

EMPLOYEE HANDBOOK

RULES & ADVICE



GENERAL INFORMATION & FAQ'S

What happens now that I have registered for work?

Your details will be entered into our database and will be assessed by a trained consultant. We will then try to match you with a suitable vacancy with one of our clients as soon as possible.

What happens if my details change?

If any of your personal details change, such as your address, telephone number, bank details, availability or method of transport, you must inform your consultant immediately.

Can you guarantee me work?

Every effort will be made to ensure that you are working regularly, however the variable nature of our clients' business means that we cannot guarantee you continuous work.

What happens when you do have work for me?

You will be briefed on the details of the job by your consultant and will be told:

- 1 The name and address of the client
- 2 The nature of the work
- 3 Who and where to report to
- 4 The hours of work
- 5 The length of the contract
- 6 The rates of pay

If you have any questions or any problems regarding your assignment, please let your consultant know as soon as possible.

What do I do when I arrive?

You should report immediately to the contact at the client at the time specified by your consultant.

What will they tell me to do?

Your consultant will already have given you a basic outline of what your duties will involve and the business of the client upon arrival, your supervisor will tell you specifically what your job will entail and where to go to start work.

What do I do if I'm not sure about something?

Your health and safety and that of those around you is of paramount importance, if you have any queries whatsoever about what you are doing or experience any problems, please speak to your supervisor immediately.

What happens if I cannot attend work?

If for any reason whatsoever, you cannot get to your assignment on time, contact your consultant straight away. You must give at least one hours notice of this, so that arrangements can be made and the clients informed.

What do I do if I'm not happy at work?

If you are not happy with the work you are doing, please contact your consultant at the end of the day's work and we will try to solve the problem. Never walk off the job.

What happens when my assignment finishes?

You will have normally already been told the length of your contract. However if the client informs you that the

assignment is over, at the end of the day contact your consultant to let them know the assignment has finished and if you are still available for work.

What goes on my time sheet?

You should make sure that all of the hours that you have worked are on the time sheet. You must make sure that the time sheet is signed by your supervisor. Give your supervisor the white copy of the time sheet.

What will I be paid for?

You will be paid for all hours worked at the client's as signed for on your time sheet. You will not be paid for breaks or for time spent travelling to work.

How will I get paid?

All wages are paid directly into your bank or building society account by BACS. Your wages will be paid directly into your account on the Friday following the week you worked.

What information is on my payslip?

Your payslip will show the number of hours you have worked, together with your hourly rate. It will also show details of any Tax and National Insurance you have paid.

If you have a query with your payslip contact your consultant.

Do I get paid when I am sick?

You are entitled to be paid SSP, please refer to your contract for more information.

Grievance procedure?

If you feel that you wish to raise a grievance please contact your consultant in the first instance. If you feel that you do not get a satisfactory response then put your grievance in writing to the Branch Manager.

HEALTH AND SAFETY POLICY STATEMENT

All members of Hunterskill Recruitment are firmly committed to ensuring the safety of both our staff and our client's employees and property. All our staff are instructed to follow our Client guidelines and procedures relating to any task you might be required to perform on site. You are also required to assist the client in every practicable way in their efforts to prevent loss and injury at their sites and premises. You are also required to report any incidents, potential hazards or any other matter that may affect your own safety and the safety of others on site to their supervisor immediately. All staff of Hunterskill Recruitment and their Managers have been informed of the above and affirm their commitment to the contents of this statement.

EQUAL OPPORTUNITIES POLICY STATEMENT

Hunterskill Recruitment is committed to a policy of equal opportunity for all.

We do not discriminate on race, colour, age or national origin or on grounds of sex or marital status. All candidates and temporary workers will be interviewed, assessed and submitted to our client on the basis of their abilities and merits and according to the requirements of the vacancy or assignment. No one will be disadvantaged by any condition or requirement which is not justified by the genuine need of the job.

FULL TERMS AND CONDITIONS

For further information including policies etc., please refer to your contract of employment given to you at registration.



SITE RULES

1. Protective clothing, safety footwear, hairnet and smock

Must be worn at all times when working in production areas. Hair clips and grips should not be worn. Visitors and contractors must comply with this regulation.

2. Protective clothing

Must not be worn off site and must be kept in good condition. If it is in poor condition please inform your supervisor or Hunterskill contact.

3. Beards

Must be kept short and trimmed and a protective cover worn where considered appropriate by management.

4. Nail varnish, false nails, make-up or aftershave

Must not be worn in production areas.

5. False eyelashes, wrist watches and jewellery

Must not be worn. A blue plaster must cover any wedding bands.

6. Hands

Must be washed regularly and kept clean at all times, especially at the start of your shift or when you return from breaks.

7. Personal items

Are not allowed in production areas, please use the lockers provided for storage.

8. Food & drink

Must not be taken into or consumed in areas other than the tea bars and staff restaurant.

9. Sweets & chewing gum

Must not be consumed on site.

10. Smoking is forbidden on site

Smoking is only allowed in the designated areas.

11. Spitting

Is forbidden in all areas on and off the site.

12. Superficial injuries

(E.g. cuts, grazes, boils, sores and skin infections) must be reported to your supervisor and clearance obtained before entering production areas.

13. Dressings

Must be waterproof and contain a metal strip.

14. Infectious diseases

(Including stomach disorders, diarrhoea, skin conditions and discharge from eyes, nose or ears) must be reported to your supervisor. This also applies to staff returning from foreign travel where there has been a risk of infection.

15. All staff must report to their Hunterskill contact when returning from both certified and uncertified sickness.

GOLDEN RULES

- 1 If for any reason you cannot attend work, then you MUST contact Hunterskill before your shift is due to commence stating:
 - (i) What the illness is
 - (ii) When you will return
- 2 If you have stated the day of return and fail to do so you MUST contact your Hunterskill contact again before your shift is due to commence stating:
 - (i) Whether it is the same illness
 - (ii) If you have seen a doctor
 - (iii) When you will return
- 3 Locker rooms are:
 - (i) For outdoor clothing only
 - (ii) For storage of personal goods
- 4 Smoking - This is only permitted outside in the smoking shelter.
- 5 Personal possessions must be kept in the lockers provided.
- 6 No bags are allowed in the production area.
- 7 No chewing gum is allowed on site.
- 8 Wearing of jewellery is not permitted.
- 9 Do not wear perfume or aftershave.
- 10 Protective clothing must be worn in the production area, be fastened correctly and must be removed prior to entering the toilet facilities and canteen.

The information in this Hand Book is general advice for employees.

For complete Health and Safety guidelines you can download the Hunterskill Health & Safety Guide Book from the Hunterskill Recruitment website. To do this you can either:

1. **Click here** to go directly to the download.
2. Visit: <https://www.hunterskillrecruitment.co.uk/downloads/>

