://www.stronger2gether.org)



01603 51 54 54



[www.eleven11recruitment.com](http://www.eleven11recruitment.com)