

Candidate Handbook

Introduction

Welcome to StaffCo Direct Ltd

This Candidate Handbook is designed both to introduce you to StaffCo Direct and to be of continuing use during your engagement.

We ask that you study carefully the contents of this Candidate Handbook as, in addition to setting out our rules and regulations, it also contains information on the policies and procedures relating to your engagement. If you require any clarification or additional information please refer to your branch consultant.

Please note that we provide equal opportunities and are committed to the principle of equality in accordance with legislative provisions. We expect your support in implementing these policies. We will not condone any unlawful discriminatory act or attitude in the course of your time with us or in your dealings with our clients, suppliers, contract workers, members of the public. Acts of unlawful discrimination, harassment or victimisation will result in disciplinary action or termination of contract.

General amendments to the Candidate Handbook will be issued from time to time.

Pay

A) ADMINISTRATION

1) Payment

a) Whilst working on assignment you are entitled to be paid only in respect of the hours that you work. Your basic rate of pay will be no less than the National Minimum wage or National living wage as is relevant and in force at the time that the hours were worked. Rates will be specific to a particular assignment and will be notified to you in advance.

b) In accordance with the Agency Worker Regulations 2010 you may be entitled to additional remuneration after completion of the qualifying period. The qualifying period means 12 continuous calendar weeks during the whole or part of which you are supplied to the relevant work hirer to work temporarily for and under the supervision and direction of the relevant client. Details will be supplied to you on an assignment by assignment basis.

c) When you start your first assignment you should supply your branch consultant with your current P45 to ensure we can apply the correct tax code. If you are unable to supply a P45 you should complete and send a P46/Starter Checklist.

d) Payment will be made weekly in arrears directly to your bank account. Payment is subject to the necessary tax and NI deductions. You will not be paid for any time when you are not on assignment except when you are in receipt of holiday pay for holidays authorised in terms of the company's holiday procedure.

e) You will receive a pay slip showing how the total amount of your pay has been calculated. It will also show the deductions that have been made and the reasons for them, e.g. Income Tax, National Insurance, etc. Any paid Holiday pay will be detailed on your pay slip.

f) For all candidates that are registered as self employed and paid through your Limited Company, you will not receive pay slips or any further allowances, holiday pay etc.

g) Any pay queries that you may have should be raised with your branch consultant.

2) Overpayments

If you are overpaid for any reason, the total amount of the overpayment will normally be deducted from your next payment but if this would cause hardship, arrangements may be made for the overpayment to be recovered over a longer period.

B) LATENESS/ABSENTEEISM

1) You must attend for work punctually at the specified time(s) and you are required to comply strictly with any time recording procedures relating to your work.

2) All absences must be notified in accordance with the sickness reporting procedures laid down in this Candidate Handbook.

3) Lateness or absence may result in termination of assignment/contract and/or loss of appropriate payment.

Holiday Entitlement and Conditions

A) ANNUAL HOLIDAYS

1) Your annual holiday entitlement with StaffCo Direct runs from the 1st April through to the end of March. This forms 'the year' on which we calculate your holiday entitlement
2) Your annual holiday entitlement is 20 days plus 8 days bank holiday. Depending upon your assignment, you can chose for this payment to be accrued for you or paid upfront weekly to you.
3) Your annual leave is calculated at a minimum of 12.07% of hours worked and paid at a rate equal to your average hourly rate of pay over the previous 12 months. Limited to the amount accrued
4) To request annual leave you should complete an Annual Leave Request form and submit it to your branch consultant
5) Please note we cannot pay you holiday if you are scheduled to work. Please make sure you do not work on an assignment on any of your requested holiday days.
6) Annual leave will only be processed for days that are in line with your usual scheduled shift patterns per week.
7) StaffCo Direct's annual leave year runs April 1st until March 31st. Any accrued but unused annual leave will not be carried into a future holiday period.
8) You are not allowed or entitled to receive payment in lieu of holiday entitlement that is not taken as paid leave.
9) All annual leave requests must be made with minimum 7 days' notice.
10) If you request more days than you have accrued you will be paid the amount of accrued days that you have available – any other days would be unpaid.
11) If you are processed via your own Ltd Company you do not accrue any holiday entitlement.

Sickness/Injury Payments and Conditions

A) NOTIFICATION OF INCAPACITY FOR WORK

You must notify us by telephone on the first day of incapacity at the earliest possible opportunity and by no later than before your start time. Text messages and e-mails are not an acceptable method of notification. Other than in exceptional circumstances notification should be made personally, to your branch consultant.

B) PAYMENTS

1) You are entitled to statutory sick pay (SSP) if you are absent because of sickness or injury provided you meet the statutory qualifying conditions. Statutory sick pay is treated like wages and is subject to normal deductions for tax and national insurance contributions.

2) Qualifying days are the only days for which you are entitled to SSP. These days are normally your working days unless otherwise notified to you. SSP is payable from the first day of sickness absence for a maximum of 28 weeks. If you have any queries regarding your entitlement to SSP you should contact your branch consultant.

3) Where the circumstances of your incapacity are such that you receive or are awarded any sum by way of compensation or damages in respect of the incapacity from a third party, then any payments which we may have made to you because of the absence (including SSP) shall be repaid by you to us up to an amount not exceeding the amount of the compensation or damages paid by the third party and up to, but not exceeding, any amount paid by us.

C) RETURN TO WORK

1) You should notify your branch consultant as soon as you know on which day you will be returning to work, if this differs from a date of return previously notified.

2) If you have been suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor.

D) WORKING TIME DIRECTIVE

1) A maximum average 48 hour working week – which is calculated over the agreed reference period.

2) A maximum cap of 60 hours working time in any fixed week – the fixed week starts at 00.00 hours on each Monday and finishes at 23.59 hours the following Sunday.

3) A maximum limit of 10 hours in any 24 hour period for night workers - for goods vehicle operations, a night worker is someone who works for any time between 00.00 hours and 04.00 hours.

4) Breaks from work – you may not work for more than 6 hours without a break. A 30-minute break is needed if your total working time is over 6 but not over 9 hours, or 45 minutes is needed if your total working time over 9 hours. Breaks must interrupt working time – in other words they may not be taken at the very beginning or end of a shift. They may be sub-divided into periods of at least 15 minutes and spread over the working day.

5) Breaks taken as breaks from driving under tachograph rules can also be counted as breaks from working time, and vice-versa. When looking at both working time and tachograph rules together, it is important to remember that breaks must be taken after 6 hours work or after 4.5 hours driving, whichever happens soonest.

6) Daily and weekly rest - as specified in the tachograph rules.

Working Time (Road Transport) Regulations 2005

WTRT Regulations provide that

A) Mobile drivers (such as LGV drivers) are subject to a maximum 48 hours. Average Working Time over a 17 week reference period; this reference period may be extended to 26 weeks with a Workforce Agreement.

A) There is a maximum weekly limit of 60 hours Working Time. A driver **can work up to 60 hours in a single week**, but only if their **average working time still does not exceed 48 hours per week** over the 17-week reference period.

B) There is a maximum of 10 hours night work within each 24 hour period. Night-time is defined as working between 11:00pm to 06:00hrs (for goods vehicles) unless otherwise agreed in writing (with a minimum of seven hours that includes midnight to 5:00am) This maximum may be extended with a Workforce Agreement to normal EU drivers

C) Mobile workers need to take the following breaks:
Drivers must take breaks that total at least 45 minutes during or after 4.5 hours of driving which can be split into 2 periods, one of at least 15 minutes followed by one of at least 30 minutes.

It is important to note that EU Drivers Hours breaks and rest periods still apply.

IMPORTANT: A new Workforce Agreement was put in place in April 2015 and therefore:

• The reference period is extended to 26 weeks and

• The maximum number of hours work on nights is extended to normal EU drivers hours.

An employment business is obliged to ensure that the Working Time limits specified above are complied with to protect the health & safety of workers they engage and the wider public. In order to maintain such compliance records, you must accurately record your time on the timesheets provided to you. The working Time (Road Transport) Regulations (WTRT) requires employment businesses to maintain records of the Working Time of mobile workers who are subject to EU drivers hours.

D) PAY DETAILS

At the end of each week of an Assignment (or at the end of the Assignment where it is for a period of 1 week or less or is completed before the end of a week) you will be required to upload your hours worked via the StaffCo Direct Timesheet App or deliver to us a timesheet duly completed to indicate the number of hours worked during the preceding week (or such lesser period) and signed by an authorised representative of the Client.

Where you fail to submit a properly authenticated timesheet, we shall, in a timely fashion, conduct further investigations into the hours claimed by and the reasons that the Client has refused to sign a timesheet in respect of those hours. This may delay any payment due to be made to you.

For the avoidance of doubt and for the purposes of the WTR, your working time shall only consist of those periods during which you are carrying out activities or duties for the Client as part of the Assignment. Time spent travelling to the Client's premises (apart from time spent travelling between two or more premises of the Client), lunch breaks and other rest breaks shall not count as part of the Agency Worker's working time for these purposes. This clause is subject to any variation set out in the relevant Assignment Details Form or any variation to the relevant Assignment Details Form which the Employment Business may make for the purpose of compliance with the AWR.

Maternity Policy

1. Purpose
The purpose of this policy is to support the health, safety, wellbeing, and fair treatment of temporary workers who are pregnant, have recently given birth, or are breastfeeding. The organisation is committed to providing a safe working environment and ensuring that temporary workers are not disadvantaged because of pregnancy or maternity.

2. Scope
This policy applies to all temporary workers engaged by the organisation, including agency workers, fixed-term temporary employees, casual workers, and other non-permanent staff.

3. Notification of Pregnancy

Temporary workers are encouraged to inform their manager or designated contact as soon as they feel comfortable doing so. Early notification enables the organisation to:

- Conduct appropriate health and safety assessments.
- Consider any necessary workplace adjustments.
- Discuss maternity leave entitlements and arrangements.
- Ensure appropriate support is provided throughout the pregnancy.

Notification should ideally be provided in writing and include the expected week of childbirth where known.

4. Health and Safety

Risk Assessment

Once a temporary worker has notified the organisation of their pregnancy, a specific pregnancy risk assessment will be carried out and reviewed regularly throughout the pregnancy and following their return to work if breastfeeding.

The assessment will consider:

- Manual handling activities.
- Prolonged standing or sitting.
- Exposure to hazardous substances.
- Workplace stress.
- Excessive workloads.
- Exposure to infectious diseases.
- Physical demands of the role.
- Working hours, shifts, night work, and travel requirements.
- Workplace temperature and welfare facilities.

Adjustments

Where risks are identified, the organisation will take reasonable steps to remove, reduce, or control them. This may include:

- Modifying duties or work practices.
- Providing additional rest breaks.
- Adjusting working hours.
- Reducing manual handling requirements.
- Providing suitable seating or workstation adjustments.
- Offering alternative work where available.

Medical Advice

Temporary workers should inform their manager of any medical recommendations provided by their healthcare professional that may affect their work activities. The organisation will consider such recommendations and make reasonable adjustments where possible.

Breastfeeding Employees

Returning workers who are breastfeeding will have access to:

- Suitable rest facilities.
- Reasonable adjustments where necessary.
- Appropriate facilities for expressing and storing milk where practicable.

5. Time Off for Antenatal Appointments

Pregnant temporary workers may attend antenatal appointments in accordance with their contractual and statutory rights. Workers should provide reasonable notice of appointments and, where requested, evidence of appointments after the first visit.

The organisation will support attendance at essential antenatal care appointments wherever reasonably practicable.

6. Maternity Leave and Pay

Temporary workers may be entitled to maternity leave and/or statutory maternity pay or maternity allowance depending on their employment status, qualifying service, earnings, and applicable legislation. The organisation will provide information regarding:

- Eligibility criteria.
- Notice requirements.
- Required documentation.
- Pay arrangements.
- Expected return-to-work procedures.

7. Protection from Unfavourable Treatment

No temporary worker will be subjected to:

- Discrimination due to pregnancy or maternity.
- Unfavourable treatment because of pregnancy-related absence.
- Harassment relating to pregnancy or maternity.
- Dismissal or termination based solely on pregnancy or maternity.

Any concerns should be raised through the organisation's grievance procedure.

8. Sickness Absence During Pregnancy

Pregnancy-related illness will be managed sensitively and in accordance with company procedures and applicable legislation.

Where reasonable, the organisation will:

- Maintain regular supportive contact.
- Consider workplace adjustments.

- Facilitate a safe return to work following illness.

9. Keeping in Contact During Maternity Leave

Where appropriate, the organisation may maintain reasonable contact with the temporary worker during maternity leave to discuss:

- Workplace developments.
- End dates of assignments.
- Potential future work opportunities.
- Return-to-work arrangements.

10. Returning to Work

Prior to returning to work, the organisation will:

- Review any ongoing health and safety requirements.
- Discuss any required workplace adjustments.
- Ensure suitable facilities and support are available where breastfeeding continues.

A return-to-work meeting may be arranged to discuss any concerns and ensure a smooth transition back into the workplace.

11. Responsibilities

Managers

Managers are responsible for:

- Ensuring risk assessments are completed and reviewed.
- Implementing agreed workplace adjustments.
- Supporting pregnancy-related health and safety needs.
- Maintaining confidentiality.
- Preventing discrimination and harassment.

Temporary Workers

Temporary workers are responsible for:

- Informing the organisation of their pregnancy when they feel comfortable to do so.
- Following health and safety guidance.

- Reporting any concerns regarding workplace risks.
- Providing relevant information regarding medical recommendations that may affect work activities.

12. Review of Policy

This policy will be reviewed periodically to ensure compliance with current legislation and best practice and to ensure the health, safety, and wellbeing of temporary workers are appropriately protected.

Working as a StaffCo Driver

A) CONDUCT

Working on assignments for StaffCo Direct we will expect you to conduct yourself in a professional manner at all times. Whilst on assignment you should

1. Co operate with the client's reasonable instructions and accept the direction, control and supervision of any responsible person in the client's organization.
2. It is your responsibility to complete a walk around check, check the vehicle and load before commencing any part of the journey.
3. You must carry your Driving Licence, Digital Tacho card and DQC with you at all times.
4. You must inform the client and StaffCo Direct of any accidents, incidents or near misses and complete an incident form as soon as possible.
5. You must adhere to all legislative requirements including but limited to the Road Traffic Act and legislation on drivers hours.
6. You must not engage in any conduct that is detrimental to the interests of StaffCo Direct or it's clients.
7. You must not commit any act or omission constituting unlawful discrimination or harassment against any member of the company or it's client's staff
8. You must not at any time divulge to any person, nor use for your own or any other person's benefit, any confidential information relating to the client or StaffCo Direct's employees, business affairs, transactions or finances
9. You should take all reasonable steps to safeguard your own health and safety and that of any other person who may be present or affected by your actions whilst working on an assignment. It is essential that you comply with the health and safety policies and procedures of the client's that you are assigned to.
10. You must inform StaffCo Direct immediately if you become aware of any reason why you might not be suitable for an assignment.

B) DRIVERS LICENCE AND TACHOGRAPH CARD

- Your driving licence and tachograph card will be checked by the Company upon your initial registration with us. During your registration we will ask you to sign a declaration which enables us to complete routine DVLA licence checks.
- You must carry your driving licence and tachograph card with you at all times, the Client is allowed to inspect your licence(s) at any time you are on assignment for them. If you are unable to produce your licence(s) when requested by the Client or StaffCo Direct you may not be allowed to work that day and may face disciplinary action.
- Your photocard driving licence is normally valid for 10 years. You must check your expiry date and ensure that it is updated. Upon receiving your new photocard please send a copy to your branch consultant.
- If you are convicted of a driving offence resulting in an endorsement of disqualification whilst working for us, or anything occurs which may result in a future prosecution you must notify your branch consultant immediately. If you do not, this will be treated as an act of gross misconduct and may result in disciplinary action and/or termination of your engagement.

C) CLIENT VEHICLES

- Before your assignment, your consultant will inform you of the details of the assignment including the class of vehicle, type of load and any equipment you may need to operate.
- The Company takes all reasonable steps to ensure that you are qualified and willing to undertake any duties that the Client has informed us will be required. You will only be assigned to drive vehicle that you are qualified for.
- It is IMPERATIVE that if you are requested to drive or undertake any duties of which you have not been informed or are not qualified to do, you inform your branch consultant immediately.

D) CLIENT EQUIPMENT

- All equipment and items supplied to you by either StaffCo Direct or its Clients must be returned to the respective party upon completion of the assignment or termination of your Contract of Engagement, or earlier if reasonably requested to do so.
- Whilst working on an assignment, any equipment supplied to you for use during your assignment must be used in the manner instructed by the Client and with due care and consideration at all times.
- In the event of failure to return equipment, or in cases of wilful or negligent damage to equipment, StaffCo Direct reserves the right (by way of your remuneration, bonus or any monies due to you) to deduct the cost of such items and reclaim any outstanding balance from you. If the property belonged to our Client, the money will be repaid to them to cover the cost of the items.

Hours of Work - Drivers Hours

The information contained within this section references the Assimilated Rules of The Drivers Hours and Tachographs (Amendment and Modification) Regulations 2025. (Previously referred to as EU rules)

Definition	
Driving time The duration of driving activity recorded by the tachograph (or manually by the driver if the tachograph is unserviceable or malfunctioning)	**Daily driving time** The total accumulated driving time between the end of one daily rest period and the beginning of the following daily rest period, or between a daily rest period and a weekly rest period
Week The period of time between 00.00 on Monday and 24.00 on Sunday	**Weekly driving time** The total accumulated driving time during a week
Break Any period during which a driver may not carry out any driving or other work and which is used exclusively for recuperation	**Daily rest period** The daily rest period during which a driver may freely dispose of his time and covers regular daily rest period and a reduced daily rest period
Weekly rest period The weekly period during which a driver may freely dispose of his time and covers a regular weekly rest period and a reduced weekly rest	**Regular daily rest period** Any period of rest of at least 11 hours long
Regular weekly rest period Any period of rest of at least 45 hours long	**Reduced daily rest period** Any period of rest of at least 9 hours but less than 11 hours
Reduced weekly rest period Any period of rest of less than 45 hours, which may be shortened to a minimum of 24 consecutive hours	**Multi-manning** The situation where, during each period of driving between two daily rest periods, or between a daily rest period and a weekly rest period, there are at least two drivers in the vehicle to do the driving. For the first hour of multi-manning the presence of another driver or drivers is optional but for the remainder of the period it is compulsory

Daily Driving	Maximum of 9 hours. Can be extended to no more than 10 hours not more than twice during the week
Weekly Driving	Maximum of 56 hours in any week
Fortnightly Driving	Maximum of 90 hours in any 2 consecutive weeks
Average weekly working time	48 hours calculated over 17/18 weeks (or up to 26 weeks if agreed)
Maximum weekly working time	60 hours
Breaks	Break must be taken after a maximum of 6 hours work. A total of 30 minutes break is required if working time totals between 6 and 9 hours or 45 minutes if over 9 hours. Breaks can be subdivided into periods of not less than 15 minutes
Daily rest	11 hours within 24 hours from start of shift – this can be reduced to no less than 9 hours on 3 occasions between any 2 weekly rests
Split daily rest	A daily rest period may be split into 2 periods, the first must be an uninterrupted period of at least 3 hours and the second, an uninterrupted period of at least 9 hours
Daily rest concession for multi manning	When double manning a new daily rest period of at least 9 hours must be taken within 30 hours of the end of a daily or weekly rest period
Daily rest concession for ferry/train rest	When accompanying a vehicle being transported by ferry or train, a regular rest period of at least 11 hours may be interrupted not more than twice by other activities of no more than 1 hour in total
Weekly rest	A weekly rest period must start no later than at the end of 6 x 24 hour periods from the end of the previous weekly rest period In any 2 consecutive weeks the driver must take at least: • 2 regular weekly rest periods (of at least 45 hours each) OR • 1 regular weekly rest period and 1 reduced weekly rest period (of at least 24 hours) A weekly rest period that falls in 2 weeks may be counted in either week, but not in both Reductions must be compensated for en bloc before the end of the third following week and must be attached to another rest period of at least 9 hours

Safeguards

E) DATA PROTECTION

The General Data Protection Regulation (GDPR) and the current Data Protection Act regulate our use of your personal data. As an employment business it is our responsibility to ensure that the personal data we process in relation to you is done so in accordance with the required principles. Any data held shall be processed fairly and lawfully and in accordance with the rights of data subjects.

We will process data in line with our privacy notices in relation to both job applicants, candidates, temporary workers and employees. You have several rights in relation to your data. More information about these rights is available in our "Policy on your rights in relation to your data". We commit to ensuring that your rights are upheld in accordance with the law and have appropriate mechanisms for dealing with such.

We may ask for your consent for processing certain types of personal data. In these circumstances, you will be fully informed as to the personal data we wish to process and the reason for the processing. You may choose to provide or withhold your consent. Once consent is provided, you are able to withdraw consent at any time.

You are required to comply with all company policies and procedures in relation to processing data. Failure to do so may result in disciplinary action up to and including dismissal.

Standards

A) CUSTOMER SERVICE

Customers are the key to the success of our business and excellent service is a key element to gaining and retaining customers. It is expected that delivering an exemplary service to our customers is at the forefront of the minds of all of our candidates. Delivering excellent customer service involves understanding the customers' needs (however great or small) and managing their expectations. This will vary from each customer however all customers should expect:

A friendly, professional greeting, smile;

a) Be friendly, empathetic and listen to the customer's needs ask questions as necessary where further clarification is required;

b) Act promptly and efficiently when delivering the service demonstrating your skills and product knowledge. Ask the customer if there is anything else you can help them with today;

c) Thank the customer for their business, ensure they leave satisfied with a positive impression of you and the Company.

Health, Safety, Welfare and Hygiene

A) SAFETY

1) You should make yourself familiar with our Health and Safety Policy and your own health and safety duties and responsibilities, as shown separately.

2) You must not take any action that could threaten the health or safety of yourself, other candidates, clients or members of the public.

3) Protective clothing and other equipment which may be required for your protection because of the nature of your job must be worn and used at all appropriate times. Failure to do so could be a contravention of your health and safety responsibilities.

4) You should report all accidents and injuries at work, no matter how minor, to your relevant branch consultant.

5) You must ensure that you are aware of our fire and evacuation procedures and the action you should take in the event of such an emergency.

B) ALCOHOL & DRUGS POLICY

Under legislation we have a duty to ensure so far as is reasonably practicable, the health and safety and welfare at work of all our candidates and similarly you have a responsibility to yourself and your colleagues. The use of alcohol and drugs may impair the safe and efficient running of the business and/or the health and safety of our employees.

If your performance or attendance at work is affected as a result of alcohol or drugs, or we believe you have been involved in any drug related action/offence, you may be subject to disciplinary action and, dependent on the circumstances, this may lead to your contract being terminated.

C) NO SMOKING POLICY

We are committed to protecting your health, safety and welfare and that of all those who work for us by providing a safe place of work and protecting all workers, service users, customers and visitors from exposure to smoke.

All of our workplaces (including our vehicles) are smoke-free and all staff and visitors have a right to a smoke-free environment.

This no-smoking policy complies with the Health Act 2006 and associated regulations. We are committed to a programme of action to make this policy effective and to bring it to the attention of all staff.

D) FITNESS FOR WORK

If you arrive for work and, in our opinion, you are not fit to work, we reserve the right to exercise our duty of care if we believe that you may not be able to undertake your duties in a safe manner or may pose a safety risk to others, and send you away for the remainder of the day with or without pay and, dependent on the circumstances, you may be liable to disciplinary action.

E) MANUAL HANDLING

You are required, in accordance with the Manual Handling Regulations 1992, to advise us of any condition which may make you more vulnerable to injury.

If You Are Concerned About A Colleague

At StaffCo Direct , we are committed to conducting our business ethically and responsibly. We will do all that we reasonably can to ensure that we do not knowingly engage with, support, or interact with individuals or organisations involved in modern slavery or human trafficking.

We recognise that exploitation can occur in many forms and are committed to protecting the rights and dignity of all workers. To support this commitment, we provide training to relevant staff so that they can recognise the signs of modern slavery, respond appropriately to concerns, and help individuals access the support they may need.

If you are worried that a colleague may be experiencing modern slavery or exploitation, please trust your instincts and do not ignore your concerns. People who are being exploited may feel frightened, isolated, or unable to ask for help.

Signs to look out for can include someone appearing unusually anxious, withdrawn, or fearful; showing signs of physical injury or neglect; working excessive hours; having little control over their own money, identification documents, or personal affairs; being accompanied by someone who speaks for them or closely monitors them; or living in poor accommodation arranged by others. While these signs do not always mean someone is a victim of modern slavery, they may indicate that a person needs support.

If you have concerns, do not try to investigate the situation yourself or confront any suspected perpetrators, as this could place you or the individual at further risk. Instead, report your concerns as soon as possible to your consultant, branch manager or HR representative. Any concerns raised in good faith will be taken seriously, handled sensitively, and investigated appropriately. By speaking up, you could play a vital role in helping a vulnerable person access support, protection, and freedom from exploitation.

General Terms and Procedures

A) CHANGES IN PERSONAL DETAILS

You must notify us of any change of name, address, telephone number, etc., so that we can maintain accurate information on our records and make contact with you in an emergency, if necessary, outside normal working hours.

B) CLIENT'S PREMISES

Whilst visiting or working at any of our clients premises, it is imperative that you familiarise yourself and comply with all of their rules and requirements including (but not limited to) security, health and safety, smoking, parking, etc. Failure to comply with site rules could result in your removal from site and potentially the termination of your contract.

Every reasonable effort should be made to attend work in accordance with your contract. In the event that you are unable to attend work owing to inclement weather conditions and/or severe disruption to your travel arrangements, you should report your absence through the normal absence reporting procedures.

C) DRIVING LICENCE

If driving is a necessary part of your role it is imperative that you maintain a valid driving licence suitable for the vehicle you operate at all times during your assignment. We may also require you to provide us with the ability to access your driving licence details online. If at any time your licence is endorsed, or you are disqualified from driving, we must be informed immediately.

If you are required to drive as part of your job and we are unable to find alternative assignments, your assignment may be terminated. Should you not be able to prove that your licence remains valid for the class of vehicle we require you to drive, your continued engagement may be affected.

D) FINES

We will not be held responsible for any fines (e.g. parking, speeding etc.) incurred by you whilst working on assignment for us. Any fines occurred will be taken from your next salary payment.

E) BEREAVED PARTNER'S PATERNITY LEAVE

In the unfortunate event that the primary carer of your child dies, you may be entitled to bereaved partner's paternity leave in accordance with the current statutory provisions. You should discuss your circumstances with your branch consultant and agree time off.

Anti-Bribery Policy

A) INTRODUCTION

Bribery is a criminal offence. The Company prohibits any form of bribery. We require compliance, from everyone connected with our business, with the highest ethical standards and anti-bribery laws applicable. Integrity and transparency are of utmost importance to us and we have a zero tolerance attitude towards corrupt activities of any kind, whether committed by candidates or by third parties acting for or on behalf of the Company.

B) POLICY

It is prohibited, directly or indirectly, for any candidate or person working on our behalf to offer, give, request or accept any bribe i.e. gift, loan, payment, reward or advantage, either in cash or any other form of inducement, to or from any person or Company in order to gain commercial, contractual or regulatory advantage for the Company, or in order to gain any personal advantage for an individual or anyone connected with the individual in a way that is unethical.

C) SUSPICION

If we suspect that you have committed an act of bribery or attempted bribery, an investigation will be carried out and, in line with our disciplinary procedure where appropriate, action may be taken against you which may result in your dismissal, or the cessation of our business arrangement with you.

D) REPORTING

If you, as a candidate or person working on our behalf, suspect that an act of bribery or attempted bribery has taken place, even if you are not personally involved, you are expected to report this to your branch consultant. You may be asked to give a written account of events.

You are reminded of the Company's Whistleblowing Policy which is available in this Candidate Handbook.

Anti-Tax Evasion Policy

A) INTRODUCTION

Tax evasion is a criminal offence. The Company prohibits any form of tax evasion. Involvement in the criminal facilitation of tax evasion exposes the Company and the person facilitating the evasion to a criminal offence. It will also damage our reputation and the confidence of our clients, suppliers and business partners.

Indicators of tax evasion are:-

a) request for payment by cash;

b) overly-complex payment mechanisms;

c) services/good provided to jurisdictions that do not subscribe to Common Reporting Standards;

d) transactions involving overly complex supply chains;

e) transactions involving private banking facilities; and/or

f) records are incomplete or missing.

Our position is simple: we conduct our business to the highest legal and ethical standards. We will not be party to tax evasion or the facilitation of tax evasion of any form. Such acts would damage our reputation

and expose us, and our staff and representatives, to the risk of fines and imprisonment.

We take a zero-tolerance approach to tax evasion facilitation by our people and our third party representatives. We are committed to:

a) rejecting the facilitation of tax evasion; and

b) not recommending the services of others who do not have reasonable prevention procedures in place.

We require compliance in regards to this from everyone connected with our business. Integrity and transparency are of utmost importance to us.

B) DEFINITIONS OF TAX EVASION

Tax evasion is the practice of using illegal methods to avoid paying tax. It frequently involves contrived, artificial transactions that serve no purpose other than to reduce tax liability.

C) POLICY

It is prohibited, directly or indirectly, for any candidate or person working on our behalf to take part in any activity relating to tax evasion.

If we suspect that you have taken part in such activity, an investigation will be carried out and, in line with our disciplinary procedure where appropriate, action may be taken against you which may result in your dismissal, or the cessation of our business arrangement with you.

If you, as an candidate or person working on our behalf, suspect any activity related to tax evasion or attempted tax evasion has taken place, even if you are not personally involved, you are expected to report this to your branch consultant you may be asked to give a written account of events.

D) TRAINING/MONITORING/REVIEW

The Company will ensure that it gives all relevant training in relation to financial crime detection and prevention, it will ensure it monitors and enforces compliance with the prevention procedures and regularly review the effectiveness of prevention procedures, refining them where necessary.

E) CONCERNS

You are reminded of the Company's Whistleblowing policy which is available in this Candidate Handbook, or upon request.

Whistle-blowers

A) INTRODUCTION

Under certain circumstances, candidates, temporary workers and employees are protected from suffering any detriment or termination of contract if they make disclosures about organisations for whom they work.

B) QUALIFYING DISCLOSURES

1) Certain disclosures are prescribed by law as "qualifying disclosures". A "qualifying disclosure" means a disclosure of information that the candidates, temporary workers and employee genuinely and reasonably believes is in the public interest and shows that the Company has committed a "relevant failure" by:

   a) committing a criminal offence;

   b) failing to comply with a legal obligation;

   c) a miscarriage of justice;

   d) endangering the health and safety of an individual;

   e) sexual harassment (unwanted conduct of a sexual nature, as defined in the Equality Act 2010);

   f) environmental damage; or

   g) concealing any information relating to the above.

2) These acts can be in the past, present or future, so that, for example, a disclosure qualifies if it relates to environmental damage that has happened, is happening, or is likely to happen. The Company will take any concerns that you may raise relating to the above matters very seriously.

3) The Employment Rights Act 1996 provides protection for workers who 'blow the whistle' where they reasonably believe that some form of illegality, injustice or breach of health and safety has occurred or is likely to occur. The disclosure has to be "in the public interest". We encourage you to use the procedure to raise any such concerns.

C) THE PROCEDURE

1) In the first instance you should report any concerns you may have to your branch consultant who will treat the matter with complete confidence. If you are not satisfied with the explanation or reason given to you, you should raise the matter with the appropriate official organisation or regulatory body.

2) If you do not report your concerns to your branch contact, you should take them direct to the appropriate organisation or body.

D) TREATMENT BY OTHERS

Bullying, harassment or any other detrimental treatment afforded to a colleague who has made a qualifying disclosure is unacceptable. Anyone found to have acted in such a manner will be subject to disciplinary action.

Disciplinary Procedures

A) INTRODUCTION

It is necessary to have a minimum number of rules in the interests of the whole organisation.

The rules set standards of performance and behaviour whilst the procedures are designed to help promote fairness and order in the treatment of individuals. It is our aim that the rules and procedures should emphasise and encourage improvement in the conduct of individuals, where they are failing to meet the required standards, and not be seen merely as a means of punishment. We reserve the right to amend these rules and procedures where appropriate.

Every effort will be made to ensure that any action taken under this procedure is fair, with you being given the opportunity to state your case and appeal against any decision that you consider to be unjust.

B) DISCIPLINARY PROCEDURE

1) Disciplinary action taken against you will be based on the following procedure:

OFFENCE	FIRST OCCASION	SECOND OCCASION	THIRD OCCASION	FOURTH OCCASION
Unsatisfactory Conduct	Formal verbal warning	Written Warning	Final written warning	Dismissal
Misconduct	Written Warning	Final written Warning	Dismissal	
Serious misconduct	Final written warning	Dismissal		
Gross misconduct	Dismissal			

2) We retain discretion in respect of the disciplinary procedures to take account of your length of service and to vary the procedures accordingly. If you have a short amount of service you may not be in receipt of any warnings before dismissal.

3) If a disciplinary penalty is imposed it will be in line with the procedure outlined above, which may encompass a formal verbal warning, written warning, final written warning, or dismissal, and full details will be given to you.

4) In all cases warnings will be issued for misconduct, irrespective of the precise matters concerned, and any further breach of the rules in relation to similar or entirely independent matters of misconduct

will be treated as further disciplinary matters and allow the continuation of the disciplinary process through to dismissal if the warnings are not heeded.

C) GENERAL NOTES

1) If you are in a supervisory or Managerial position, then demotion to a lower status at the appropriate rate may be considered as an alternative to dismissal except in cases of gross misconduct.

2) Gross misconduct offences will result in dismissal without notice.

3) You have the right to appeal against any disciplinary action.

Capability/Disciplinary Appeal Procedure

1) You have the right to lodge an appeal in respect of any capability/disciplinary action taken against you.

2) If you wish to exercise this right you should apply either verbally or in writing to the branch consultant.

3) An appeal against a formal warning or dismissal should give details of why the penalty imposed is too severe, inappropriate or unfair in the circumstances.

4) The appeal procedure will normally be conducted by a member of staff not previously connected with the process so that an independent decision into the severity and appropriateness of the action taken can be made.

5) If you are appealing on the grounds that you have not committed the offence then your appeal may take the form of a complete re-hearing and reappraisal of all matters so that the person who conducts the appeal can make an independent decision before deciding to grant or refuse the appeal.

6) You may be accompanied at any stage of the appeal hearing by a fellow employee of your choice. The result of the appeal will be made known to you in writing, normally within five working days after the hearing.

Grievance Procedure

1) It is important that if you feel dissatisfied with any matter relating to your engagement you should have an effective means by which such a grievance can be aired and, where appropriate, resolved.

2) Nothing in this procedure is intended to prevent you from informally raising any matter you may wish to mention. Informal discussion can frequently solve problems without the need for a written record. However, if you wish to raise a formal grievance you should normally do so in writing from the outset.

3) You have the right to be accompanied at any stage of the procedure by a fellow employee who may act as a witness or speak on your behalf to explain the situation more clearly.

4) If you feel aggrieved at any matter relating to your work (except personal harassment, for which there is a separate procedure following this section), you should first raise the matter with the person specified in your Statement of Main Terms of Engagement, explaining fully the nature and extent of your grievance. You will then be invited to a meeting at a reasonable time and location at which your grievance will be investigated fully. You must take all reasonable steps to attend this meeting. You will be notified of the decision, in writing, normally within ten working days of the meeting, including your right of appeal.

5) If you wish to appeal you must inform the Managing Director of the business within five working days.

   You will then be invited to a further meeting, which you must take all reasonable steps to attend. As far as reasonably practicable, the Company will be represented by a more Senior Manager than attended the first meeting (unless the most Senior Manager attended that meeting).

6) Following the appeal meeting you will be informed of the final decision, normally within ten working days, which will be confirmed in writing.

Personal Harassment Policy and Procedure

A) INTRODUCTION

1) Harassment or victimisation on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation is unacceptable.

2) Personal harassment takes many forms ranging from tasteless jokes and abusive remarks to pestering for sexual favours, threatening behaviour and actual physical abuse. Whatever form it takes, personal harassment is always taken seriously and is totally unacceptable.

3) We recognise that personal harassment can exist in the workplace, as well as outside, and that this can seriously affect candidate's working lives by interfering with their job performance or by creating a stressful, intimidating and unpleasant working environment.

B) POLICY

1) We deplore all forms of personal harassment and seek to ensure that the working environment is sympathetic to all our candidates.

2) We have published these procedures to inform candidates of the type of behaviour that is unacceptable and provide candidates who are the victims of personal harassment with a means of redress.

3) We recognise that we have a duty to implement this policy and all candidates are expected to comply with it.

C) EXAMPLES OF PERSONAL HARASSMENT

Personal harassment takes many forms and employees may not always realise that their behaviour constitutes harassment. Personal harassment is unwanted behaviour by one candidates towards another and examples of harassment include:

a) insensitive jokes and pranks;

b) lewd or abusive comments about appearance;

c) deliberate exclusion from conversations;

d) displaying abusive or offensive writing or material;

e) unwelcome touching; and

f) abusive, threatening or insulting words or behaviour.

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against candidate committing any form of personal harassment.

D) COMPLAINING ABOUT PERSONAL HARASSMENT

1) Informal complaint

We recognise that complaints of personal harassment, and particularly of sexual harassment, can sometimes be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through our normal grievance procedure. In these circumstances you are encouraged to raise such issues with a senior colleague of your choice (whether or not that person has a direct supervisory responsibility for you) as a confidential helper. This person cannot be your branch consultant who will be responsible for investigating the matter if it becomes a formal complaint.

If you are the victim of minor harassment you should make it clear to the harasser on an informal basis that their behaviour is unwelcome and ask the harasser to stop. If you feel unable to do this verbally then you should hand a written request to the harasser, and your confidential helper can assist you in this.

2) Formal complaint

Where the informal approach fails or if the harassment is more serious, you should bring the matter to the attention of your branch consultant as a formal written complaint and again your confidential helper can assist you in this. If possible, you should keep notes of the harassment so that the written complaint can include:

a) the name of the alleged harasser;

b) the nature of the alleged harassment;

c) the dates and times when the alleged harassment occurred;

d) the names of any witnesses; and

e) any action already taken by you to stop the alleged harassment.

On receipt of a formal complaint we will take action to separate you from the alleged harasser to enable an uninterrupted investigation to take place. This may involve a temporary transfer of the alleged harasser to another work area or suspension with contractual pay until the matter has been resolved.

The person dealing with the complaint will invite you to attend a meeting, at a reasonable time and location, to discuss the matter and carry out a thorough investigation. You have the right to be accompanied at such a meeting by your confidential helper or another work colleague of your choice and you must take all reasonable steps to attend. Those involved in the investigation will be expected to act in confidence and any breach of confidence will be a disciplinary matter.

On conclusion of the investigation, which will normally be within ten working days of the meeting with you, the decision of the investigator, detailing the findings, will be sent in writing to you.

You have the right to appeal against the findings of the investigator in accordance with the appeal provisions of the grievance procedure.

E) GENERAL NOTES

1) If the decision is that the allegation is well founded, the harasser will be liable to disciplinary action in accordance with our disciplinary procedure. An candidate who receives a formal warning or who is dismissed for harassment may appeal by using our capability/disciplinary appeal procedure.

2) If you bring a complaint of harassment you will not be victimised for having brought the complaint. However if it is concluded that the complaint is both untrue and has been brought with malicious intent, disciplinary action will be taken against you.

Equality, Inclusion and Diversity Policy

A) STATEMENT OF POLICY

1) The terms equality, inclusion and diversity are at the heart of this policy. 'Equality' means ensuring everyone has the same opportunities to fulfil their potential free from discrimination. 'Inclusion' means ensuring everyone feels comfortable to be themselves at work and feels the worth of their contribution. 'Diversity' means the celebration of individual differences amongst the workforce. We will actively support diversity and inclusion and ensure that all our candidates are valued and treated with dignity and respect.

2) The aim of the policy is to ensure no job applicant, employee or temporary worker is discriminated against either directly or indirectly on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

3) The policy will be communicated to all private contractors reminding them of their responsibilities towards the equality of opportunity.

4) We will maintain a neutral working environment in which no employee or temporary worker feels under threat or intimidated.

B) RECRUITMENT AND SELECTION

1) The recruitment and selection process is crucially important to any equality, inclusion and diversity policy. We will endeavour through appropriate training to ensure that employees making selection and recruitment decisions will not discriminate, whether consciously or unconsciously, in making these decisions.

2) Job descriptions, where used, will be revised to ensure that they are in line with this policy. Job requirements will be reflected accurately in any personnel specifications.

3) We will adopt a consistent, non-discriminatory approach to the advertising of vacancies.

4) We will not confine our recruitment to areas or media sources which provide only, or mainly, applicants of a particular group.

5) All applicants who apply for jobs with us will receive fair treatment and will be considered solely on their ability to do the job.

6) All employees involved in the recruitment process will periodically review their selection criteria to ensure that they are related to the job requirements and do not unlawfully discriminate.

7) Short listing and interviewing will be carried out by more than one person where possible.

8) Interview questions will be related to the requirements of the job and will not be of a discriminatory nature.

9) We will not disqualify any applicant because he/she is unable to complete an application form unassisted unless personal completion of the form is a valid test of the standard of English required for the safe and effective performance of the job.

10) Selection decisions will not be influenced by any perceived prejudices of other staff.

Dignity at Work Policy

PURPOSE

This policy is intended to foster a workplace culture that promotes dignity, respect, equality, and inclusion for all employees and temporary workers. It aims to prevent bullying, harassment, and discrimination, and provides a framework for addressing concerns when they arise.

SCOPE

This policy applies to all employees, temporary workers, clients and any individuals working on behalf of the organization. It covers behaviour in the workplace and at work-related events or functions.

PRINCIPLES

- Everyone has the right to be treated with dignity and respect.
- We are committed to creating an environment free from bullying, harassment, victimization, and unlawful discrimination.
- We will take any complaint seriously and address it promptly and confidentially.

DEFINITIONS

- Bullying: Repeated, unreasonable behaviour directed at an individual that creates a risk to health and safety.
- Harassment: Unwanted conduct related to a protected characteristic that violates someone's dignity or creates an intimidating, hostile, or degrading environment.
- Discrimination: Unfair treatment based on characteristics such as age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation.

EXPECTED BEHAVIOUR

- Treat others with respect, courtesy and consideration.
- Listen respectfully and value diverse opinions.
- Support a positive and collaborative work environment.

UNACCEPTABLE BEHAVIOUR

- Verbal or physical abuse
- Inappropriate jokes or comments

- Exclusion or isolation
- Spreading malicious rumours

RAISING CONCERNS

You are encouraged to raise issues early. Concerns can be reported to a manager, HR, or through formal grievance procedures. All complaints will be handled discreetly and investigated fairly.

SUPPORT AND TRAINING

We will provide guidance and training to ensure everyone understands this policy. Support is available through HR.

CONSEQUENCES

Violations of this policy may lead to disciplinary action, including dismissal in serious cases.

REVIEW

This policy will be reviewed regularly to ensure it remains effective and up to date.

Termination of Employment

If either you or the Company serves notice on the other to terminate your engagement the Company will require, where practical, a week's notice.