

Partners Employment 

## Candidate Care

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

INDUSTRIAL

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## Welcome to Partners Employment

Welcome and thank you for registering with **Partners Employment!** Although you probably may not have realised it yet, you have registered with a very special team of people whose only function is to serve you, to assist you with your career advancement, and help you realise your dreams and ambitions.

**Partners Employment** was founded in 1996 and operates from its office in Trowbridge, Wiltshire. Commercial and Industrial are the two divisions of this successful concept, providing distinctive recruitment solutions in the Commercial, Management, Skilled & Technical and Catering sectors.

“ The aim of Partners Employment is to ensure that both our clients and our temporary and permanent workers receive the highest possible standard of courtesy and service at all times. Utilising the most advanced technology to ascertain the skills of our available staff we undertake to provide our clients with the standard of candidates that fully meet their needs ”

Lynda Huxham MIRP CertRP MIOB  
Managing Director



## What you can expect from Partners Employment

When you register you will meet one of our professionally trained Recruitment Consultants who will sit with you and ask you some questions. This will establish the type of work you are looking for.

Registration can take up to two hours. During this time, you will fill out a registration form which includes details of your education and work experience. This will enable the Recruitment Consultant to match your skills to job descriptions and person specifications with greater accuracy. If you are seeking temporary work, we will then take up references without exception - covering a period of the previous five years - from past employers, schools or colleges. We will also reserve the right to verify any qualifications with the relevant institutes or professional bodies.

Following the registration interview you will be asked to complete basic training. This is to ensure that when you go out on assignment you have complete understanding of basic food hygiene awareness, health & safety plus manual handling.

*“Your Recruitment Consultant will build up a clear understanding of your requirements and gain a fair idea of your personality and personal aspirations”*

After completing the registration process we will discuss current vacancies and assignments with you and then present your details to prospective employers. Hopefully these introductions will have immediate results and, if not, we continue to approach clients on your behalf when you have left the office.

It is important to keep us informed when you are available or unavailable to attend interviews or to fill temporary assignments. This helps us to respond immediately, ensuring that you do not miss out on any suitable opportunities. We are constantly working for you even if you don't hear from us for a while. Please feel free to call us at any time during office hours – 08:30 to 17:30 Monday to Friday on 01225 760777.

*“We realise that our candidates are the most vital ingredient of Partners Employment; without you we do not exist. With that in mind we have an established Candidate Care Programme”*

We are committed to improving our service to you and we are here to listen to your views and opinions. As part of an on-going Quality Assurance Programme we will invite you to complete a feedback survey which gives you a chance to comment on our service and to add your own comments and suggestions. You will receive a form one month after your registration and also when you leave us.

## Working together with Partners Employment

### **“It is unlawful for any agency or employment business to charge you a fee for providing work finding services” REC**

There are some limited exceptions to this rule, for example, within the entertainment and modelling sectors. In addition, it is possible for a recruiter to charge a fee if you are a self-employed work-seeker providing your services through a limited company.

- If Partners Employment offers you an incentive or gift to use our services, you will be given information as to the terms of such an offer.
- You will be informed of any charges that we may make for any additional services or goods that we may provide.
- **Partners Employment** cannot and will not offer work-finding services on the condition you use a chargeable service such as a C.V. writing service.
- We will confirm whether you are looking for temporary or permanent work, the type of work you are looking for and the terms and conditions which apply between us. For example, if you are to be supplied to a hirer as a temporary worker you will be given a Contract for Services setting the terms of your work with **Partners Employment**.
- If you carry out work on an assignment as a temporary worker but are unable to obtain a signed timesheet, you are entitled to be paid for the hours you worked. However **Partners Employment** is permitted to delay payment for a

reasonable period to check whether you have worked the hours that you have claimed.

- Before you start work on an assignment you will be given information on an assigning details form, this will include:
  - Start date
  - Likely duration of the work
  - Type of work
  - Name of Company
  - Location
  - Hours
  - Any risks to health and safety and steps the hirer has taken to prevent or control such risks
  - The experience, training and qualifications required for the role
  - Any expenses applicable
  - The actual rate of remuneration to be paid.
- As a temporary worker on a Contract for Services **Partners Employment** will not penalise you for ending an assignment early.
- In the case of permanent recruitment, the salary, start date, client address and person reporting to will be confirmed to you by **Partners Employment**. Such information should be confirmed verbally and in writing.
- We owe you a duty of confidentiality and may not disclose information about you without your consent, except in particular circumstances. For example, information may be disclosed for the purposes of complying with obligations towards the hirer regarding your suitability.

## Candidate Care Programme

At **Partners Employment** our candidates are the most vital part of our business. With that in mind we are committed to our Candidate Care Programme to provide you with the best service possible.

What does the Candidate Care Programme mean to our Temporary Candidates?

**Partners Employment** guarantees that you will not be required to work more than 48 hours in a week on average unless you agree to do so in writing. Once registered we guarantee that you will be treated in a professional and ethical way. We will pay you on time every Friday for the work you completed the previous week, following the submission of your timesheet. We respect your right to turn down the offer of any assignment and we will not allow that to prejudice future opportunities with **Partners Employment**.

- Long or short term assignments
- Competitive pay rates
- Payment weekly on a Friday into your bank account or building society and weekly emailed payslips
- Holiday pay, paid at the statutory rate which is accrued weekly against hours worked. For further information take a look online at: [www.gov.uk/holiday-entitlement-rights](http://www.gov.uk/holiday-entitlement-rights)
- Statutory sick pay (where applicable) [www.gov.uk/statutory-sick-pay](http://www.gov.uk/statutory-sick-pay)
- Statutory paternity pay (where applicable) [www.gov.uk/paternity-pay-leave/pay](http://www.gov.uk/paternity-pay-leave/pay)
- Overtime payments (where applicable)
- Auto Enrolled into a NEST Pension after qualifying criteria is met.
- Latest relevant skills training and information free of charge
- Personal references, confirmation of employment references, and mortgage references
- Temp of the Month awards
- Regular communication to check your ongoing satisfaction with our service
- Candidate Care Booklet with useful employment guidance and helpful tips
- Access to our interactive website which includes vacancy information, downloads and various useful links and an invitation to join our Facebook and twitter pages, job alerts and RSS feeds
- Issuing of assigning details forms at the beginning of each assignment to ensure that you are fully prepared and have all of the information you need to carry out the assignment
- We will ensure that you are treated equally in line with the Agency Workers Regulations 2010 at all times
- Our 5 Star Staff programme proactively markets you directly into the Business Community and to key decision makers



## Candidate Care Programme

Partners Employment guarantees that we will work with you to secure suitable temporary employment. We will communicate with you regularly to keep you updated on progress.

What does the Candidate Care Programme mean to our Permanent Candidates?

- A detailed registration and interview process to determine what type of employment you are looking for
- Guidance and assistance to help produce an effective C.V. free of charge
- We have a 'recommend a friend' scheme for the benefit of both our existing and potential temporary candidates
- Our key skills programme is our Consultant's commitment to call clients directly and market your skills within 48 hours of interviewing you.
- Feedback on all submissions of your C.V. for vacancies will be provided within 48 hours.
- Feedback on any interviews attended within 48 hours of your interview.
- Skills Now - specifically designed for Skilled and Technical recruitment. We have experience in providing permanent or temporary staff with specific skills to match the diverse needs of businesses. These include CNC machinists, Welders, Technicians, Specialist Machine Operators and many more.
- Regular communication to check your ongoing satisfaction with our service.

## Pre-Employment Checks

In accordance with current legislation we carry out checks on candidates to ensure they have the right to work in the United Kingdom and we require all candidates to produce the following documents:

- Photographic ID - passport, ID card or full birth certificate
- Proof of National Insurance Number, the actual card, P45, P60 or payslip
- If from outside of the United Kingdom, passport with the appropriate visa or a national identity card

We will need to keep copies of these documents and in certain circumstances we will make further enquiries about your eligibility to obtain work in this country. Until we receive all of the necessary documents we are unable to offer employment.

Should you have any further queries on these procedures, please contact your Recruitment Consultant on 01225 760777.

## Sickness & Absence Reporting

During the hours 08:30 – 17:30 if you are not able to attend your assignment you must contact your Consultant on 01225 760777, on the first day of absence, at least 2 hours prior to start of the shift.

Where this is out of office hours 17:30 – 08:30 or at weekends, please leave a message on the Out of Hours mobile telephone number (07944 853809), stating your name, your reason for absence, where you should be on assignment and contact details. Please note that the Out of Hours mobile is to be used for emergencies only; sickness & absence reporting qualifies for this.

Where the absence is due to sickness and diarrhoea you must please advise us when you have been clear of the symptoms for 48 hours at which point we will advise you of assignment start dates.

If you are off for up to 7 days (including weekends and non-working days) you will need either a Doctor's note or complete an HMRC 'Statutory Sick Pay (SSP) Employee's Statement of Sickness' form (SC2). You can obtain one of these forms by requesting one from [Partners Employment](#) or by following the link [www.gov.uk/government/publications/statutory-sick-pay-employees-statement-of-sickness-sc2](http://www.gov.uk/government/publications/statutory-sick-pay-employees-statement-of-sickness-sc2) and clicking on the Employee's statement of sickness SC2 link.

Please note: The SC2 form can only be used for the first 7 days of your illness, after which a Doctor's Note is required. If you have any questions about your statutory sick pay please email [sharon@partnersemployment.co.uk](mailto:sharon@partnersemployment.co.uk)



## Payroll Information for Temporary Candidates

### Payroll Summary

#### Timesheets / Signing In & Out

- It is **your** responsibility to ensure that you have completed your timesheet or signed in/out as per client procedures.
- Some clients inform Partners Employment of your hours, so a timesheet may not be required; we will advise you of this when you begin work.

#### Receiving Your Wages – Bank Account

- Weekly payments are paid into bank accounts / building societies on Fridays
- If you wish to open a bank account, please speak to your Recruitment Consultant.

#### Payslips

- Payslips are sent directly to email addresses every Wednesday
- If you do not have an email address, Partners Employment can give you instructions on setting up an account accessible from any computer

#### P45s

- If you wish to leave employment with Partners Employment you should complete a P45 Request Form (available from the office or our website) or email [industrial@partnersemployment.co.uk](mailto:industrial@partnersemployment.co.uk)
- P45s can be collected on Fridays between 10:00 and 16:00
- P45s cannot be reissued; keep it safe.

#### Payroll Queries

- If you have problems with your pay you must complete a **Payroll Query Form** (available from the office or our website) or you can email your query to: [payroll@partnersemployment.co.uk](mailto:payroll@partnersemployment.co.uk)

More detailed information can be found on the following pages.

# Payroll Information for Temporary Candidates

## Holiday Pay

Holiday pay is paid at the statutory rate which is accrued weekly against hours worked. This is then divided by a 52 week reference period to determine the average number of hours worked per day and the average pay rate - giving the average 'week'.

**For information on your holiday leave please see your payslip. This will show how much holiday leave you have left to take and also the amount you have already taken. The date when your holiday year ends is also shown.**

Your holiday year starts on the day you started work for **Partners Employment**. You should take all of your holiday before your holiday year ends. If you do not do so you could lose some or all of the remaining holiday. All holiday requests should be made to the office on a holiday form giving at least twice as long as the holiday being requested in notice; for example; give 2 weeks' notice for 1 weeks holiday, 2 days' notice for 1 day's holiday. Holiday request forms are available for download from our website - [www.partnersemployment.co.uk](http://www.partnersemployment.co.uk)

Bank Holidays - if you wish to take a Bank Holiday as a paid holiday please complete a holiday request form, giving at least 2 days' notice.

## Tax Advice

**Tax Codes** - for current information on standard tax codes please see [www.gov.uk/tax-codes](http://www.gov.uk/tax-codes). This can be amended by HMRC if you have a change in circumstances, for example, if you are due a tax rebate or to reclaim underpaid tax. It may also change from time to time if the Government decides to change the free pay limits. You can use the online service [www.gov.uk/check-income-tax-current-year](http://www.gov.uk/check-income-tax-current-year) to check and inform HMRC of any changes that may affect your tax code.

**Tax Queries** - If you have a query about your tax you need to contact HMRC Taxes Helpline on 0300 200 3300. You will be asked for the reason you are calling. You will need your National Insurance Number and the PAYE Reference number for **Partners Employment**, which is 034 KA20637 - please note this number is only valid for **Partners Employment**.

When you are notified of any tax code changes we will also receive a notification, however if you would like to speak to us about it please bring in your copy. It is also up to you to notify HMRC if you have any change of address - this is important as HMRC may need to contact you from time to time.

## Bank Holiday payroll information for temporary candidates

Easter Good Friday - Pay is paid on the Thursday before Good Friday

All other Monday Bank holidays - Pay will be paid as normal on the Friday

Christmas Pay Dates - These will be notified to you at the beginning of December

## Payroll Information for Temporary Candidates

### National Insurance Number

All workers in the UK need to have a National Insurance number for identification purposes. If you do not have a National Insurance Number you will have to make an appointment with the Jobcentre Plus National Insurance Number Allocation Service, to arrange an interview by telephoning 0800 141 2075. The lines are open Monday to Friday 8.30am to 6.00pm. You may need to go for an interview before you are issued with a National Insurance Number. You will need to documents to prove your identify, such as:

- Your passport or identity card
- Confirmation of Employment - payslip or if you have not been paid yet you can get a letter from [Partners Employment](#)
- Tenancy Agreement - if you do not have one you will need to obtain this from your landlord

Following the interview you will receive a letter with your National Insurance Number. You will need to bring this to the office so we can record your number. You can start work before you have your National Insurance Number but it will affect you. Services such as NHS; Benefits and any other Social Services may be affected if you do not have a National Insurance Number. More information can be found [www.gov.uk/national-insurance/your-national-insurance-number](http://www.gov.uk/national-insurance/your-national-insurance-number)

### Payroll Queries

If you have any problems with your pay you can come into the office to complete a Payroll Query Form or email your query to [payroll@partnersemployment.co.uk](mailto:payroll@partnersemployment.co.uk). Payroll Query Forms can be downloaded from our website [www.partnersemployment.co.uk](http://www.partnersemployment.co.uk). Someone will get back to you within 48 hours. If you would like to speak to one of our Payroll Team you can come into the office on a Friday between 9:00am and 5:00pm or call 01225 760777 (you will be asked some security questions if you call).

You will need to include the following information in all payroll queries:

- Your name
- Payroll number
- Your current address
- Telephone number (in case we need to contact you)
- Date query raised
- Nature of query
- Company worked for and shift / hours worked per day
- Total hours worked and total hours missing, if applicable
- Week ending date
- Clock card number

“Our commitment to all temporary candidates is that we will resolve the query within 5 working days.”

## Payroll Information for Temporary Candidates

### P45s

If you wish to leave employment with [Partners Employment](#), you should complete a P45 Request Form; available from the office and also available to download from our website - [www.partnersemployment.co.uk](http://www.partnersemployment.co.uk) You must include your name, payroll number, your last working date, your reason for leaving and whether you wish to collect your P45 or have it posted to your address. If you are not able to come into the office please contact your Recruitment Consultant directly or email [industrial@partnersemployment.co.uk](mailto:industrial@partnersemployment.co.uk) if you are an industrial candidate ensuring that you provide all of the same information.

Any outstanding holiday cannot be paid until your final week's hours have been paid. This will be paid in the following week. P45s will be ready for collection on Friday between 10:00am – 4:00pm. If it is not collected, it will be posted to the address held on your payroll file or we are able to email it to you. P45s cannot be reissued so please keep them in a safe place. **Please note:** P45s cannot be issued until all outstanding queries have been dealt with.

### P60s

The tax year ends on 5<sup>th</sup> April each year. If you are still on a Contract for Services with [Partners Employment](#) on this date, a P60 will automatically be generated will be emailed to you. If you leave before 5<sup>th</sup> April and have requested your P45, or you start your first assignment with [Partners Employment](#) after 5<sup>th</sup> April, no P60 will be generated.

### Letters confirming dates of employment

If you have a request from a Government Department to give proof of dates of employment your payslips will suffice, however if you do not have your first payslip, please ask them to send a written request to [Partners Employment](#). We will not produce letters confirming start dates at the request of temporary workers; a formal request by a Government Department or a legal representative is required.

# Payroll Information for Temporary Candidates

## Notification of Hours worked – Timesheets / Signing in & out

The Payroll week runs from Monday – Sunday, for example if you worked between Monday 10<sup>th</sup> August and Sunday 15<sup>th</sup> August you will be paid on Friday 21<sup>st</sup> August. Some Clients' weeks run Sunday – Saturday, therefore hours worked on Sunday 16<sup>th</sup> August would be paid Friday 28<sup>th</sup> August.

It is your responsibility to ensure that you have completed your timesheet or signed in following the Client's procedures. All timesheets must be received by **Partners Employment** no later than the Monday after the week you have just worked. Some Clients inform us of your hours directly, therefore a timesheet is always not required; the Industrial Team will advise you. Your timesheet should be completed clearly and signed by you and the client you are working for.

In any event, workers shall not on a regular basis be required to work in excess of 48 hours per week and shall be provided with at least one day off for every 7 day period on average. Overtime shall be voluntary and different restrictions apply for each individual client; your Recruitment Consultant will advise you.

## Receiving your wages - Bank Account

You will receive payment weekly on a Friday into your bank account or building society. It is important that we have your up to date account details. If you change your bank account you will need to complete an Employee Details form which is available from the office or to download from our website [www.partnersemployment.co.uk](http://www.partnersemployment.co.uk). Alternatively you can email our Payroll Team [payroll@partnersemployment.co.uk](mailto:payroll@partnersemployment.co.uk).

If you need to open a bank account Partners Employment will provide you with a letter to take to your chosen bank. This can be requested using a Payroll Queries form or speaking with your Recruitment Consultant. Please allow at least 48 hours before you need to collect your letter.

Details of Onepay accounts are available from the office should you be unable to open a bank account.

# Payroll Information for Temporary Candidates

## Payslips

When you register with Partners Employment you will be asked to provide an email address so that a payslip detailing what you have been paid and any holiday accrued can be sent to you electronically. Please note that you may need to check your Junk folder and via your spam folders to add partnersemployment.co.uk to your safe sender/trusted list. This will make sure that all future emails will go straight to your inbox. Partners Employment understands that not all candidates have an email address or access to a computer. If you do not have an email address we can issue you with some instructions on setting up an email account that can be accessed from any computer. Please contact our Payroll Team on 01225 760777 to make an appointment. If you do have an email address but do not have access to a computer there are a number of options available to you. You can book an appointment to use a computer at our office; to do so, please contact our Payroll Team on 01225 760777, alternatively there are also free facilities offered at local libraries.



# Payroll Information for Temporary Candidates

## How your holiday is calculated

The amount of holiday you have accrued is shown on your payslip under “Annual Leave (Weeks) Due”

1 Day = 0.20

1 Week = 1.00

- You accrue half a day of holiday (i.e. 0.10 weeks) for each week of work
- Your holiday year begins with your Partners Employment start date and all accrued holiday must be taken by the same day the following year
- When you are paid holiday, the pay rate and number of hours shown on your payslip are averages of your pay rates and hours worked over the previous 52 weeks
- When requesting holiday, give twice the length of the holiday in notice
- Bank holidays are unpaid unless you request them to be paid out of your holiday balance

## Other Information for Temporary Candidates

**You will be issued with a Contract for Services. If you have any questions please ask your Recruitment Consultant**

### Contract for Services

Your contract exists whilst you are on assignment for [Partners Employment](#).

### Assignment

We will endeavour to find suitable work. If we do not find you work, there is no liability to [Partners Employment](#).

### Remuneration

- [Partners Employment](#) will pay at least the National Minimum Wage. Deductions such as National Insurance and Income Tax have to be made by law.
- You will not be paid if you have not worked (subject to holiday pay and sick pay).

### Pension

[Partners Employment](#) has chosen to offer NEST as our workplace pension scheme to meet our employer duties and help you put money aside for your retirement. We will write to you within six weeks of you starting with us with details including your automatic enrolment date. We'll automatically enrol you if you meet the criteria.

### Maternity and Paternity Pay

Temporary workers are entitled to Maternity and Paternity pay, should the qualifying criteria be met – please speak to the payroll department or look online at [www.gov.uk/employers-paternity-pay-leave](http://www.gov.uk/employers-paternity-pay-leave). In compliance with the Agency Worker Regulations 2010, when working in the same role for the same client for a period over 12 weeks you will have the right to be paid for reasonable time off for ante-natal and hospital appointments. Please see AWR section for conditions and further information.

## Other Information for Temporary Candidates

### Health and Safety

Specific Health and Safety procedures may be in place when on assignment which will be detailed on your assigning details forms prior to you starting work. Where this information is not available, you must make yourself aware of health and safety rules. For more information on Health and Safety in the workplace speak to our Consultants or look online: <http://www.hse.gov.uk/workers>.

### Conduct on Assignments

- You are entitled to decline any employment that **Partners Employment** offers you.
- You must co-operate with the Client's reasonable instructions at all times.
- You must observe the relevant rules and regulations of the work place.
- You must maintain complete confidentiality at all times with regard to all aspects of the Client's business.

### Termination

- Without notice, **Partners Employment** or the Client may terminate your employment at any time.
- You may terminate an assignment at any time without notice or liability. You must inform **Partners Employment** as soon as possible if you are unable to work. Should this not happen, **Partners Employment** will treat this as termination of the assignment.

### Medical Conditions

For health and safety purposes it is important that you advise our Recruitment Consultants if you have a medical condition which may affect where you can work and the type of work you are able to do.

### Time off for dependants

You are allowed time off to deal with an emergency involving a dependant. A dependant could be a spouse, partner, child, grandchild, parent, or someone who depends on you for care. Further details can be found in your Terms of Engagement.

# Other Information for Temporary Candidates

## Accident Reporting

If you have an accident whilst working onsite you must do the following:

- Notify the designated First Aider
- Ensure an accident report is completed onsite by the client.
- Contact [Partners Employment](#) on 01225 760777 to let us know that you have had an accident. Let us know whether you have sought medical advice and if you are able to continue with the assignment. You may be required to complete an additional accident report form with [Partners Employment](#).

## Equality and Diversity

Equality and Diversity promotes opportunity for all, giving every individual the chance to achieve their potential, free from prejudice and discrimination. For more information please refer to our Equality and Diversity Policy on page 17 of the Candidate Care Booklet.

## Transport

[Partners Employment](#) is able to provide optional transport to some of our clients' sites. If you decide to use our transport you will be charged for this on a daily basis. You **must pay the driver at the time of using the transport**. The transport will pick you up at a designated point - nowhere else - and if you are late the driver will not wait for you as this will make the rest of the workers late for work; you will then need to make your own way to work. You can choose to make your own way to work if you are able to do so.

## ID Cards

If you have been issued with a [Partners Employment](#) ID Card upon registering, you must ensure that you always carry this card with you when going to work. You will need the ID Card to sign in to work at the beginning of your shift, and you may be turned away if you do not have the card on you.

# Other Information for Temporary Candidates

## Transport Information

### Partners Employment offers an option transport service

Our optional transport service is provided to some of our clients. It is not free and you will need to pay as you use it, £5 each way.

#### How to use our optional transport service:

- You must let your Recruitment Consultant know which days you need to use the transport and if one way or both ways.
- You must be at the agreed pick up point at the time arranged. The drivers are not able to wait for you.
- The cost of the transport is **£5 each way**.
- You **must pay the driver** when you get in the car each day. Payment cannot be made in arrears at the end of the week.
- The driver may ask you to leave the car if you do not pay.
- If you book transport and do not need it please either call 01225 760777 during office hours or 07944 853809 out of hours – you may be charged if the driver arrives to pick you up and you do not want the transport.

### Other Transport Services

#### British Rail

There is a rail station in Trowbridge which provides links to local towns including Warminster and Chippenham.

The station address is: Trowbridge Station, Stallard Street, Trowbridge, Wiltshire BA14 8HW

More information and train times can be found: [www.nationalrail.co.uk/stations/TRO](http://www.nationalrail.co.uk/stations/TRO)

#### Local and Cross Country Bus Service

There are several bus services around the local area and town. More information and up to date timetables can be found: [www.connectingwiltshire.co.uk](http://www.connectingwiltshire.co.uk)

# Other Information for Temporary Candidates

## Wanting to Improve Your English?

### Wiltshire Council

This course will help you improve your English Language skills and increase your confidence when interacting in daily situations with native speakers. The course covers the 4 skills areas of speaking, listening, reading and writing. You will use fun and practical activities that support your language learning and make learning more relevant.

<http://www.wiltshire.gov.uk/family-learning-esol>

### LearnDirect

All of our Entry Level 1 to Entry Level 3 English and maths content is free! English and maths skills are becoming more and more important in the modern world, at learndirect we are working hard to help everybody in the UK to upskill themselves. Improving these skills will help to boost your confidence, providing you with the skills you need to succeed. Over the past 10 years, learndirect has helped over 100,000 learners to successfully pass their Functional Skills exams. We want to help you too. Know which level you need? Now it's time to decide which option is best for you.

<https://www.learndirect.com/category/english-maths>

### Learning Curve

The Functional Skills qualifications in English will develop your skills in reading, writing, speaking and listening, helping you to succeed in all aspects of life, work and learning. You will be assessed to find out what level you are and what level you will be working towards. The Functional Skills English qualifications are available up to Level 2. Being able to communicate well is important in a variety of situations and with the help of our friendly and supportive tutors, you can achieve this essential qualification. Weekly 2 hour sessions, running for 12 weeks.

<https://www.learningcurve.org.uk/course/functional-skills-english-trowbridge>

### Linguarama

We provide tailored one-to-one courses either full time Business Track Programmes or more flexible Development Programmes . These courses will be specific to your language level and the situations in which you need to use the language. They will help you make the most possible progress in the time available.

<http://www.linguarama.com/learn-english>



# Complaints Procedure

Partners Employment is committed to providing a high level service to our customers. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

## Complaints Procedure

Complaints, whether received from an employee, member of staff, client, supplier member of the public, must be dealt with in the same way.

If you have a complaint, please contact a member of the Management Team by phone on 01225 760777 or email [enquiries@partnersemployment.co.uk](mailto:enquiries@partnersemployment.co.uk) so that we can try to resolve with your complaint informally.

If you are not satisfied with the outcome please write to either Lynda or Andrew Huxham, Joint Managing Directors at Partners Employment, 7 Church Walk, Trowbridge, BA14 8DX.

Your complaint will be acknowledged by letter and you may be asked to confirm or explain the details of the issue. You will be informed of the name of the person dealing with your complaint, details of the process and the time-scale. You can expect to receive our letter within 7\* working days.

If you are not satisfied with the outcome of the investigation you have the right to appeal against the decision made by the Managing Directors to the REC. You will need to complete a REC complaints form which you can download from their website [www.rec.uk.com/about-recruitment/standards/How\\_to\\_Complain](http://www.rec.uk.com/about-recruitment/standards/How_to_Complain)

\*this time may be increased depending on the nature of the complaint.

## Equal Opportunities and Diversity Policy

### OUR POLICY

Partners Employment embraces diversity and aims to promote the benefits of diversity in all of our business activities. We seek to develop a business culture that reflects that belief. We will expand the media in which we recruit to in order to ensure that we have a diverse employee and candidate base. We will also strive to ensure that our clients meet their own diversity targets.

Partners Employment is committed to diversity and will promote diversity for all employees, workers and applicants. We will continuously review all aspects of recruitment to avoid unlawful discrimination. Partners Employment will treat everyone equally and will not discriminate on the grounds of an individual's "protected characteristic" under the Equality Act 2010 (the Act) which are age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. We will not discriminate on the grounds of an individual's membership or non-membership of a Trade Union. All staff have an obligation to respect and comply with this policy. Partners Employment is committed to providing training for its entire staff in equal opportunities and diversity. Partners Employment will avoid stipulating unnecessary requirements which will exclude a higher proportion of a particular group of people and will not prescribe discriminatory requirements for a role.

Partners Employment will not discriminate unlawfully when deciding which candidate/temporary worker is submitted for a vacancy or assignment, or in any terms of employment or terms of engagement for temporary workers. Partners Employment will ensure that each candidate is assessed in accordance with the candidate's merits, qualifications and ability to perform the relevant duties for the role.

### DISCRIMINATION

Under the Act unlawful discrimination occurs in the following circumstances:

#### Direct discrimination

Direct discrimination occurs when an individual is treated less favourably because of a protected characteristic. Treating someone less favourably means treating them badly in comparison to others that do not have that protected characteristic.

It is unlawful for a recruitment consultancy to discriminate against a person on the grounds of a protected characteristic:

- in the terms on which the recruitment consultancy offers to provide any of its services;
- by refusing or deliberately omitting to provide any of its services;
- in the way it provides any of its services.

Direct discrimination can take place even if the individual does not have the protected characteristic but is treated less favourably because it is assumed he or she has the protected characteristic or is associated with someone that has the protected characteristic.

## Equal Opportunities and Diversity Policy

Direct discrimination would also occur if a recruitment consultancy accepted and acted upon instructions from an employer which states that certain persons are unacceptable due to a protected characteristic, unless an exception applies. The Act contains provisions that permit specifying a requirement that an individual must have a particular protected characteristic in order to undertake a job. These provisions are referred to as occupational requirements. Where there is an occupational requirement then the client must show that applying the requirement is a proportionate means of achieving a legitimate aim, i.e. the employer must be able to objectively justify applying the requirement. An occupational requirement does not allow an employer to employ someone on less favourable terms or to subject a person to any other detriment. Neither does an occupational requirement provide an excuse against harassment or victimisation of someone who does not have the occupational requirement.

### Indirect discrimination

Indirect discrimination occurs when a provision, criterion or practice (PCP) is applied but this results in people who share a protected characteristic being placed at a disadvantage in comparison to those who do not have the protected characteristic. If the PCP can be objectively justified it will not amount to discrimination. Indirect discrimination would also occur if a recruitment consultant accepted and acted upon an indirectly discriminatory instruction from an employer.

If the vacancy requires characteristics which amount to an occupational requirement or the instruction is discriminatory but there is an objective justification, **Partners Employment** will not proceed with the vacancy unless the client provides written confirmation of the occupational requirement, exception or justification. **Partners Employment** will use best endeavours to comply with the Act and will not accept instructions from clients that will result in unlawful discrimination.

### Harassment

Under the Act, harassment is defined as unwanted conduct that relates to a protected characteristic which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual. This includes unwanted conduct of a sexual nature. **Partners Employment** is committed to providing a work environment free from unlawful harassment. **Partners Employment** will ensure that the consultants do not harass any individual.

Examples of prohibited harassment are:

- verbal or written conduct containing derogatory jokes or comments;
- slurs or unwanted sexual advances;
- visual conduct such as derogatory or sexually orientated posters;
- photographs, cartoons, drawings or gestures which some may find offensive;
- physical conduct such as assault, unwanted touching, or any interference because of sex, race or any other protected characteristic basis;

# Equal Opportunities and Diversity Policy

- threats and demands to submit to sexual requests as a condition of continued employment or to avoid some other loss, and offers of employment benefits in return for sexual favours;
- retaliation for having reported or threatened to report harassment.

If an individual believes that they have been unlawfully harassed, they should make an immediate report to the Directors followed by a written complaint as soon as possible after the incident.

The details of the complaint should include:

- Details of the incident
- Name(s) of the individual(s) involved
- Name(s) of any witness(es)

Partners Employment will undertake a thorough investigation of the allegations. If it is concluded that harassment has occurred, remedial action will be taken.

All employees and workers will be expected to comply with Partners Employment's policy on harassment in the workplace. Any breach of such a policy will lead to the appropriate disciplinary action.

Any individual who Partners Employment finds to be responsible for harassment will be subject to the disciplinary procedure and the sanction may include termination.

## Victimisation

Under the Act victimisation occurs when an individual is treated unfavourably because he/she has done a 'protected act' which is bringing a claim for unlawful discrimination or raising a grievance about discrimination or giving evidence in respect of a complaint about discrimination.

Partners Employment will ensure that the consultants do not victimise any individual.

## DISABLED PERSONS

Discrimination occurs when a person is treated unfavourably as a result of their disability.

Indirect discrimination occurs where a provision, criterion or practice is applied by or on behalf of an employer, or any physical feature of the employer's premises, places a disabled person at a substantial disadvantage in comparison with persons who are not disabled.

In recruitment and selection there may be a requirement to make reasonable adjustments.

For example, it might be necessary to have different application procedures for partially sighted or blind applicants that enable them to use Braille. With testing and assessment methods and procedures, tests can only be justified if they are directly related to the skills and competencies required for the job. Even then, it might be appropriate to have different levels of acceptable test results, depending on the disability. For example, an applicant with a learning disability might need more time to complete a test, or not be expected to reach the same standard as other non-disabled applicants.

# Equal Opportunities and Diversity Policy

Reasonable adjustments in recruiting could include:

- modifying testing and assessment procedures;
- meeting the candidate at alternative premises which are more easily accessible;
- having flexibility in the timing of interviews;
- modifying application procedures and application forms;
- providing a reader or interpreter.

Wherever possible **Partners Employment** will make reasonable adjustments to hallways, passages and doors in order to provide and improve means of access for disabled employees and workers. However, this may not always be feasible, due to circumstances creating such difficulties as to render such adjustments as being beyond what is reasonable in all the circumstances.

**Partners Employment** will not discriminate against a disabled person:

- in the arrangements i.e. application form, interview or arrangements for selection for determining whom a job should be offered; or
- in the terms on which employment or engagement of temporary workers is offered; or
- by refusing to offer, or deliberately not offering the disabled person a job for reasons connected with their disability; or
- in the opportunities afforded to the person for receiving any benefit, or by refusing to afford, or deliberately not affording him or her any such opportunity; or
- by subjecting the individual to any other detriment (detriment will include refusal of training or transfer, demotion, reduction of wage, or harassment).

**Partners Employment** will make career opportunities available to all people with disabilities and every practical effort will be made to provide for the needs of staff, candidates and clients.

## AGE DISCRIMINATION

Under the Act, it is unlawful to directly or indirectly discriminate against or to harass or victimise a person because of age. Age discrimination does not just provide protection for people who are older or younger. People of all ages are protected.

A reference to age is a reference to a person's age group. People who share the protected characteristic of age are people who are in the same age group.

Age group can have various references:

- Under 21s
- People in their 40s
- Adults



# Equal Opportunities and Diversity Policy

Partners Employment will not discriminate directly or indirectly, harass or victimise any person on the grounds of their age. We will encourage clients not to include any age criteria in job specifications and every attempt will be made to encourage clients to recruit on the basis of competence and skills and not age.

Partners Employment is committed to recruiting and retaining employees whose skills, experience, and attitude are suitable for the requirements of the various positions regardless of age. No age requirements will be stated in any job advertisements on behalf of the company.

If Partners Employment requests age as part of its recruitment process such information will not be used as selection, training or promotion criteria or in any detrimental way and is only for compilation of personal data, which the company holds on all employees and workers and as part of its equal opportunities monitoring process. In addition if under age 22 to adhere to Conduct of Employment Agencies and Employment Business Regulations 2003 and other relevant legislation applicable to children or young candidates.

Where a client requests age or date of birth, this will have to be under an occupational requirement or with an objective justification which should be confirmed in writing.

## PART-TIME WORKERS

This policy also covers the treatment of those employees and workers who work on a part-time basis, Partners Employment recognises that it is an essential part of this policy that part time employees are treated on the same terms, with no detriment, as full time employees (albeit on a pro rata basis) in matters such as rates of pay, holiday entitlement, maternity leave, parental and domestic incident leave and access to our pension scheme. Partners Employment also recognises that part time employees must be treated the same as full time employees in relation to training and redundancy situations.

## GENDER REASSIGNMENT POLICY

Partners Employment recognises that any employee or worker may wish to change their gender during the course of their employment with the Company. Partners Employment will support any employee or worker through the reassignment. Partners Employment will make every effort to try to protect an employee or worker who has undergone, is undergoing or intends to undergo gender reassignment, from discrimination or harassment within the workplace.

Where an employee is engaged in work where the gender change imposes genuine problems Partners Employment will make every effort to reassign the employee or worker to an alternative role in the Company, if so desired by the employee.

Any employee or worker suffering discrimination on the grounds of gender reassignment should have recourse to the Company's grievance procedure.



# Equal Opportunities and Diversity Policy

## RECRUITMENT OF EX-OFFENDERS

Where Partners Employment has registered with the Disclosure and Barring Service (DBS) and has the authority to apply for criminal records checks on individual because they are working with children or vulnerable adults or both, we will comply with the DBS's Code of Practice which includes having a policy on the recruitment of ex-offenders.

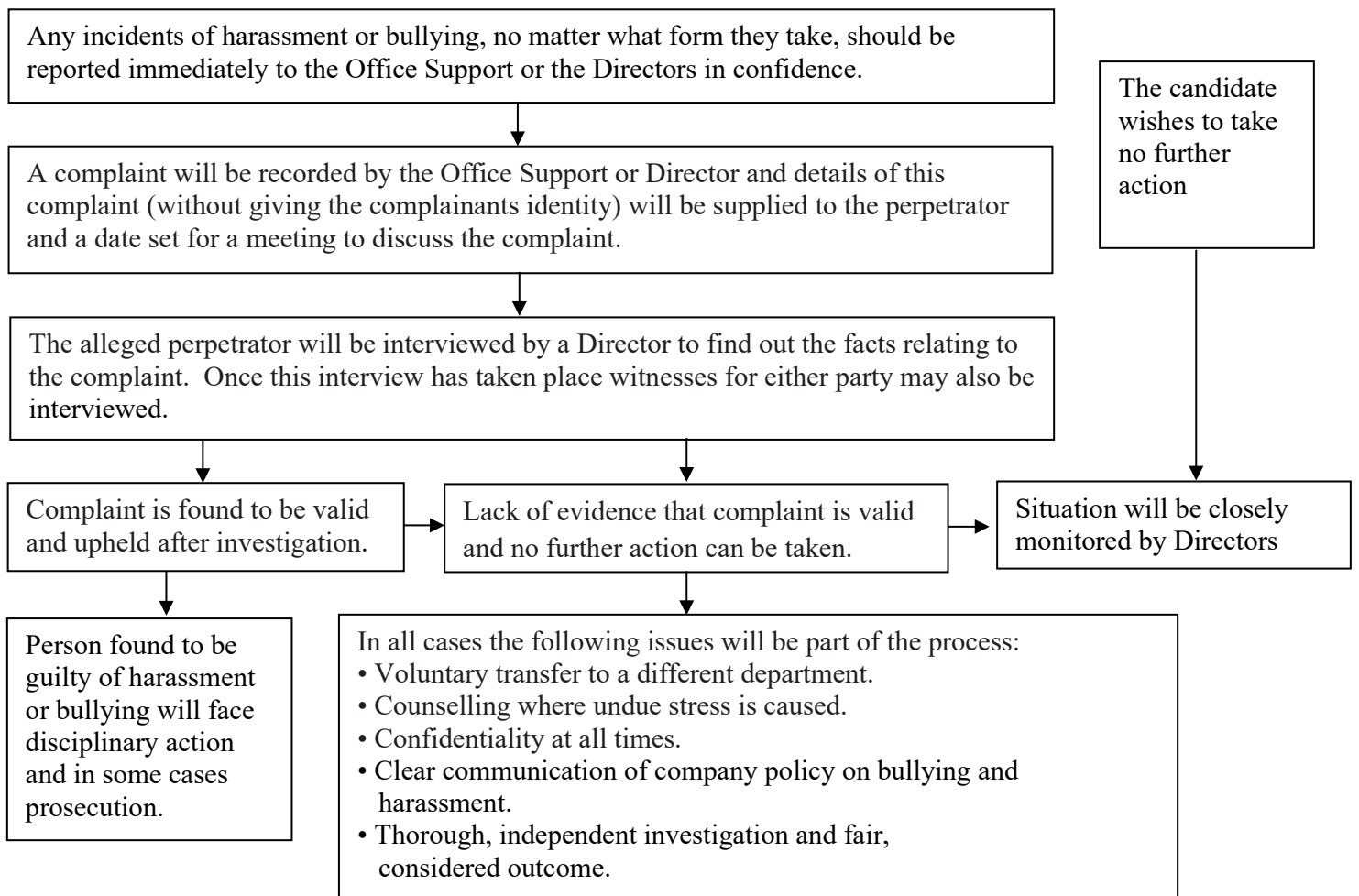
## COMPLAINTS AND MONITORING PROCEDURES

Partners Employment has in place procedures for monitoring compliance with this policy and for dealing with complaints of discrimination. These are available from our website [www.partnersemployment.co.uk](http://www.partnersemployment.co.uk), displayed in the office and included in the Candidate Care Booklet and will be made available immediately upon request. Any discrimination complaint will be investigated fully.

## Harassment and Bullying Procedure

Partners Employment will not tolerate any forms of harassment or bullying. Harassment or bullying can range from extremes such as violence, to less obvious forms like ignoring someone. Forms of harassment include (but are not limited to):

- physical contact
- jokes, offensive language, gossip, slander, sectarian songs and letters
- posters, graffiti, obscene gestures, flags, bunting and emblems
- isolation or non-cooperation and exclusion from social activities
- coercion for sexual favours and pressure to participate in political/religious groups
- intrusion by pestering, spying and stalking
- failure to safeguard confidential information.



Review of bullying and harassment policies and procedures will take place at Management meetings to ensure that the company develops a culture where bullying and harassment is unacceptable.

## Candidate Advice

# Preparing for your Interview

There are some things that you can do to put yourself in a winning position when attending an interview. Remember you only have one chance to make a great first impression and preparation is key!

### Before the interview

The biggest tip is to know your potential employer and their business - do some research. Receptionists can be a useful source of information and are usually very helpful. Take a look at their website, read about their company history and look at their press releases to gain more insight into their business and the industry that they are in. Take a look at their Social Media outlets and see what the current buzz is.

Prepare some questions to ask, remember that you can ask questions as well on such topics as:

- Information gained from their website - new projects or awards
- Your duties and responsibilities
- Potential salary after review
- Holiday entitlement
- Training and promotional prospects
- Benefits package
- Hours of work
- Overtime payments if applicable
- Working conditions
- Your immediate Line Manager or Supervisor

Remember we are always available to help you to prepare for your interview, any questions please just call us on 01225 760777

### What happens next?

Following your interview your Recruitment Consultant will call you to gain your feedback, make contact with the client for their feedback and then call you again to let you know what will happen next - whether it be a job offer, more time needed for the client or that you have not been successful - your Recruitment Consultant will pass on the information as soon as they have it. For more useful tips and guidance from C.V. writing to resigning from your current role see our website. [www.partnersemployment.co.uk](http://www.partnersemployment.co.uk).

### On the day of the interview

- Be punctual - telephone us if you are delayed or prevented from attending the interview.
- Dress suitably - you never get a second chance to make a first impression.
- Relax and be yourself.
- Cooperate with your interviewer, who will be relying on you for the information they require. You will be judged on what you say.
- Be honest, don't apologise for any weaknesses in your skills and experience.
- Do not be surprised by personal questions, your personality is as important as your skills and experience.
- Remain positive at all times.
- Keep an interested and enthusiastic attitude throughout.
- Maintain eye contact.
- Never criticise past employers or colleagues.
- Do not be argumentative or rude.
- Use a firm handshake to conclude the interview and thank the interviewer for their time. You can appreciate how valuable this time is.
- After the interview write them a letter expressing how much you appreciated the interview and want to work for their organisation.

**Good Luck!**

## Agency Worker Regulations 2010 (AWR)

On 1st October 2011, the Agency Workers Regulations came into force in the UK following a Directive from the European Union which had to be implemented in all Member States. The purpose of the Agency Workers Regulations (AWR) was to give agency workers the entitlement to the same or no less favourable treatment as comparable employees with respect to basic employment and working conditions, if and when they complete a qualifying period of 12 weeks in a particular job. If you are placed on assignment at a particular hirer in the same role for 12 weeks, your recruitment consultant will inform you of the potential extra benefits to which you will be entitled. These benefits include pay equivalent to that of a permanent worker doing your role, the hirer's holiday leave, and the rest periods that permanent employees get.

The AWR has provided extra rights for you in the following areas:

- From the first day of your assignment the Hirer is obliged to provide 'Day One' rights. The hirer has to ensure that all agency workers are provided with the same access to view and apply for internal jobs as permanent employees; and to have collective on-site facilities, such as canteen and crèche facilities, to the same extent as permanent employees.
- After a period of 12 weeks work in the same role at the same hirer, agency workers are entitled to equal conditions as permanent employees in the same role in respect of certain areas, including equal pay, holiday leave and rest periods.

- The 12 week 'qualifying period' for these rights does not need to be in one continuous block of time but can be interrupted by up to 6 weeks at one time, certified sick leave for 28 weeks and pregnancy and maternity leave of up to 26 weeks. The 12 weeks must, however, be at the same hirer with the agency worker working in the same role. The 'clock' is broken if you are placed in a substantially different role.
- Pregnant agency workers also have more rights. They are now entitled to paid reasonable time off to attend medical appointments and antenatal classes after the 12 week period, and are to be found another suitable assignment if their current assignment has to be terminated due to health and safety reasons. It is unlawful if pregnant agency workers are discriminated against in the pursuit of their work due to their pregnancy. To apply for payment for reasonable time off for your ante natal and hospital appointments you will have to hand a copy of your ante natal/hospital appointment slip into the office prior to attending.

If you have any questions about how the Agency Workers Regulations will affect you whilst at Partners Employment, please ask a member of staff for an information guide or visit our website.

If you have any problems or complaints relating to the AWR, please make a formal complaint in writing to the Directors of the Company.

# GENERAL DATA PROTECTION REGULATION (GDPR)

From 25<sup>th</sup> May 2018 the General Data Protection Regulation will impose greater data protection obligations on all organisations whilst giving more rights to individuals in relation to how their personal data is processed.

Partners Employment is committed to ensuring the personal data you provide to us is dealt with in the correct way.

## What is personal data?

Personal data is information that can identify you as a living individual. There is general personal data such as:

- Name
- Address
- National Insurance Number
- Online identifiers
- Location data

There is also sensitive personal data which includes information such as:

- Physical and mental health
- Sexual orientation
- Race
- Ethnic origin
- Religious beliefs
- Trade union membership
- Criminal records

Sensitive personal data must be protected at a higher level.

## How does a recruitment business get your personal data?

When you register with [Partners Employment](#) you complete a registration form with your personal data or we may have found your details from a jobs board or social networking site. There are six legal bases for processing your data, but we use your consent that the processing is necessary for the performance of a contract with you or that there is a legitimate interest in processing your data.

If you would like more information please speak to your Recruitment Consultant or see the REC website: [www.rec.uk.com/news-and-policy/policy-and-campaigns/GDPR](http://www.rec.uk.com/news-and-policy/policy-and-campaigns/GDPR)

# Privacy Policy

Partners Employment is committed to ensuring the data we hold from our candidates and clients is handled in the correct way. We have updated our Privacy Notice to explain how we collect, store and handle your personal data.

Partners Employment is a recruitment business which provides work-finding services for its clients and work-seekers. The Company must process personal data (including sensitive personal data) so that it can provide these services – in doing so, the Company acts as a data controller.

You may give your personal details to the Company directly, such as on an application or registration form or via our website, or we may collect them from another source such as a jobs board. The Company must have a legal basis for processing your personal data. For the purposes of providing you with work-finding services and/or information relating to roles relevant to you we will only use your personal data in accordance with the terms of the following statement.

## 1. **Collection and use of personal data**

### a. **What data we collect**

The company may collect some or all of the following types of personal data in order to provide work finding services:

#### Personal data

- Name
- Date of birth
- Contact details, including telephone number, email address and postal address
- Experience, training and qualifications
- CV
- National insurance number
- Referee details
- Eligibility to work documents, including Passport details, Birth certificate, De pol documents, ID cards
- Bank details

#### Sensitive personal data

- Disability/health condition relevant to the role
- Criminal conviction



## **b. Purpose of processing and legal basis**

The Company will collect or has collected your personal data (which may include sensitive personal data) and will process your personal data for the purposes of providing you with work-finding services. The legal bases we rely upon to offer these services to you are:

- Consent
- Legitimate interest
- Legal obligation
- Contractual obligation

## **c. Legitimate interest**

Where the Company has relied on a legitimate interest to process your personal data our legitimate interests is/are as follows:

- Work finding services for clients and candidates.

## **d. Recipient/s of data**

The Company will process your personal data and/or sensitive personal data with the following recipients:

- We may disclose your personal information / data to our clients where necessary and appropriate in connection with the provision of recruitment services. Your personal data will only be submitted to a client with your consent.
- We may disclose your personal information / data to our clients, their clients and professional bodies where necessary and appropriate for the purpose of Audit for regulatory and compliance purposes to the following (but not limited to):
  - GLAA
  - FSA
  - BRC
  - ETI
  - REC
  - IIP
  - ISO
  - HMRC
  - ALP
  - Equality Assured

## e. Statutory/contractual requirement

Your personal data is required by law (e.g. right to work checks) and/or a contractual requirement (e.g. our client may require this personal data), and/or a requirement necessary to enter into a contract (e.g. terms of engagement with Partners Employment). You are obliged to provide the personal data and if you do not the consequences of failure to provide the data are:

- Inability to carry out legal right to work checks
- Unable to issue Terms of Engagement/contract

## 2. Data retention

The Company will retain your personal data only for as long as is necessary. Different laws require us to keep different data for different periods of time.

The Conduct of Employment Agencies and Employment Businesses Regulations 2003, require us to keep work-seeker records for at least one year from (a) the date of their creation or (b) after the date on which we last provide you with work-finding services however we may retain your personal data for up to six years.

We must also keep your payroll records, holiday pay, sick pay and pensions auto-enrolment records for as long as is legally required by HMRC and associated national minimum wage, social security and tax legislation.

Where the Company has obtained your consent to process your personal and/or sensitive personal data, we will do so in line with our retention policy. Upon expiry of that period the Company will seek further consent from you. Where consent is not granted the Company will cease to process your personal data and/ or sensitive personal data.

## 3. Your rights

Please be aware that you have the following data protection rights:

- The right to be informed about the personal data the Company processes on you;
- The right of access to the personal data the Company processes on you;
- The right to rectification of your personal data;
- The right to erasure of your personal data in certain circumstances;
- The right to restrict processing of your personal data;
- The right to data portability in certain circumstances;
- The right to object to the processing of your personal data that was based on a public or legitimate interest;
- The right not to be subjected to automated decision making and profiling; and
- The right to withdraw consent at any time.

Where you have consented to the Company processing your personal data and or sensitive personal data you have the right to withdraw that consent at any time by contacting the Office Support (heather@partnersemployment.co.uk) or by completing the 'Withdrawal of Consent Form' available from the office.

#### 4. Complaints or queries

If you wish to complain about this privacy notice or any of the procedures set out in it please contact: Lynda Huxham, Managing Director (Lynda@partnersemployment.co.uk)

You also have the right to raise concerns with the Information Commissioner's Office on 0303 123 1113 or at <https://ico.org.uk/concerns/>, or any other relevant supervisory authority should your personal data be processed outside of the UK, if you believe that your data protection rights have not been adhered to.

Our Data Protection Policy is available by contacting Jo Patience, Office Support (heather@partnersemployment.co.uk)

01225 760777

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

7 Church Walk | Trowbridge | Wiltshire | BA14 8DX

e: [enquiries@partnersemployment.co.uk](mailto:enquiries@partnersemployment.co.uk)

Company Registration number in England 5492582

# Partners Employment

## Health and Safety Induction Manual



## **Health and Safety Law**

### **Health and Safety at Work Act 1974**

It is a criminal offence to breach the Health and Safety at Work Act 1974 and upon conviction, could lead to up to six months imprisonment and/or a £20,000 fine for any individual employee.

### **Employer's Responsibilities (Section Two)**

2(a) It shall be the duty of every employer to ensure, so far as is reasonably practical, the health, safety and welfare at work of all his/her employees.

2(b) The provision of such information, instruction, training and supervision as is necessary to ensure, so far as reasonably practical, the health and safety of all his/her employees whilst at work.

2(c) So far as is reasonably practical with regards to any place of work under the employers control, the maintenance of access into and out of, that is safe and without risks to health.

### **Employee's Responsibilities (Section Seven)**

7 (a) It shall be the duty of every employee at work to take reasonable care of their health and safety and that of others who may be affected by his/her acts and or omissions.

7(b) It shall be the duty of every employee whilst at work to co-operate with his/her employer so far as is necessary, to enable his/her employer to comply with any statutory duty or requirement imposed upon him/her.

### **Employee's Responsibilities (Section Eight)**

Section eight places a duty on all persons, whether they are employers, employees or self-employed:

‘no person shall intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare in pursuance of any of the relevant statutory provisions.’



## Health and Safety Responsibilities

All employees have a responsibility for their personal safety. To this end, all employees must:

1. Comply with the Health and Safety Policy
2. Observe all safety rules whether they be verbal, written or pictorial
3. Report any safety hazards within their work area or malfunction of any machine, plant or equipment to the client's Health and Safety Representative or the Health and Safety Manager
4. Dress sensibly and safely for their particular working environment and comply with the stated Company Policy i.e. no jewellery.
5. Conduct themselves in an orderly manner in the workplace and refrain from any form of horseplay
6. Use the required equipment and/or protective clothing provided as required to be able to undertake the task safely
7. Avoid improvisation of any form which could create an unnecessary risk to their personal safety and that of others
8. Maintain all tools and equipment in good condition and report any defects to their Supervisor immediately
9. Report all accidents and near misses to their Supervisor and Safety Representative whether injury has been sustained or not
10. Attend as required, all necessary health and safety training events
11. Observe all laid down procedures and safe systems of work concerning processes, materials and substances
12. Observe the fire evacuation procedures and learn the position of the fire exits.
13. Report any breach of the safety rules to their Supervisor or Manager
14. Refrain from the wilful misuse or interference with, anything provided in the interests of health, safety or welfare

“If you are in any doubt; ask!”

## Health and Safety Complaints

Should you at any time feel that you have a concern or issue effecting health and safety, you must adhere to the following procedures:

- In the factory – initially discuss your concerns with your Manager and the Safety Representative for that area. Should you feel that the issue has not been addressed to your satisfaction, you should contact the Health and Safety Officer or the Personnel Officer in their absence.
- In the office – discuss the issues with your Recruitment Consultant.
- If you feel that your issues have not adequately been resolved within reasonable time, you should discuss them with any Senior Manager.

Any suggestions that you may have that you feel will improve health and safety will be greatly appreciated and should be discussed with the Health and Safety Officer.

## Safety Signs

As you move around a client's site, you will observe various health and safety signs displayed. Below are some examples of the signs you may observe. You are required to take the appropriate course of action, depending upon the displayed sign. Failure to comply may result in disciplinary action being taken against you.



### Prohibition Signs

Any sign that has red in the design is a prohibition sign. You are required by law to comply with this sign. It means that you must not do the action described as it may be detrimental to safety.



### Mandatory Signs

Any sign that has blue in the design describes an action that you are required to undertake to comply with the required safety standards. It is illegal not to comply with these signs.



### Warning Sign

Any sign that has yellow in the design gives an indication of a warning of danger. You are required to undertake all reasonable safety precautions necessary, dependent upon the information given in the sign.



### Safe Conditions Sign

Any sign that has green in the design provides you with information on safety. This may include fire exits and location of first aiders



### Chemical Hazards

Any sign that has orange in the design provides you with information regarding the hazardous nature of the chemical contained inside the container.

## Hazards and Precautions

Although our clients make every effort possible to ensure the workplace is safe for all employees, there are some hazards you need to be aware of. This section advises you of those hazards and where appropriate, the safe actions required to be undertaken by all employees. The following must always be complied with where applicable:

Floors in factories may become slippery due to cleaning regimes, spillages etc. You should never run or rush when moving about the factory. You must never take short cuts or ride on vehicles not designed to carry passengers. Pedestrians must use any walk way that is marked. You must ensure that at all times, you maintain an adequate safety distance from all vehicles moving about site whether they be motorised or manually propelled.

## Hygiene

All work areas must be kept clean and tidy at all times. Floors must be kept clean and tidy at all times.

## Freezers

The floors inside the chillers and freezers may be wet and icy so proceed with caution. Ensure that you do not touch anything without wearing freezer or thermal gloves first.

## Machinery

You must never attempt to operate any machinery you have not been trained to use safely. If you identify a problem with a machine, use the emergency stop button to stop it. You should never attempt to insert your hand into any machinery that is moving or working. Always ensure that the machine you are operating has all the necessary guards installed and that prior to removing them, you check that the machine has finished its cycle. Even though a machine has been switched off, risks can still be present and will be exposed when the guards are removed. Examples of this are machines used for cutting and slicing. The blades inside the machine will still be sharp and can cause serious injury if brushed against. Pay particular attention to using water during cleaning as water and electric mixed together can be fatal. Compressed air must only be used for operating the machinery and for no other purpose.

## Handling Hot Produce

If your work involves lifting and moving produce which may be hot, care must always be taken. Always use the correct lifting techniques. Tubs etc. must always be placed on to a set of wheels or trolleys to be moved to reduce the likelihood of injury. Always ensure that items are correctly stacked before attempting to move them to reduce the likelihood that they will topple over and never stack them above shoulder height. Always check wheels etc. before use. If they are broken or difficult to move, report them to your Supervisor or Safety Representative so they may make arrangements for the repair. If you are not involved in the handling of hot products, do not touch any of the materials or equipment. Although they may appear to be cool, they could still be hot. Only employees who have been trained to do so are permitted to enter an oven to remove products or debris.

## Personal Protective Clothing (PPE)

If the task you are doing requires you to wear protective clothing, you must wear it. Items may include: safety goggles, safety helmet, face visor, dust masks, safety footwear, gloves, chain mail apron and gloves, body warmer, high visibility coat / vest.

If the item you are wearing becomes damaged or lost, report it immediately to your Supervisor. If the item does not fit correctly, do not stop wearing it as you will expose yourself to the hazard the item was designed to protect you against, report it to your Supervisor. To order protective clothing, collect an authorisation form from your manager or the Health and Safety Officer.

## Noise

Certain factories can be noisy due to the equipment operating. Hearing protection will be made available to all employees. Employees are encouraged to wear hearing protection however certain areas may display a blue mandatory sign, in this instance, hearing protection must be worn.

## Wellington Boots

Debris will often be spilt on the factory floor. Some of this debris may become stuck in the soles of your wellingtons. You should ensure that you regularly clean the soles to remove debris, to reduce the potential of you slipping.

## Forklift Trucks & Pallet Trucks

Only employees who have received the appropriate training and who are in possession of the appropriate license are authorised to operate forklift trucks and electric ride on pallet trucks. Care should be taken when these are moving about site, to ensure that you give them sufficient space. Pallet trucks may be difficult to stop once they are being moved. Please stay clear of them.

## Knives

A number of jobs may involve the use of exposed bladed butchers knives. These knives must only be used by employees who have received the appropriate training and are wearing the chain mail apron and gloves. They must not be used by employees who have not been trained in the safe use of knives or for any other reason other than the cutting of meat. For all other tasks, safety knives must be used i.e. opening bags etc. Safety knives are available from your manager.

## Trolleys

When moving trolleys about site, it is safer to push them rather than pull. This allows you greater vision of the direction that you are travelling in and enables you to see any obstructions that you may encounter. In addition, it reduces the risk of back injury.

## Fire Exits

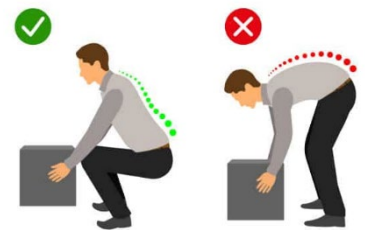
You must always ensure that you never obstruct a fire exit. Blocked exits must be reported immediately.

## Manual Handling

Some activities involve handling items. Whenever possible, always use some means of mechanical assistance i.e. pallet trucks, fork lift trucks, trolleys and wheels etc. If this is not possible, whenever available, ask a colleague to help. You should never lift an item that exceeds your own personal capability and certainly not heavier than 25 kg. You should ensure that the route you intend to travel is safe, that the load is safe i.e. lids on chemical drums, lids on hot sauce etc. and that you pick up the item correctly. Never carry any load of significant weight up or down stairs.

### DO NOT!

Attempt to lift like the picture shown here. He has bent his back placing pressure on his spine, the item is away from his body increasing the strain on his back and he has not maintained the correct grip on the item.



### DO!

You should attempt to lift the same as this man. He has bent his legs allowing the thighs to be used, his back is straight, the item is closer to the body and he has the correct hold on the item. His head is looking forward to enable him to see where he is going and his feet are at hip width apart supporting the body and reducing the likelihood of him twisting as he walks.

“Remember, you must NEVER exceed your own physical capability when handling items, always use mechanical equipment, seek assistance from a colleague or reduce the weight of the item to be carried”

## Upper Limb Disorders

Some people are more prone to developing repetitive injuries than others. Some factors that may make you more likely to develop what is generally termed work related upper limb disorders, are lack of exercise, poor health, age, pre-existing medical conditions and some leisure activities. Work related upper limb disorders may affect your fingers, wrist, lower arm, elbow, upper arm, shoulder, neck and back. You should attempt to avoid stressful positions, excessive force, and hunching over the workstation and stretching too far. You should attempt to rotate your job as frequently as possible, undertake the exercises listed below, keep your work in front of you, adapt your position to limit static or extreme positions, position yourself to minimise reach and rest your muscles whenever possible. Early signs and symptoms may include strange sensations in the joints, tingling, stiffness, pain during movement and loss of movement in the joints. Should you develop these at any stage of your employment, you must immediately advise your Recruitment Consultant. Your Consultant will notify the client’s Health and Safety Officer and the Occupational Health Advisor. If you feel that the condition does not improve, you must contact the Health and Safety Officer.

## Fire Precautions

If you discover a fire on site, it is important that you follow the fire rules of the company, not only for your safety but for those of your colleagues. You should immediately activate the nearest fire alarm call point and evacuate the building through the nearest fire exit. Do not stop to collect any of your personal belongings.

**On hearing the fire alarm:** you should immediately evacuate the building and report to your fire assembly point. If safe to do so, switch off any machinery and isolate any mains gas or electric.

**Fire Fighting:** you should not attempt to fight a fire. Fire extinguishers are provided to assist you evacuate an area safely in the event of a small fire obstructing your route.

**Fire Extinguishers:** are provided to assist you in evacuating should you need to in an emergency.

If they have a **red body and a red label**, they contain water and are safe to use on paper, cardboard, textile and wood fires. They must not be used on electrical fires.

If the extinguisher has a **blue body or a red extinguisher with a blue label**, it contains dry powder and is safe to use on burning liquids, electrical fires and pan fires. These extinguishers are not permitted in production areas.

If the extinguisher has a **black body or a red extinguisher with a black label** it contains carbon dioxide and is safe to use on burning liquids, electrical fires and pan fires. It should not be used in confined spaces. Always hold the extinguisher by the handle, do not hold the horn or the base of the extinguisher when in use, due to freezing of these areas when the extinguisher is operated.

If the extinguisher has a **cream body or a red extinguisher with a cream label** then it contains foam and is safe to use on burning liquids, petrol fire and pan fires. It should not be used on electrical fires.

## Fire Assembly Points

In the event of an evacuation, all staff should proceed to the assembly points as directed on the health and safety notice board and within your area of employment. Under no circumstances should employees return to the locker rooms to collect personal belongings. You should evacuate through the nearest fire exit door and report directly to your assembly point. The site security staff have been given instructions not to allow any employee regardless of time of day or position, on or off the site during an evacuation. Additionally, you are prohibited from re-entering the factory until permission has been received from either the Senior Fire Officer or the Duty Manager on site.

“Make sure that you know your emergency fire route and that it remains clear.”



## **First Aid Procedures**

If at any time whilst on site you suffer an accident as a result of your work activities, you must immediately report the incident.

You should initially seek assistance from one of the Supervisors and then report to the First Aider.

When completing an accident form, give as much detailed accurate information as possible. This is to enable the subsequent investigation to determine the cause of the accident / incident and to be able to recommend any appropriate course of action to prevent the incident from reoccurring.

## **Accident Witnesses**

If you witness an accident, you must advise the Manager so that any necessary witness statement may be taken from you. You must ensure that you provide the investigator with as much detailed accurate information as you can.

You should ensure that you provide the investigator with only factual information i.e. stating what you actually saw and not what you think happened.

## **Accident Reporting**

Once you have been treated by a first aider, you must ensure that an accident form is completed. If as a result of your accident at work (in the course of your assignment) you are absent from work, you must notify the Recruitment Consultant by telephone on your first day of absence. This is to enable them to be able to report the accident to the Health and Safety Executive.

You must maintain regular communication with your Recruitment Consultant, to update them on your condition and to indicate when your return to work is expected.

## **Near Misses**

A near miss takes place when an incident has taken place but no one has been injured as a result. It is as important to report a near miss as it is to report an accident.

The standard accident reporting procedures apply.

## Hazardous Substances

Hazardous substances can be found everywhere: at home, at work, in the supermarket etc. They come in many different forms including: liquids (e.g. bleach), solids (e.g. lead), dusts (e.g. flour), powders (e.g. dried milk powder), gases (e.g. carbon monoxide), fumes (e.g. petrol) and living organisms (e.g. fungal spores).

Hazardous substances include anything that can cause ill health or disease to anyone who comes into contact with them. Some people are more prone to developing ill health following exposure to a hazardous substance than others due to how sensitive they are.

Substances may be hazardous because they can be: flammable or explosive, associated with a dangerous chemical reaction, toxic, corrosive, harmful or irritating, or the cause of disease or allergy

People are exposed to hazardous substances when: Their skin and eyes come into contact with the substance, the substance enters their body through cuts in the skin, they breathe the substance in or the substance enters the body through the mouth.

## Chemical Safety

### You Must Never:

- ✗ Use chemicals that you have not been trained to use safely
- ✗ Mix chemicals together
- ✗ Add water to the chemical; always add the chemical to the water

### You Must Always:

- ✓ Wear the correct personal protective clothing
- ✓ Use the chemicals in accordance with the manufacturers' instructions
- ✓ Keep your workplace clean and tidy, storing chemicals in the appropriate storage area
- ✓ Follow all safe systems of work when handling chemicals
- ✓ Clean the personal protective clothing after use and store correctly
- ✓ Wash your hands after using chemicals, ensuring that you do not eat, drink or smoke until you have done so.

### Common Chemicals in use within Factories

The following, although not exhaustive, are the most common types of chemicals in use within factories. You must always familiarise yourself with the label on the container and take the appropriate action i.e. wearing the appropriate protective clothing. Below are descriptions of substances you may encounter inside factories:



This substance is a known corrosive substance and will cause burns to the eyes and skin. Protective clothing i.e. face visor, gloves and apron must be worn when handling this substance. If the skin or eyes have been splashed, rinse with copious amounts of water and seek medical aid.



This substance is a known irritant and will cause severe irritation to the eyes and the skin in some people. Protective clothing i.e. goggles, gloves and apron must be worn when handling this substance. If the skin or eyes have been splashed, rinse with copious amounts of water and seek medical aid.

**“If you are not sure, leave it alone and ask for help!”**

## Personal Protective Clothing and Equipment

Some forms of employment may require that you wear personal protective clothing or use safety equipment. By virtue of current legislation, you must wear the clothing supplied or use the safety equipment; you do not have a choice.

Instructions from your Manager, safety signs, work instructions and taking reasonable care of your own safety and anyone who may be affected by your actions, will indicate when personal protective clothing and or safety equipment must be used.

Examples of when you should use personal protective clothing and or safety equipment are:

- ✓ When handling chemicals
- ✓ When handling hot sauces
- ✓ Where racking is in place and you may bang your head or an item may fall from the racking
- ✓ When handling items where there remains a possibility that the item may fall onto your feet
- ✓ When entering a cold store area
- ✓ When working outside especially in times of poor visibility
- ✓ When using a butchers knife

“Failure to wear protective clothing as instructed or supplied, may render you liable to disciplinary action.”

## New and Expectant Mothers

Definition: a new and expectant mother is someone who is pregnant, has given birth within the past six months (this includes someone who has given birth to a stillborn child) or anyone who continues to breast-feed.

Once you have realised that you are pregnant you should notify your Recruitment Consultant as soon as possible. They in turn will notify the client so that a specific risk assessment can be conducted on your job to ensure that it poses no threat to both yourself and your child. You must supply to the Recruitment Consultant a certificate from either your Midwife or Doctor. For the purpose of this document, the Company would like you to submit the certificate within two weeks. Please see the section on AWR for more details.

## Young Persons

Definition: a Young Person is someone who is over the age of school leaving but has not achieved the age of eighteen who by virtue of the inexperience or lack of maturity may be at a greater risk of incurring an accident at work. If you are under the age of eighteen there are certain jobs that by law you are not allowed to undertake. A specific assessment must be conducted on you to ensure that the job you are undertaking doesn't present you with any unnecessary hazards.

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