

HANDBOOK

for temporary workers engaged by



Discovery House
Steamer Quay Road
Totnes
TQ9 5AL

Tel +44 (0)870 160 1230
Fax +44 (0)870 160 1231

Email: info@theedgeuk.com

www.theedgeuk.com

This document contains important information and should be read by everyone engaged by The Edge UK before you commence work at one of our clients as temporary worker. If English is not your first language and you cannot understand the detailed information in this document please phone the above number or email us and ask for a copy in your native language.

1. CONTRACTS & FORMS

The following documents need to be completed when you start work through The Edge UK as a temporary worker:

Registration form – This needs to be completed and signed by you before you start work with us as part of our formal registration process.

Contract for Services – you must sign and date this and return it to us. You will need to keep a copy. This regulates the relationship between you and us. All agency 'temporary workers' are required by English law to sign one. This is **not** a Contract of Employment – there are important legal differences between a *Contract of Employment* and a *Contract for Services*. In English law temporary workers with Contracts for Services are regarded as being self employed but by law agencies still have to deduct tax and national Insurance at source and remit this to Her Majesty's Revenue & Customs. As a 'temp' you do not have the same employment rights as an employee with a Contract of Employment – the main differences being that you don't need to give us notice to finish a job and we don't have to give you any notice either. Also, we are not obliged to offer you work and you are not obliged to accept any work we offer you – if you do you only get paid for the hours you actually work (i.e. you don't normally get paid for lunch or other breaks). And in the event of a job ending you are not entitled to any redundancy pay, however long you have worked on an assignment.

Opt Out form – The Working Time Regulations in the UK protect workers from being forced to work more than an average of 48 hours a week over a 17 week period. If you wish to work more hours than this whilst working in the UK you will need to sign this form. If you don't sign this form we will, by law, have to limit the hours you work to an average of 48 hours per week - which may, in turn, limit your earning capacity.

Translations of our contracts and certain other forms are available in Polish, Czech, Portuguese and Slovakian.

2. PERSONAL TAX CODES

If you have been employed in the UK prior to working with us your last employer should send or give you HM Revenue & Customs (HMRC) form P45. This will be in 3 parts. Part 1a marked Copy for Employee – keep this for reference. Hand or send parts 2 & 3 to us. If you have not worked or do not have a P45, you will need to ask for HMRC form P46 – complete and sign page 1 and then send or give this back to us without delay. If you are a student in full time education and you won't be earning more than your annual tax free allowances in this tax year you should ask for, complete and return to us HMRC form P38(s) which will mean that we won't have to deduct any tax or NI. If you do none of the above, we will have to apply a Basic Rate (BR) tax code which will probably mean that you will be paying too much tax. You will get any overpaid tax back later through a rebate when we sort your tax code out but this could take a few weeks!

If you do not have a P45 and complete a P46 as above, we can operate a tax code that gives you the normal tax-free allowances. After a few weeks the Inland Revenue will probably issue you with a Notice of Coding giving you a Cumulative Tax Code (503L at present) – this will automatically pay you back any tax that you paid in excess of what was due. You should notice any rebate of tax on your pay slip!

3. ID

Before you can commence work through us we are required by law to check your ID and that you are legally able to work in the UK. We will do this by asking to see your passport or a combination of other documents, dependent upon your circumstances. Only original documents will be accepted as proof and we will need to copy or scan these documents and hold them on file.

For further information visit: <http://www.ind.homeoffice.gov.uk/>

4. PAY

Your pay will normally be paid directly into your bank account by BACS (electronic transfer) weekly in arrears on a Friday. If you don't have a bank account, you will need to open one without delay (see 6 below).

You will receive a payslip in the post around the time that you get paid. This will show the number of hours that you have worked, rate(s) of pay, your gross pay and then statutory deductions (tax and NI) plus any non-statutory deductions such as rent or travel costs deducted from your pay. We are required by law to deduct Income Tax (PAYE) and National Insurance (NI) from your wages. Typically these deductions are 16% - 20% of your gross wages (dependent upon how much you earn). In the UK, workers receive a tax free allowance which at present is about £97 per week – on earnings above this you pay approximately 22% tax and 11% NI.

As a temporary worker you get paid for the hours that you actually work – so you don't get paid for lunch breaks. If you are off sick and want to claim Statutory Sick Pay (SSP) you will need to obtain a Self Certification Form (download from <http://www.hmrc.gov.uk/forms/sc2.pdf> or collect from a doctor's surgery or DHS office) complete it and forward to us or get a doctor's certificate signed by your GP. Please note that you will only be paid for your 4th day of sickness onwards.

5. BANK ACCOUNTS

If you don't have a bank account we can help you open one. We will give you an application form to open a Step account with NatWest Bank so we can pay your wages directly into your account by BACS, together with a 'letter of introduction' to take to the local NatWest branch that will enable you to open an account. You will need to take your passport as identification (a National ID card will not normally be accepted by NatWest). Until your account is opened we will pay you by cheque or in cash (for a maximum of four weeks only).

You can open an account with any bank but since The Edge UK banks with NatWest we have a simplified procedure, which makes things easier for you (and quicker to set up)!

6. ABSENCE

If you need time off work because you are ill or for any other reason and you have not been able to inform us or our client of this requirement in advance, you **MUST** let us know immediately this happens so that we can let our client know that you will not be at work and, if the client requests a replacement, try and replace you. Just call us on **0870 160 1230** anytime of day or night.

7. OVERTIME

You may be offered overtime work but this can never be guaranteed. It varies from client to client and depends on how busy they are. Overtime is normally offered to permanent staff first – so even if others are working overtime you may not, as a temporary worker, be offered any. Overtime work can attract a premium rate of pay but again this varies considerably from client to client.

If you are offered overtime, you don't have to accept it but this could cause problems for the client so you may need to have a good reason (like you have not opted out of the 48 hour working week limit enforced by the Working Time Regulations).

8. TIMESHEETS

We use two types of timesheets – single or multiple. Single timesheets should be completed daily by you – enter your start and finish times and the total hours worked. Total these up at the end of the week (our working week is Monday to Sunday) and subtract time spent on breaks. Ask your Supervisor/Team Leader/Manager to sign off your timesheet at the end of the week and then fax it to us on 0870 160 1231.

If we are using Multiple Timesheets, the hours that you work are recorded daily on the Timesheet by your Supervisor/team Leader/Manager. This form is sent to The Edge UK every Monday so that you pay can be processed and your wages prepared by the following Friday. If you have had time off or worked additional hours please check with your line manager that these have been recorded correctly on the Timesheet.

9. NATIONAL INSURANCE (NI) NUMBER

You don't need a NI number to start work in the UK but you **do** need to apply for one when you start work. We will help you do this and you will, in time, be sent a letter asking you to attend an Evidence of Identity interview at a local Jobcentre Plus. This might take many weeks to happen, as there is a backlog of applications! You will need to take your passport, proof of address, proof of employment and your payslips to the interview. This will take about an hour. Sometime after this you will be issued with an NI number. Until this happens you will have a temporary number.

10. HOLIDAY ENTITLEMENT

You are entitled to 4 weeks paid holiday a year if you work full time hours (pro rate if working part-time) and unlimited unpaid holiday. Paid holiday entitlement accrues at the rate of 0.38 days per week worked. It is up to you to let us know when you want to take your holiday entitlement but, whilst you can as a temp take holiday whenever you want, it is courteous and good practice to inform your supervisor/line manager well in advance of the intended dates. In the event that your intended dates do not suit our client they might ask you to change them to fit in with their work schedule. Hopefully, a solution that suits all can be agreed.

Our holiday year starts on 1st January and ends on 31st December. You will need to take all your paid holiday entitlement between these dates as it cannot be carried over into another holiday year. Furthermore, holiday pay will only be paid out when you take what would be your 'normal' working days off. This is to

ensure that you take your full entitlement off as holiday as intended by the Working Time Regulations.

11. TERMINATION

Most temporary workers in the UK work under Contracts for Services, which means that you are not, in UK law, regarded as an employee of either the Agency (in this case The Edge UK) or our client. You are regarded as being self employed and therefore do not have the same employment rights as an employee with a Contract of Employment. In many respects you will be treated the same (as required by law) but your assignment can be terminated at any time without notice and without the client giving a reason. This gives UK employers added flexibility and as a result has enabled the UK economy to grow quicker than other EU economies where legislation in this area is far more rigid (such as in France and Germany).

Whilst working on our client's site you will have to obey all instructions, rules, regulations, processes etc. that apply to workers employed directly by our client but in the event that you do something wrong or they just don't need you any longer they can ask you to leave the site and not come back – without notice or a reason being given. In practice, this is rare. The client would normally call us and we would meet with you to discuss the situation.

Therefore, in the event of their being a problem with your performance at work which is causing either you or our client concern **you must contact us immediately by phone on 0870 160 1230** and we will arrange to meet with you on site with our client as soon as this can be arranged. We will then work with both parties to try and achieve a mutually beneficial outcome.

12. CONDUCT

You must behave in a proper manner at all times when you are on assignment with one of our clients. You will work under the direction and control of our client's staff and you must do as they instruct you and comply with all rules, regulations, processes and procedures etc. pertaining to that client's site. Poor performance and/or ill-discipline will be taken very seriously, and could result in your assignment being terminated. Any instances of theft, fraud, deceit, aggression, abuse of alcohol, drugs or other substances in the work place or even at home if it impacts on your ability to work will result in your engagement with The Edge UK being terminated. This could severely damage your chances of gaining further work as employers in the UK nearly always take up references with previous employers.

13. GUIDANCE FOR MIGRANT WORKERS

Workers Registration Scheme (WRS)

People from the 8 Accession States (Czech Republic, Estonia, Latvia, Lithuania, Hungary, Poland, Slovenia and Slovakia) are required to register with the Home Office through the Workers Registration Scheme within 1 month of starting work in the UK. This is your responsibility but we will supply you with the forms and help you complete them if necessary. Registration costs £70 – this is a 'one-off' payment. If you have registered already you will still need to register your new job but you won't be required to pay a fee.

You will need a covering letter from us as your 'employer', two passport sized photo's and a postal order for £70. You can get this from any Post Office. You will

also need to send your Passport with your application. This is returned to you normally in 4-6 days.

Health & Welfare

If you are new to the UK and need to urgently see a Doctor or a Dentist, please call our office. We will find a local surgery for you, help you register and make the appointment.

If you need to see a Doctor or Dentist at the weekend or at night first call the Surgery that you are registered at. If you are not registered call us **0870 160 1230**. Surgeries normally provide an answering service out of hours, which will tell you how to get treatment if you can't wait until the morning/Monday. Advice can also be got from a Pharmacy (one will always be open at night and at weekends in larger towns) or over the phone 24/7 by calling NHS Direct on **0845 46 47**.

If you need urgent treatment you will need to go to the nearest Hospital with a Casualty Department. In an emergency, call an ambulance by dialling 999. If it is not an emergency, and you don't have use of a car, use either public transport or go by taxi. If you have no way of getting to hospital call us and we will help to get you there as soon as possible. Remember, Casualty Departments at Hospitals are only for serious problems that need immediate attention. You will normally have to wait 3-4 hours to be treated unless you are seriously injured or seriously ill (especially at the weekends!).

Your welfare is important to us. In the event that you encounter any problems in the UK that you can't resolve or need support or guidance on please contact us without delay. **Call us on 0870 160 1230 24/7.**

Travel to work

We would normally expect our workers to find their own way to work using public transport or their own cars or bikes. We will help you understand what is available and from where, and ensure that it all works for you – getting you to work on time and back to your home again after work without any major delays. In the event that there is no public transport available to a site to meet specific shift start or finish times and you ask us to help you, we will try and organise travel to and from the site through an independent bus, taxi or car hire company. The total cost of these travel arrangements will have to be borne by those using it. However, if you authorise us, we will pay for it in advance on your behalf (as is often required) and deduct the weekly cost from your wages.

Personal travel arrangements abroad

We can book travel tickets for you over the Internet if you don't have access to it. We have a number of companies that we use regularly, as they are cheap and reliable. We will let you know the total cost, give you the booking information and the tickets. We will then deduct the cost from your wages (with your authorisation). This saves you time and money.

GENERAL INFORMATION & GUIDANCE

Discrimination, Abuse & Exploitation

If, in the highly unlikely event, that you feel at risk in the work place or you feel that you are being exploited or discriminated against in any way you must report this to your supervisor AND to us immediately. The Edge UK and our clients take your welfare and health and safety very seriously and we will take whatever measures necessary to resolve any issue.

Specifically, you should not be discriminated against in the hiring process or once in your place of work. The Edge UK is committed to a policy of equal opportunities for all workers – please refer to our Equal Opportunities, Discrimination and Diversity Policy document.

In outline, it is unlawful for us or our clients to discriminate against you on the grounds of your sex, marital status, union membership, political affiliation, colour, race, nationality, ethnic or national origin and sexual orientation in areas such as wage rates, hours of work, compensation, access to training, termination, job selection etc. or on the grounds of any disability you may have.

Furthermore, there should be no physical abuse or discipline, threat of physical abuse, sexual or other harassment, verbal abuse or other forms of intimidatory action.

If your conduct or performance on assignment becomes a problem to our client we will ensure (to the best of our ability) that you are treated in a fair and lawful manner. Given that you are engaged by The Edge UK on a contract for services you are not therefore employees of our client as you are, in English law, regarded as being self employed. This means that you will not be subject to their disciplinary or grievance procedures.

In the event that you have a complaint or experience any form of discrimination, abuse or intimidatory action **you must contact us immediately by phone on 0870 160 1230** and we will meet with you as soon as possible and endeavour to resolve the issue with our client. In the unlikely event that we are unable to resolve the problem or address your complaint to your satisfaction (for example, if it is with us) you would have to take advice from an independent source such as a Citizens Advice Bureau (CAB). There are CABs in all large towns and you can get advice online on a variety of subjects and find local CAB phone numbers and locations at www.adviceguide.org.uk.

In the event that you encounter a very serious problem relating to your engagement whilst working through an agency with an employer (for example, to do with unfair dismissal, discrimination in the work place, wages or payments etc.) you could seek legal advice from a lawyer at a local firm of solicitors which could result in us or the employer/client being taken to an Employment Tribunal. For information on how these work and what they can do for you visit www.employmenttribunals.gov.uk or call their Public Enquiry Line on 0845 795 9775. Please remember that they can't offer you advice – this needs to be provided by an independent professional person or body (like a solicitor). To find a suitable solicitor look in Yellow Pages under Solicitors or visit www.yell.com – in the 'Search For' field enter 'Solicitors' and in the 'Located In' field enter the town that you are living/working in, then click on Search. Then select a law firm from the list that says that it specialises in Employment or Business Law.

Equal opportunities

The Edge UK is committed to a policy of equal opportunities for all employees, workers and applicants and shall adhere to such a policy at all times and will review on an on-going basis on all aspects of recruitment to avoid unlawful or undesirable discrimination. We will treat everyone equally irrespective of sex, sexual orientation, marital status, age, disability, race, colour, ethnic or national origin, religion, political beliefs or membership or non-membership of a Trade Union and places an obligation upon all staff to respect and act in accordance with the policy. The Edge UK is committed to providing training for all its staff in equal opportunities practice.

The Edge UK shall 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. The Edge UK will ensure that each candidate is assessed only in accordance with the candidate's merits, qualification and ability to perform the relevant duties required by the particular vacancy.

The Edge UK will not accept instructions from clients that indicate an intention to discriminate unlawfully.

Data Protection

In the UK there are strict laws in place to control what personal information/data an employer or Agency can hold and how it manages this information/data and what rights of access you have to this. As an Employment Agency & Business we need to hold personal information in our files and on our computer systems in order to function effectively and provide you with the level of service you would expect with regard to us finding you suitable temporary work or permanent jobs with our clients.

You have the right to:

- Be informed whether personal data are being processed by or on behalf of the data controller (The Edge UK); and if so, be given a description of the data, the purposes for which they are being processed and the recipients to whom they are or may be disclosed;
- Have communicated in intelligible form the information constituting the personal data of which you are the subject and any information available as to the source of the data;
- Where processing by automatic means of data evaluating matters such as performance at work, reliability, conduct or creditworthiness is to be the sole basis of any decision-making process by the data controller for any decision significantly affecting you, be informed of the logic involved in the decision-making process.
- Make a "subject access request" to any organisation that he or she believes is processing his or her personal data. This request must be in writing e.g. by post or email. Data controllers must respond promptly and in any event within 40 days. Copies of the information held must be provided in an intelligible form i.e. readable and understandable (in the case of cryptic interview notes these must be explained). A maximum charge of £10 can be made for doing this.
- Receive copies of any data that is held about you. This will include name, address, registration form details, copies of CVs, interview notes, personnel file etc. This also includes references the data controller received from your previous employers but the identity of the individual giving the reference will not be revealed unless they have consented to their name and address being passed on to a third party or their interests are outweighed by the interests of the subject of the reference.

Stakeholder Pension

Everyone needs to plan ahead for retirement. People are living longer and healthier lives, so it is even more important to think about how and when to save for retirement and how long to work. The basic State Pension will give you a

start, but to have the lifestyle you want in retirement you need to think about a second pension, and the sooner you can start the better.

A stakeholder pension is a type of low-charge pension. You can buy a stakeholder pension from a commercial financial services company, such as a bank, insurance company or building society. However, as a company we are required by law to offer you access to a Stakeholder Pension Scheme. Together with LSM (the firm that does our payroll) we have chosen the following scheme for you: the Abbey National Life Group Stakeholder Pension Plan. For details of this scheme please contact us on 0870 160 1230.

Stakeholder pensions must satisfy a number of minimum government standards to ensure that they offer value for money and flexibility. You use your own money to build up your pension fund. Your stakeholder pension scheme manager or trustees at Abbey will put your contributions into investments such as stocks and shares for you. When you decide to take your pension or retire, you will use your fund to buy a pension from a pension provider. The pensions telephone helpline, run by the Pensions Advisory Service (OPAS), can give you further information about stakeholder pensions call 0845 601 2923 or visit www.stakeholderhelpline.org.uk.

Complaints procedure

We are always interested in your views about our services and how we provide them. We will listen carefully to any views that you put forward and if problems are identified we will take remedial action.

If you are unhappy about any aspect of our services you should contact the member of our staff that you have been dealing with by telephone, text or email and explain to them what your complaint is. If they are unable or fail to deal with your complaint in a satisfactory manner after a reasonable period of time you should address your complaint to the Managing Director in one of the following ways:

- By telephone on 0870 160 1230
- By text on 07712 578 961
- By email to chris.leonard@theedgeuk.com
- By letter to Chris Leonard, The Edge UK, Discovery House, Steamer Quay Road, TQ9 5AL.

He will acknowledge your complaint, investigate it as quickly as is practicable and get back to you with his response at the latest within 3 working days of your complain being received.

In the event that you are not satisfied by his response you should address your complaint to our industry body, the Recruitment & Employment Confederation, telephone 0207 462 3260 email info@rec.uk.com. The Edge UK is a Corporate Member of the REC and abides by its Code of Good Recruitment Practice. The REC has a formal complaints procedure to investigate complaints against member agencies. Under this procedure, following full investigation, the Professional Standards Committee of REC has the right to acquit, reprimand or expel a member and to publish its decision. The REC may refer any matter at any time to the Employment Agencies Standards Inspectorate at the Department of Trade and Industry, or any other appropriate authority, as it considers proper in any given circumstance.

And/or you can contact the Employment Agency Standards Inspectorate direct which is a Government body and part of the Department of Trade & Industry (DTI). Employment agencies in England, Scotland and Wales must comply with the Employment Agencies Act 1973 and regulations. The Inspectorate carries out

routine inspections of agencies and investigates complaints about agency conduct. They can be contacted at www.dti.gov.uk/er/agency.htm or by telephone on 0845 955 5105.

Is there anything else you want to know?

We have tried to cover all of the important issues here but if you require any further information please ask.

IT IS IMPORTANT THAT YOU UNDERSTAND THE DETAIL IN THIS DOCUMENT. IF ENGLISH IS NOT YOUR FIRST LANGUAGE COPIES OF THIS DOCUMENT ARE AVAILABLE IN PORTUGUESE, POLISH, CZECH AND SLOVAVKIAN. PLEASE CALL 0870 160 1230 AND ASK FOR ONE.