



Agency Worker Handbook

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General Assignment Information

Payment of wages

Wages are paid on a weekly basis, one week in arrears. Method of payment will be by direct credit into a bank / building society account of your choice each Friday.

Should there be any changes in your circumstances, please inform your contact at CSS immediately.

Payslips are emailed directly to your email account every week; therefore, please ensure CSS has your correct e-mail address.

If you do not have an email account, you can collect a paper copy of your payslip from your CSS Branch.

We will require your National Insurance number as we are obliged by law to deduct National Insurance from your earnings and will tax you under the 'Pay As You Earn' (PAYE) scheme.

During your assignment you may be required to document your hours on a weekly timesheet. You must complete the timesheet honestly and accurately. Fraudulent completion of timesheets will result in the termination of your assignment.

Hours of work

The length of an assignment and the number of hours you work each week may vary. There may also be occasions when no work is available, and you are not entitled to receive any pay when you are not on an assignment.

Punctuality

When you begin an assignment, you will be advised of the start and finish times. You must make every effort to arrive in sufficient time to start work at your agreed start time. As we wish to provide the best possible service to our Clients, we take a serious view of punctuality unless it is caused by circumstances beyond your control. Persistent lateness will result in the termination of your assignment.

Location of work

You have no permanent place of work and your place of work will vary according to each assignment.

Termination of assignment

In accordance with your contract, an assignment can be ended at any time by yourself, the client or CSS. When an assignment ends, CSS will endeavour to find you an alternative assignment which matches your knowledge, skills and experience.

If you no longer wish to be considered for other assignments, please inform from your CSS contact.

Agency workers regulations 2010 (AWR)

After completing a 12 week AWR qualifying period, you will be entitled to receive the same basic employment and working conditions as if you had been recruited directly by the client.

This includes: basic pay, overtime rates and holiday pay etc. Your CSS contact will advise you of any applicable increases. Please note that the AWR qualifying period is affected by holiday, sickness and shutdown.

Wellbeing in the workplace

No worker should be objected to any form of bullying, harassment or abuse, all places of work should be a stress free zone.

If you feel you have experienced any form of this, please see our whistleblowing policy section at the bottom of this document.

General Assignment Information

Auto enrolment pension

CSS uses NEST (National Employment Savings Trust) as its pension provider. Subject to qualifying eligibility criteria, you will be automatically enrolled as a member of this scheme after you have worked for CSS for three months.

If you wish to opt-out of the scheme, you must follow the instructions provided to you by NEST shortly after your enrolment. You will be required to make a weekly contribution to your pension and CSS will make a contribution too.

Further details about the NEST scheme, including conditions of eligibility, can be found at www.nestpensions.org.uk.

Trade union membership

All agency workers are free to join a trade union of their choice.

Absence & Sickness

In the event that you are unable to work for any reason during your standard hours, you must contact CSS as soon as possible, prior to your start time.

Please make contact personally unless you are physically unable to do so.

CSS are available out of hours, you will be given the mobile number for your branches emergency line at point of registration.

Statutory sick pay (SSP)

You will be entitled to receive statutory sick pay (SSP) if:

- You are on an assignment when you become sick.
- Your average weekly earnings are at or above the Lower Earnings Limit (set by the Government). If your average weekly earnings are less than the Lower Earnings Limit, you will not be entitled to SSP and no payment will be made.
- You are absent from work due to sickness for more than three days (the first three days of sickness absence are known as 'waiting days' and no SSP is paid for these first three days).
- You provide CSS with the following documentation:
 - A self-certification form, if your absence lasts seven calendar days or less and / or;
 - A 'fit note', which you must obtain from your doctor, if your absence lasts eight calendar days or more.

Unauthorised absence

Unauthorised absence or failure to follow the correct absence reporting procedure may result in the termination of your assignment.

Family Friendly Policies

Maternity absence

If you are pregnant, you must inform CSS, in writing, by no later than the 15th week before the baby is due.

Please note that when working in certain industries, it may be necessary to inform CSS and the Client of your pregnancy at an earlier stage due to health and safety reasons e.g. if you are working with certain chemicals.

You must take compulsory maternity absence in the two weeks after your baby is born or four weeks, if you are working in a factory.

Maternity pay

Subject to the following eligibility criteria, you will be eligible to receive up to 39 weeks of Statutory Maternity Pay (SMP). SMP is paid at 90% of your average weekly earnings for the first six weeks and 33 weeks at the lower of either the standard SMP rate, or 90% of your average gross weekly earnings. The remainder of any additional maternity leave will be unpaid.

In order to qualify to be paid SMP:

- Your average weekly earnings must be at least equal to the lower earnings limit (LEL).
- You must give the correct notice.
- You must provide proof you're pregnant (via a MATB1 Form).
- You must have been working for CSS continuously for at least 26 weeks up to the 'qualifying week' (the 15th week before the expected week of childbirth).
- You must / will be working in the 'qualifying week'.

If you do not qualify for SMP, CSS will send you a SMP1 Form, which you can take to Jobcentre Plus who will advise if you qualify for maternity allowance, which is paid by the Government.

Paternity pay

Paternity leave is available to the father of a newly born child, provided he has responsibility for the child's upbringing.

Eligible workers can choose to take either 1 or 2 weeks' statutory paternity leave.

They can take the leave as either:

- 2 weeks together
- 2 separate blocks of 1 week

Eligible workers can take their statutory paternity leave at any time in the first 52 weeks after the birth.

This leave will be paid at the current statutory paternity pay rate (SPP).

To be eligible for paternity absence and pay:

- You must have been working for CSS continuously for at least 26 weeks up to the 'qualifying week' (the 15th week before the expected week of childbirth).
- You must give the correct notice of 28 days.
- Your average weekly earnings must be at least equal to the lower earnings limit (LEL).
- You must notify CSS in writing, in the qualifying week, when the baby is due, when you wish to take your absence leave and how much leave you want to take.
- You must provide a declaration confirming that you have, or expect to have, responsibility for the child's upbringing and a copy of the MATB1 Form.

Working Times & Holidays

Working time regulations the working week

The maximum working hours, under the Working Time Regulations, is an average of 48 hours per week over a 17 week reference period.

If you would like to work more than 48 hours per week, CSS will provide you with a Working Time Opt-out Form. There is no obligation to sign the opt-out and with one week's written notice you can end the agreement.

If you do work more than 48 hours per week, it is recommended that you work no more than 60 hours per week for health and safety reasons.

Rest periods

You are entitled to the following rest breaks:

- 11 hours' rest from work in each 24 hour period.
- A 20 minute break if the assignment lasts more than six hours per day.
- A minimum of one day's rest from work each week or two days per fortnight.

You must ensure that you have sufficient rest in order to protect your health and safety and that of your colleagues.

It is your responsibility to ensure you keep us updated as to any additional working time you undertake for other employers or employment businesses.

Holiday entitlement

- The CSS holiday year runs from 1st January to 31st December.
- You will begin to accrue annual leave from the first day of your assignment.
- Holiday pay is accrued at 12.07% on all basic pay. It is paid out (following the correct procedure) on an average daily rate which is determined by the last 52 weeks earnings.
- Your annual leave entitlement includes 8 statutory Bank Holidays. Therefore, you must request a Bank Holiday as holiday, if you wish to be paid for it (and you are not working).
- You are responsible for ensuring that paid annual leave is requested and taken.
- Prior to requesting a holiday, you will need to check that you have accrued sufficient holiday entitlement.
- You must provide notice of at least twice the length of the period of leave that you wish to take e.g. if requesting two days leave we require four days' notice.
- To book holiday, please contact your branch consultant who will advise you accordingly.



Rules & Regulations

Client rules and regulations

You are required to comply with any rules, regulations, policies, procedures and practices that are specified by any client, for whom you are working, during an assignment.

IT systems

During your assignment, you may be given access to the client's IT system and you must at all times adhere to the client's IT Policy.

Dress code and personal appearance

You should present yourself for work in clothes that are clean and tidy, as expected for business standards and appropriate to the type of assignment you are undertaking.

Some clients may require specific dress standards or uniform to be worn for an assignment. You will also be expected to follow any client specific rules and guidelines.

Hygiene rules

Some of our clients are food / beverage manufacturing that run strict hygiene guidelines.

CSS will inform you when booking you for assignment of the hygiene rules you are to follow, however please see general rules below:

- No jewellery / piercings
- No heavy make up
- No perfumes/aftershave to be worn
- Clean shaven
- Hair covered

Health & Safety

Personal protective equipment (PPE)

Most of our clients will require you to wear PPE.

PPE includes items such as:

- Safety boots
- Helmets
- Safety glasses
- Hi-Vis jackets
- Ear defenders

PPE is required to keep you safe and failure to wear the correct PPE means that you leave yourself exposed to risk of serious injury. Where you are required to wear PPE, you must do so in all the designated areas and at all times. Failure to wear the correct PPE will result in the termination of your assignment.

CSS can provide you with your PPE free of charge- we just ask that once you are finished your assignment you return it. Please speak to your CSS contact if you require assistance with this.



Work equipment

Work equipment can be hazardous and cause injury. Make sure that you:

Always:

- Follow instructions and comply with safe working procedures
- Take simple precautions, such as pre-start checks
- Report defects and faults immediately
- Keep the working area clean and tidy, clean up spills and remove obstacles
- Switch off equipment when not in use
- Tie back long hair and cover it

Never:

- Use machines if you have been drinking alcohol or taking drugs
- Tamper with guards or safety devices
- Wear loose clothing or jewellery when operating machinery
- Hurry or cut corners
- Work with equipment, unless trained to do so

Health & Safety

Manual handling

Manual handling (lifting and carrying) is the most common cause of accidents at work. A variety of injuries may be caused by poor manual handling techniques. Injuries are most commonly to the back but hands, arms and feet may also be damaged.

What you are able to lift depends on a number of factors; your personal physique, your age, fitness and experience, the nature of the load and the techniques to be employed.

When preparing to lift, consider; What has to be moved? How far it is to be moved? Where it is to be moved to and where from? Can it be safely handled by one person? Will assistance be required? Can the load be broken down?

When lifting, it is important that you maintain the correct posture; ensure you keep your head up - do not look down at the load, keep your back straight, keep your elbows in, ensure your knees are bent and your feet should be slightly apart.

When preparing to lift ensure:

Your feet are apart with one foot slightly forward, your knees are bent, the load is kept close to your body and your back is straight.

When grasping the load ensure:

You have a secure grip, tilt the load slightly towards you and keep the load close to your body with your arms in.

When lifting loads using your legs ensure:

There are no jerks, snatches or twists, you look up and you keep your back straight.

When you move off:

Use the momentum of the lift, keep the load close to your body and use smooth movements.

A close-up photograph of an 'Accident Report' form. The title 'Accident Report' is prominently displayed at the top in a large, bold, black font. Below the title, the form is divided into sections. One section is labeled 'Personal Information' and another is labeled 'Other Names'. A silver pen is resting on the form, pointing towards the 'Personal Information' section. The background shows a wooden surface.

Accident Report

Personal Information

Other Names

Accident Reporting

All accidents and near-misses, no matter how minor, must be reported at the time of the incident to your supervisor and to CSS at the earliest opportunity.

You will be required to complete an accident form at the client premises and you will also be required to complete one for CSS. Reporting accidents or near-misses helps prevent them recurring.

Modern Day Slavery

CSS is committed to ensuring the safe guarding of anyone working with us.

Please remember:

- Never be forced to work
- Never pay anyone for a job
- Never give your passport or documents to anyone else

If you or your family are being threatened or intimidated, or in need of help please tell a trusted manager at CSS.

Helpline contacts:

- Gangmasters Licencing Authority - 0800 432 0804
- Modern Slavery Helpline - 0800 0121 700

Call the Police in an emergency on 999, or 101 if it is not urgent.

You can learn more about modern slavery and labour exploitation at www.stronger2gether.org or www.unseenuk.org.

Just Good Work App



'Just good work' is a free app that tells you everything you need to know about working and living in the UK.

- Available in multiple languages
- Accurate and up-to-date information and advice ranging from employment rights to practical aspects (e.g. weather, culture and housing)
- Advice on good recruitment practices, immigration requirements, travel and practicalities for migrant workers whilst still in their country of origin
- Allows the user to store personal documents on the app that they may need to provide when seeking employment e.g. copy of c.v. / references / proof of identity documents
- Interactive checklists to help users track what they may need and when whilst seeking employment
- Includes the answers to many frequently asked questions regarding employment in the UK

Complaints Procedure

1. Purpose:

Contracts Support Services Limited is committed to providing a high level of service to its customers and temporary staff. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards. This document details the procedure to follow if you wish to make a complaint against CSS.

2. Scope:

This procedure relates to all complaints against CSS whether by permanent and temporary staff, and customers.

3. Definitions:

None

4. References:

4.1. Contracts Support Services Limited Quality Manual.

5. Associated documents:

QF-504-A0 – Complaints Central Log

6. Procedure:

6.1. If you have a complaint, please contact the divisional manager by phone on 01376 330700 in the first instance so that we can try to resolve your complaint informally.

6.2. At this stage, if you are not satisfied please contact Linda Miller, Chief Executive. You can write to her at:

CSS Recruitment & Training,
CSS House,
10 / 12 Manor Street,
Braintree,
Essex
CM7 3HP

(Note: if you are a member of staff and English is not your first language then please ask your CSS supervisor to write your complaint for you);

6.3. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 2 – 5 days of us receiving your complaint.

6.4. We will record your complaint in our central register QF-504-A0 within a day of receiving it;

- 6.5.** We will immediately start to investigate your complaint. This will normally involve the following steps;

 - We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request;
 - We will then examine the member of staff's reply and the information you have provided for us. If necessary, we may ask you to speak to them. This will take up to 4 days from receiving their reply.
 - This report will then be passed to our Head Office for final consideration and a recommended solution.
- 6.6.** The person investigating the complaint will then invite you to meet with them to discuss and hopefully resolve your complaint. They will do this within 5 days of the end of our investigation.
- 6.7.** Within 2 days of the meeting the person investigating the complaint will write to you to confirm what took place and any solutions they have agreed with you.
- 6.8.** If you do not want a meeting or it is not possible, the person dealing with your complaint will send you a detailed reply to your complaint. This will include their suggestions for resolving the matter. They will do this within 5 days of completing their investigation.
- 6.9.** At this stage, if you are still not satisfied and wish to appeal you can write us again. Another Director of the company will review the decision within 10 days. We will let you know the outcome of this review within 5 days of the end of the review. We will write to you confirming our final position on your complaint and explaining our reasons. A date will be placed in central register (QF-504-A0) confirming completion of complaint.
- 6.10.** If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business Innovation and Skills or the REC, the industry trade association, of which we are a member by writing to the Consultancy and Compliance Team, REC, 20 Queen Elizabeth St, London SE1 2LS.
- 6.11.** If we have to change any of the timescales above, we will let you know and explain why.
- 7.** Any suggested improvements or modifications to this procedure are to be passed on to the Quality Control Manager for discussion at the next Management Review meeting.

Whistleblowing Policy

Purpose and scope

We are committed to creating and maintaining a culture of openness within our organisation so that individuals feel encouraged and confident to raise any concerns relating to suspected misconduct at an early stage.

We also recognise the negative effect which malpractice can have on the organisation, and therefore encourage you to raise genuine concerns, or any suspicions you may have concerning misconduct.

This Policy is intended to cover concerns that are made in the public interest. If the matter is of an individual or personal nature it should be pursued through the Grievance Procedure (QP-010). Complaints relating to discrimination, victimisation or harassment should be dealt with through the Grievance Procedure (QP-010).

This Policy is non-contractual and may be amended by us at any time.

Protection

We appreciate that those reporting concerns may be apprehensive. We want to reassure you that you will suffer no detrimental treatment as a result of voicing your concerns.

We will not tolerate victimisation, harassment, bullying or any other detrimental treatment of any worker who has made a disclosure under this Policy. Complaints about such behaviour will be dealt with under the Disciplinary Procedure (QP-010).

Should you feel you have been subjected to any detriment as a result of raising a concern under this Policy you should notify your immediate Line Manager.

Disclosures under this policy

You can make a disclosure under this Policy if you have genuine concerns relating to any of the following areas of malpractice, or suspected malpractice:

- Criminal activity.
- Miscarriages of justice.
- Practices endangering health and safety.
- Practices damaging the environment.
- Failure to comply with a legal obligation.
- Bribery.
- Financial malpractice, impropriety, or fraud.
- Serious failure to comply with any codes of practice or ethical rules covering the business; and

- Attempts to conceal any of the above.

You are encouraged to report suspected wrongdoing as soon as possible. No action will be taken against you if you raise genuine concerns even if the concern you raised is not confirmed by any subsequent investigation.

Confidentiality and anonymity

Any disclosure you make under this Policy will be treated as far as reasonably practicable in a confidential and sensitive manner. If confidentiality is not reasonably practicable, for instance, because of the nature of the information, this will be explained to you.

We hope you will feel comfortable to voice any concerns openly, however, you may make a disclosure anonymously. However, concerns expressed anonymously cannot be dealt with as effectively as open disclosures as they are often more difficult to investigate.

How to make a disclosure

In the first instance you should bring the matter to the attention of your immediate manager, who will inform Elaine Blanche General Manager. If the disclosure contains allegations about your immediate manager or the malpractice occurs at this level, you may make the disclosure directly to the General Manager.

If your disclosure contains allegations which you do not wish to make to the General Manager, you can make the disclosure to a director.

If your disclosure concerns a very serious allegation the Board will be notified.

- Elaine Blanche – General Manager can be contacted at CSS House 10-12 Manor Street Braintree Essex CM7 3HP. 01376 330 700.
- Linda Miller – Chief Executive can be contacted at CSS House 10-12 Manor Street Braintree Essex CM7 3HP. 01376 330 701.
- Rebecca Dunne – Director can be contacted at CSS House 10-12 Manor Street Braintree Essex CM7 3HP. 01376 331 705.
- Or you can email whistleblowing@csspeople.co.uk.

Investigation

Once a concern has been raised, we will investigate this. If you have not made the complaint anonymously, you will be asked to attend a meeting as part of this investigation.

We will keep you informed as to the progress of the investigation, as far as is possible and appropriate bearing in mind any confidentiality obligations that apply. Please note that you will not be given details of any disciplinary action taken unless we consider this appropriate.

Dissatisfaction with the outcome of the process

If you are dissatisfied with the outcome of the investigation, you should raise this with the CEO Linda Miller, giving the reasons for your dissatisfaction. She will respond in writing notifying you of her acceptance or rejection of the need for further investigation and the reasons for this.

Availability

This Policy will be made available to all employees via employee handbook.

All managers will be fully briefed as to their role in supporting this Policy and the appropriate action to take in the event of any disclosure being made to them.

Breach of this policy

We may invoke the Disciplinary Procedure (QP-010) if you are found to have subjected a whistleblower to any form of detrimental treatment. It may also be invoked if you have intentionally misled us in respect of any matter, breached this Policy in any other way and/or if we believe that you have made a false allegation maliciously.

Head Office

10-12 Manor Street
Braintree
Essex
CM7 3HP
T: 01376 330700

Kings Lynn Office

21 Norfolk Street
Kings Lynn
Norfolk
PE30 1AN
T: 01553 776589

London (East) Office

Offices 3, 4 & 5
292-294 Plashet Grove
East Ham
London
E6 1DQ
T: 0208 472 6024

Thetford Office

8 White Hart Street
Thetford
Norfolk
IP24 1AD
T: 01842 822339

