



Connect Recruitment Partners

WORKER HANDBOOK



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SECTION 01

Welcome

Welcome to the team!

As the Managing Director, I am thrilled to have you join Connect Recruitment Partners. Your decision to work with us is not just about filling a role; it is about becoming part of a community committed to excellence and growth.

At Connect Recruitment Partners we believe that each individual's contribution is unique and vital. Our commitment to quality and our client centric approach sets us apart, and your role as a temporary worker is integral to this journey.

We understand that the nature of temporary work can be both challenging and rewarding. Rest assured, we are dedicated to supporting you every step of the way. You will find that our environment fosters learning, collaboration, and professional development, ensuring your time with us is not just a temporary stint but a valuable experience.

I encourage you to take full advantage of the opportunities that come your way, to learn, to grow, and to make a significant impact. Your fresh perspectives and skills are what drive innovation and success.

If you have questions, ideas, or need assistance, our doors are always open.

Welcome to the team.

Chris Brain

Managing Director, Connect Recruitment Partners

The purpose of this handbook

This handbook explains the standards, expectations, policies, and procedures that govern Your engagement with Connect Recruitment Partners. It tells You what You can expect from Us and what We expect from You in return.

This handbook should be read alongside Your Contract for Services for Temporary Workers, which sets out the legal terms of Your engagement. The Contract for Services takes precedence on any matter of legal substance; this handbook provides the practical detail.

If You require further information please contact Your CRP Representative or the Connect Recruitment Partners main line on 0333 034 7109.

PLEASE NOTE: Do not use the main line to report absence. If You are unable to attend work, follow the absence reporting procedure set out in Section 2 of this handbook.

Modern Slavery

Connect Recruitment Partners is committed to the elimination of modern slavery, forced labour, labour trafficking, and any other form of hidden third party exploitation of workers. We take this commitment seriously and We support workers in this respect as much as possible.

Chris Brain, Managing Director of Connect Recruitment Partners, is currently undertaking specialist training in the investigation of modern slavery and exploitation, delivered jointly by the University of Derby and the local police force. This training reinforces Our active commitment to identifying and preventing exploitation across Our worker-facing operations.

Our full Modern Slavery Statement is published on Our website at connect-recruitment.co.uk and sets out the steps We are taking to ensure that modern slavery is not occurring in any part of Our business or supply chain.

If any of the following apply to You or to someone You know:

- You are paying someone money in return for being given work.
- You are being forced to live in accommodation against Your will.
- Someone is controlling Your identity documents or bank account.

Please contact the UK Modern Slavery Helpline on 0800 0121 700, available 24 hours a day, seven days a week, or speak in confidence to Chris Brain at chris@connectrecruitment.co.uk.

Definitions

"The Company" means CONNECTRECRUITMENTHUB LTD trading as Connect Recruitment Partners.

"Assignment" means any assignment by the Company of You to work for a Client of the Company in order to provide the Client with temporary assistance.

"Client" means any Client of the Company who requires the provision of temporary labour services by the Company.

"CRP Representative" means Your main point of contact at Connect Recruitment Partners for the booking, supervision, and administration of Your assignments.

"Assignment Details Form" means the document the Company will issue to You at the start of each assignment, confirming the role, the hirer, the location, the hours, the rate of pay, the start date, and any other assignment-specific information.

"Duties" means any task requested of You by the Company or a Client.

SECTION 02

Pay and Other Related Issues

Timesheets

Where appropriate, You will be issued with an individual timesheet renewed on a weekly basis. Enter the hours You work on the timesheet and have these authorised by the relevant representative of the Client. Timesheets must be returned to Your CRP Representative by the deadline notified to You at the start of each assignment.

Some of Our clients use multi-timesheets, swipe cards, electronic time-recording apps, or other methods to record start, break, and finish times. In these cases there is no need to complete an individual timesheet; the system will be explained to You by Your CRP Representative before You commence the assignment. It is Your responsibility to follow the correct procedures for each assignment. Failure to do so may result in delays or errors when processing Your pay.

Hours of work

The nature of Our business means that Your hours may vary from one assignment to the next. There are no normal working hours. You will be required to work at such times and for such periods as are applicable to each assignment. The hours applicable to each assignment will be confirmed to You in Your Assignment Details Form before the assignment commences.

You will be paid for each hour that You work as verified by Our Client. Time spent travelling to and from the Client's premises, lunch breaks, and rest breaks shall not count as working time and will not be paid, unless the individual Client has agreed otherwise.

Under the Working Time Regulations 1998 You are entitled to a minimum break of 20 minutes if You work more than six hours on a continuous basis. If during an assignment You are not provided with Your statutory rest breaks, You must inform Your CRP Representative.

Night working

If Your assignment regularly involves night work (defined as three hours or more between 11pm and 6am) You are entitled to request a free health assessment to confirm Your fitness for night work. If You have not undertaken night work before but are asked to undertake such an assignment, You may request a health assessment questionnaire before the assignment begins. Speak to Your CRP Representative.

Overtime

If an assignment is likely to include overtime, You will normally be informed in advance. You must familiarise Yourself with the overtime rules applicable to each assignment. Additional hours are not always paid at a higher rate.

If the Client asks You to work different hours to those notified to You at the start of the assignment, please notify Your CRP Representative immediately. Your CRP Representative will confirm the hours You are to work and the rate of pay.

Your pay

You will be paid weekly in arrears, every Friday, by BACS transfer into Your designated bank account. We will not pay into a third party account.

Each payslip details Your gross pay calculation and any deductions. You will receive Your payslip electronically each week. Keep Your payslips safe; You may need them for mortgage applications, tax returns, or proof of income.

National Insurance and Tax

We have a legal obligation to deduct Income Tax and National Insurance from Your wages. We require Your National Insurance number before Your first payment can be processed.

You will be taxed under the Pay As You Earn (PAYE) scheme. To avoid paying unnecessary tax, please provide Us with a P45 form from Your previous employer where applicable. Provided this is from the current tax year, We will use the tax code indicated on it.

If You do not have a P45, You will be asked to complete an HMRC Starter Checklist (which replaced the P46 in 2013). This will result in Your earnings being taxed on the appropriate code based on Your declared circumstances until We receive Your P45 or HMRC informs Us of Your correct code.

Wage queries

If You have a query regarding Your pay, speak to Your CRP Representative in the first instance. If Your query is not satisfactorily resolved You can contact the Connect Recruitment Partners main line on 0333 034 7109 or email chris@connectrecruitment.co.uk.

Timekeeping

Punctuality is essential. Please aim to arrive at the Client's premises early to allow for unexpected delays. If You think You may be late at any time, please notify Your CRP Representative or the Client immediately by telephoning the contact numbers provided to You.

Absence

If something unavoidable will prevent You from attending work, You must telephone the Company or Your CRP Representative personally (not text, email, or messaging app) at least one hour before Your shift is due to start. Messages from family members or third parties on Your behalf are not accepted except in genuine emergencies where You are physically unable to call. You must continue to telephone personally before each shift until You have provided Us with a medical certificate.

We take a serious view of un-notified absence because of the damage it can cause to Client relationships and the disruption it causes to Our service. Un-notified absence may be treated as gross misconduct under Section 8 of this handbook.

Sickness

If You are sick for more than three days You may be entitled to Statutory Sick Pay (SSP) provided You meet the statutory criteria. For the purposes of the SSP scheme, the agreed qualifying days are Monday to Friday.

Any absence due to sickness, injury, or accident should be covered by self-certification (for the first seven days) or a medical certificate (after seven consecutive days, including weekends). Failing to provide certification may result in Your absence being recorded as unauthorised, which is a gross misconduct offence.

If You do not follow these rules Your entitlement to SSP may be affected and You may also be subject to disciplinary proceedings.

SECTION 03

Holidays

Entitlement

Your annual holiday entitlement commences on the first day of Your engagement and runs for one year from that date.

The current annual entitlement is 5.6 weeks of paid leave in each complete holiday year, including Bank Holidays (28 days if You work a 5 day week), pro-rata for those working part-time. Any difference to this entitlement will be assignment specific and in line with the Agency Workers Regulations 2010.

As a temporary worker with irregular hours, Your holiday entitlement accrues at the rate of 12.07% of the hours You actually work, in accordance with the Working Time (Amendment) Regulations 2024 which apply to irregular-hour and part-year workers.

If Your engagement ends part way through the holiday year, Your holiday entitlement will be assessed pro-rata on the hours actually worked.

Pay

The rate at which Your holiday is paid is determined by Your average earnings over the previous 52 paid weeks, in accordance with current legislation.

Rules

There are some rules in relation to the booking of holiday. The purpose of the rules is to enable Us to be flexible when reacting to the demands of Our Clients, and also to ensure all temporary workers have ample opportunity to take their paid holiday.

You must give a minimum of two weeks' written notice to Your CRP Representative for any holiday You wish to book. Requests for holidays are not guaranteed and You should not commit to any holiday before receiving approval.

In peak periods it may not be possible to authorise holiday for any temporary worker. This will be communicated to You at the time and is to ensure We meet the needs of Our Clients.

Connect Recruitment Partners may instruct You to take paid annual leave at any time, including Bank Holidays. All holidays must be taken in the holiday year in which they accrue and cannot be carried over to the next holiday year, except where circumstances dictate that there is no reasonable alternative (such as Maternity Leave or long term sickness absence).

If on the termination of Your engagement You have taken holiday in excess of Your holiday entitlement You will be required to repay any such amount to the Company, and the Company shall be entitled to deduct that sum from any other sums due to You. The Company shall upon termination of engagement pay to You all holiday that has been accrued in the current holiday year but not taken.

This information is correct as at the date of issue. You will be notified of any amendments to Your entitlements.

SECTION 04

Pension and Other Benefits

Workplace pension

Connect Recruitment Partners operates a workplace pension scheme through NOW: Pensions (employer code 4QKR), which meets the requirements of the Pensions Act 2008.

If You are eligible for automatic enrolment, We will apply a statutory postponement period of twelve weeks from the start of Your engagement before enrolling You in the scheme. You will be notified separately of Your enrolment status by NOW: Pensions following the postponement period.

You retain the right to opt in to the scheme during the postponement period if You wish. You may also opt out of the scheme at any time after enrolment in accordance with NOW: Pensions' procedures.

Further details about NOW: Pensions are available on request, by visiting nowpensions.com, or by calling 0330 100 3334.

Pensions are a regulated financial product. Connect Recruitment Partners cannot advise on the suitability of a pension scheme. You should take independent advice on Your pension choices if You are unsure.

All benefits described in this section are non-contractual and may be withdrawn or amended by the Company at its discretion.

SECTION 05

General Rules

Right to Work in the UK

We have asked You to produce identification and other relevant paperwork to prove that You are eligible to work in the UK and to undertake the work on offer. Right to Work checks are carried out in accordance with current Home Office guidance, including (where applicable) online checks via the Home Office's online Right to Work service using a share code.

Any change in Your immigration status or right to work must be reported to Your CRP Representative immediately.

If We discover that You no longer have permission to work in the UK, We will be entitled to terminate Your engagement immediately without notice. We will give You appropriate time to provide evidence of Your updated permission to work in the UK before any such decision is made.

Stop and search

It is part of Your engagement that if You are asked to take part in a stop and search, You must comply with the request.

A search of Your person, vehicle, bag, locker, office, desk, or other property may be conducted by Connect Recruitment Partners or by the Client at any time We feel there is justification for doing so. This includes, but is not limited to, where there is a belief that You may be involved in theft or in possession of illegal substances or prohibited items.

Failure to comply may lead to disciplinary action and summary dismissal.

Alcohol and substance abuse testing

Temporary workers are expected to present themselves for work in a fit condition. Connect Recruitment Partners considers presenting for work under the influence of alcohol or illegal substances as gross misconduct.

It is part of Your engagement that if You are asked to take part in random alcohol or substance tests You must comply with the request. You may also be required to take part in such a test where there is reason to believe You are under the influence of alcohol or drugs, or in some cases where You are involved in an accident at work (often referred to as a "with cause" test). Failure to comply with a request to participate may lead to disciplinary action and summary dismissal.

Anyone found to have illegal drugs or alcohol in their system, or to be in possession of these substances at work (including anywhere on Connect Recruitment Partners' or Our Client's property, irrespective of whether or not You are working) will have their assignment terminated immediately and may be summarily dismissed.

Prescribed medications

It is important to inform Your CRP Representative of any prescribed medication You are taking which may affect You and the completion of any particular assignment. It is Your responsibility to be aware of any known

side effects that Your medication may have which could put Yourself or others at risk and to inform Your CRP Representative accordingly.

Where appropriate We will then seek to make reasonable adjustments that allow You to continue working safely. Connect Recruitment Partners will not accept ignorance or any claim that the prescribed medication would not affect You. If in doubt, inform Your CRP Representative.

Taking or being in possession of prescription drugs without an applicable prescription will be deemed to constitute a gross misconduct offence, as is the case when the drug is an illegal substance. This will also apply if You are found to have taken more than the prescribed dose.

Smoking

Connect Recruitment Partners strictly prohibits smoking cigarettes or the use of e-cigarettes or vapes on any Company or Client premises, except in authorised areas. This includes any Company or Client vehicles, which are considered to be a public place.

Unspent convictions

You are required to advise Connect Recruitment Partners of any unspent convictions at registration. Failing to do so is considered to be a gross misconduct offence and may result in Your assignment being brought to an end and Your engagement being terminated. It is Your responsibility to be aware of whether or not any previous convictions are unspent and You should seek guidance if You are unsure.

Appearance

You should always present Yourself for work in clothes that are smart, clean, and tidy as expected for business standards and the type of assignment You are undertaking. It is particularly important to observe the instructions given to You by Your CRP Representative or the Client regarding uniforms, safety footwear, and special grooming, especially with reference to health, safety, and hygiene.

If You are dressed unsuitably You may be sent home and required to return suitably attired. In such circumstances You will not be paid for the time spent away from work.

Driving fines and penalties

You will be held personally responsible for any fines or penalties incurred due to driving offences for which You are responsible whilst using Client or Company vehicles. This includes parking fines.

If You fail to pay any fines within the required timescale, Connect Recruitment Partners may deduct the amount from any money owed to You from Your wages or accrued holiday pay. Where appropriate We will seek to recover the amount owed from You by other means.

Conduct

During assignments You are representing Connect Recruitment Partners. We expect You to maintain a high standard of professional conduct and to be diligent and courteous at all times, treating everyone with dignity and respect.

While on assignment You must:

- Co-operate with the Client's staff and accept the direction, supervision, and instruction of any responsible person in the Client's organisation. This includes following any rules and regulations of

each Client to which Your attention has been drawn or which You might reasonably be expected to ascertain.

- Take all reasonable steps to safeguard Your own health and safety and the safety of any other person who may be affected by Your actions, and comply with each of the health and safety rules of the Client.
- Not abuse the Client's property or use vehicles or machinery that You are not qualified or insured to use.
- Not make private telephone calls or send private text messages, e-mails, or access the internet on Client sites without Client authorisation.
- Not tell insensitive jokes, conduct practical jokes, act in a foolhardy manner, or engage in any conduct that is detrimental to the interests of the Client or fellow workers.
- Not post pictures or images of Connect Recruitment Partners or Our Client's logos, colleagues, or staff without prior permission, or in a way that may compromise people's privacy.

Should any breaches of the above expectations occur, You may be subject to the disciplinary procedure set out in Section 8.

Trade Union

You have a legal right to be a member of a Trade Union and to be represented at any appropriate meetings, as detailed elsewhere in this handbook. Connect Recruitment Partners does not currently recognise any trade union for collective bargaining purposes.

SECTION 06

Equal Opportunities

Our policy

Connect Recruitment Partners is an equal opportunity employer. It is the Company's policy to treat job applicants and temporary workers in the same way, regardless of any protected characteristic as defined by the Equality Act 2010.

Equal Opportunity is about good employment practices and efficient use of Our most valuable asset, Our people. The aim is that every temporary worker can demonstrate their skills in an environment that is free from discrimination, harassment, bullying, or victimisation.

As well as the Company, all temporary workers have a personal responsibility for the implementation of this policy. Any instance of doubt about the application of the policy, or other questions, should be addressed to Your CRP Representative or to the main line on 0333 034 7109.

Diversity

Our staff work with Our Clients to ensure that any agreed selection criteria for the recruitment of temporary workers provides all candidates from whatever background with an equal opportunity to succeed. We believe everyone has the right to be treated equitably and with respect and dignity.

True equality of opportunity increases the morale and motivation of Our workers, which is good for business. A motivated workforce delivers an excellent service and ensures customer satisfaction. Diversity is about challenging discrimination but it also is about creating a balanced workforce, and makes good business sense.

Harassment

Harassment is unwanted or unwelcome behaviour which is meant to, or has the effect of, either violating Your dignity or creating an intimidating, hostile, degrading, humiliating, or offensive environment. It can take many forms, from relatively mild banter to actual physical violence. Some examples of harassment include:

- Insensitive jokes and pranks.
- Lewd comments about appearance.
- Unnecessary body contact and unwanted communications.
- Speculation about a person's private life or activities.
- Threatened or actual violence (bullying).
- Requests for sexual favours, or threats of dismissal or loss of opportunity if sexual favours are refused.

This list is not exhaustive. The behaviour does not have to be directed at You personally for it to constitute harassment. For example, if Your colleagues make jokes or comments to each other within Your earshot, that may still amount to harassment of You.

All temporary workers are entitled to a working environment which respects their personal dignity and which is free from such objectionable conduct. Harassment is considered by the Company to be a serious disciplinary offence and incidents will be dealt with under the disciplinary procedure.

Anyone who suffers or witnesses harassment has the right to complain about it and to have the complaint dealt with in accordance with this policy. You will not suffer any adverse consequence for making a complaint of harassment in good faith.

SECTION 07

Leave of Absence

Statutory leave

Connect Recruitment Partners will comply with all statutory obligations in relation to:

- Maternity Leave and Pay.
- Paternity Leave and Pay.
- Adoption Leave and Pay.
- Shared Parental Leave and Pay.
- Parental Leave.

Should You require a copy of Our policy, application forms, or further guidance for any of the above statutory leave entitlements, please speak to Your CRP Representative.

Time off for emergencies involving dependants

All temporary workers are entitled to take reasonable time off work to deal with unexpected emergencies or problems involving their dependants. This is a statutory right under the Employment Rights Act 1996. Any such time off will be unpaid.

Compassionate leave

Connect Recruitment Partners recognises that from time to time Our temporary workers may encounter difficult personal circumstances such as bereavement. In such circumstances We aim to allow You the necessary time to deal with such matters. Any leave of this type will be unpaid.

We will exercise Our discretion to grant compassionate leave on a case by case basis. Should You require a period of compassionate leave, please speak to Your CRP Representative who will endeavour to assist You.

Bereavement Leave

If You suffer the loss of a child under the age of 18 (including a stillbirth from 24 weeks of pregnancy onwards) You may be entitled to Statutory Parental Bereavement Leave and Pay, subject to the statutory qualifying conditions. Speak to Your CRP Representative for guidance.

Jury Service

If You are summoned for Jury Service, You should advise Your CRP Representative as soon as reasonably practicable and provide them with a copy of Your summons for record purposes. You are not entitled to be paid for Your time on Jury Service. The relevant court will advise You of any expenses You may be entitled to claim, including loss of earnings.

SECTION 08

Disciplinary Procedure

Our policy

The purpose of the disciplinary procedure is to ensure that alleged incidents of unacceptable conduct, performance, or attendance are dealt with fairly and consistently. The procedure is a guide, not a rule, and does not form part of any statement of terms of engagement. Connect Recruitment Partners reserves the right to depart from its disciplinary procedure where We deem it appropriate to do so.

The principal aim of this procedure is to rehabilitate, rather than punish; however there may be times when it is deemed that rehabilitation is not possible. We will aim to deal with issues as promptly and thoroughly as necessary, with fairness as an underpinning principle.

Informal action

Minor issues will, in most cases, be dealt with informally in the first instance. This may involve having a documented conversation with Your CRP Representative. Where appropriate You will be given corrective actions to ensure that the issue does not become a more serious problem. If informal action does not achieve the required improvement, or if Your actions are deemed too serious to be dealt with informally, the formal procedure will be invoked.

Formal action

All allegations against You will be thoroughly investigated. Where necessary You will be interviewed as part of an investigation and You will be given an opportunity to understand the allegations against You.

In cases where it is deemed that a disciplinary hearing should be held, We will give You reasonable advance notice of the hearing in writing. This will always be no less than 24 hours.

At any formal disciplinary hearing You have the right to be accompanied by a fellow worker engaged by Connect Recruitment Partners or an accredited Trade Union representative. You will be entitled to examine any relevant documents prior to the disciplinary hearing. You will be given an opportunity to respond to the matters raised; ask questions, present evidence, and call witnesses (where appropriate) before a final decision is made.

If You cannot attend the meeting due to a genuine reason, such as sickness or the fact that Your chosen companion cannot attend on the date given, We will arrange another meeting date as soon as possible. If absence is due to ill health, We may require You to supply a doctor's note. A decision will be made in Your absence if You fail to attend either the original or rearranged meeting without good reason.

You will be given a letter confirming the outcome of the hearing and the means of appeal.

Sanctions

The following sanctions may be applied as an outcome to a disciplinary hearing:

- Formal Verbal Warning, valid for a maximum of six months.
- First Written Warning, valid for a maximum of twelve months.
- Final Written Warning, valid for a maximum of twelve months.

- Termination of engagement without notice.
- Termination of engagement with notice.

You may, in some circumstances, have multiple live warnings running concurrently if they have been issued for different reasons (for example, one for misconduct and one for attendance). You will have the right to appeal against any sanction imposed.

Right to appeal

Any temporary worker who has had disciplinary action taken against them will have the right to appeal in writing within five working days of receipt of the outcome letter. Details of how to appeal and where this should be submitted will be confirmed within any formal outcome letter.

An appeal hearing will be arranged as soon as possible after receipt of any appeal. Mere disagreement with the disciplinary action will not be considered as a suitable basis for an appeal, and You may, on occasion, be asked to provide further grounds for Your appeal before a hearing is arranged.

The hearing will normally be chaired by a more senior person than the one who chaired the original hearing, although on occasion it may be somebody at the same level. You again have the right to be accompanied at the meeting by a fellow worker engaged by Connect Recruitment Partners or an accredited Trade Union representative.

The chairperson will inform You about the appeal decision, the actions to be taken, and the reasons behind the decision as soon as possible. This will be confirmed in writing to You and will be the final decision.

Gross misconduct

The following is a list of non-exhaustive examples of gross misconduct offences that will normally result in Your engagement being terminated, without notice:

- Breach of Health and Safety, including gross negligence.
- Falsification of records or documents, for example identity documents or those relating to attendance and timekeeping.
- Verbal or physical abuse, including the use of indecent or insulting language.
- Refusal to follow reasonable management instructions (given by Connect Recruitment Partners or Our Client).
- Conduct which could bring Connect Recruitment Partners or Our Client into disrepute.
- Theft, attempted theft, or wilful damage to property not belonging to You.
- Misuse of any Connect Recruitment Partners or Client systems.
- Bullying, harassment, or discrimination.
- Unauthorised absence.
- Serious breach of any Connect Recruitment Partners or Client procedure.
- Actions or performance which lead to Connect Recruitment Partners' loss of trust or confidence in Your ability to do Your job.

For temporary workers on driving assignments, additional examples of gross misconduct include:

- Loss of Your driving licence.
- Deliberate falsification of the statutory record of hours.
- Non-observance of any legislation relevant to transporting goods by road.

- Failure to notify Connect Recruitment Partners of changes to Your driving licence, such as endorsements or convictions.
- Failure to notify Connect Recruitment Partners of any existing or new medical conditions that may affect Your ability to drive.

To reiterate, the above are examples and the list is not exhaustive. Gross misconduct is behaviour which is so serious that it destroys the engagement relationship and merits termination without notice. Any behaviour or conduct not listed above which falls within this definition may also warrant summary dismissal.

Suspension

You may be suspended from Your assignment, pending the conclusion of the investigation or disciplinary procedure, without prejudice. The purpose of a suspension is to allow a prompt and thorough investigation to be carried out and Your presence in the workplace may affect Our ability to do this.

SECTION 09

Grievance Procedure

Our policy

It is the Company's policy to ensure that temporary workers with a grievance relating to their engagement can use a procedure which can help to resolve grievances as quickly and as fairly as possible. The grievance procedure does not form part of Your terms of engagement and Connect Recruitment Partners reserves the right to vary the procedure from time to time.

Informal resolution

In keeping with the above, We offer multiple avenues through which You can seek to resolve any grievance You may have. In the first instance You should discuss the issue informally with Your CRP Representative. It is hoped that most concerns can be resolved informally.

Where it is not possible to resolve the matter through speaking with Your CRP Representative, You should contact the Connect Recruitment Partners main line on 0333 034 7109 or email chris@connectrecruitment.co.uk. A member of Our team will then seek to resolve Your problem without the need for a formal grievance.

Formal grievance

If You feel the matter has not been resolved through informal routes, You should submit a formal written grievance. Your formal grievance should set out the details of Your concerns, including relevant dates, times, and witness details. Your grievance should also include Your desired resolution.

Assuming it is agreed that We are unable to resolve Your concerns informally, or where the issues You raise are extremely serious (for example discrimination), You will be invited to attend a formal grievance hearing. You are entitled to be accompanied to the formal hearing by either a fellow worker engaged by Connect Recruitment Partners or an accredited Trade Union representative. Following the meeting the chairperson will inform You of their decision in writing as soon as reasonably practical.

Right to appeal

If the matter is not resolved or You are unhappy with the outcome, You may appeal. The details of how You should do this will be set out in the grievance hearing outcome letter. We will arrange to hear Your appeal as soon as reasonably practicable following receipt.

You will be entitled to be accompanied at the appeal meeting by either a fellow worker engaged by Connect Recruitment Partners or an accredited Trade Union representative. After the meeting the chairperson will inform You of their decision regarding the appeal. Their decision is final.

SECTION 10

Miscellaneous Information

Flexible working

Due to the nature of Our business We are able to offer various forms of flexible working but We also have to consider the needs of Our Clients. Any temporary worker who wishes to change their hours or manner of working, on a temporary or permanent basis, should apply to do so in writing to Your CRP Representative.

All requests will be considered and We will meet with You to discuss Your request before any decision is made. We cannot guarantee to accommodate the request and this is not a contractual right. Any request will be considered within statutory guidelines.

Secondary employment

You must notify Us of any secondary employment and You must not undertake any other employment that creates a conflict of interest with Our business or that of any Client to which You are assigned. Breach of either of these rules will constitute gross misconduct.

The Company has a duty of care under the Working Time Regulations 1998 to ensure that You are not put at risk, or do not put others at risk, by working excessive hours or by failing to take adequate rest breaks. We may require You to complete an additional employment questionnaire to help Us ensure that You are not working excessive hours.

Client or Company equipment

During Your assignment You may be supplied with equipment such as Personal Protective Equipment (PPE), a PC, mobile phone, or tools by the Client. These items are Your responsibility for the duration of the assignment and must be returned in good condition at the end of the assignment. All equipment belonging to the Client should be used for business approved uses only. Misuse of equipment may lead to You being removed from an assignment and disciplinary action may be taken.

You will be held liable for any loss or damage to Company or Client equipment whether caused deliberately or by reckless or negligent behaviour. This includes excessive costs to the Client caused by unauthorised use of mobile phones, internal phone systems, and the internet.

Social media

All temporary workers are responsible for their words and actions, whether inside or outside of the workplace, and have a responsibility to protect Connect Recruitment Partners' brand, business, reputation, and the reputation of Our Clients. This includes when using social media (including Facebook, X, LinkedIn, Instagram, TikTok, and all other social networking or similar sites).

The following are examples of behaviour that We do not consider to be acceptable and which will result in disciplinary action:

- Using personal or business social media accounts to send offensive or harassing material to other staff of Connect Recruitment Partners or Our Clients.
- Publishing defamatory or knowingly false material about Connect Recruitment Partners, Your colleagues, or Our Clients on social networking sites, blogs, wikis, or any online publishing format.

- Revealing confidential information about Connect Recruitment Partners in any personal online posting, upload, or transmission.
- Posting images, expressing opinions, or making comments that could lower the reputation of Connect Recruitment Partners or Our Clients, or that may give negative publicity.
- Posting pictures or images of Connect Recruitment Partners or Our Client's logos, or of colleagues or staff, without prior permission, or in a way that may compromise people's privacy.

Adverse weather

It is the responsibility of all temporary workers not to put themselves at unnecessary risk when attending work. However, every sensible effort should be made to attend Your normal place of work. This may require You adapting Your means of travel if necessary. Where attendance at work is not going to be possible, You should ensure that You follow the appropriate absence reporting procedure set out in Section 2 of this handbook.

Keeping us updated

It is a legal requirement that Our records are accurate and up to date. It is Your responsibility to keep Connect Recruitment Partners updated, including in relation to: Your address and contact details, qualifications, skills, and any new criminal convictions.

Confidentiality

During Your engagement with Connect Recruitment Partners You will have access to confidential information relating to Connect Recruitment Partners and Our Clients. You must not use this information for any purpose other than as directed by Connect Recruitment Partners or the Client (during or after Your engagement) and must not disclose this information to any third parties unless authorised to do so or unless the information is already in the public domain.

Intellectual property rights

All intellectual property rights in any designs or other works created by You for Connect Recruitment Partners or its Clients shall at all times remain in the absolute ownership of Connect Recruitment Partners or its Clients.

Public Interest Disclosure (Whistleblowing)

Connect Recruitment Partners encourages temporary workers to raise any concerns they may have regarding malpractice within Connect Recruitment Partners or any of Our Client's businesses as soon as possible. We take such matters very seriously and the Public Interest Disclosure Act 1998 provides protection from detriment to workers who raise such concerns in good faith.

Please contact Chris Brain confidentially at chris@connectrecruitment.co.uk or via the main line on 0333 034 7109.

Data protection

The Company is committed to complying with its obligations under the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and any applicable statutory or regulatory provisions relating to the protection and transfer of personal data.

Our full Privacy and Data Protection Notice is published on Our website at connect-recruitment.co.uk/privacy-policy and explains how We collect, store, share, and protect Your personal data. You should familiarise Yourself with the Privacy Notice and refer to it for the full detail of Your rights, including Your rights to access, rectification, erasure, portability, and to object to processing.

For data protection queries, contact the Data Protection Officer at chris@connectrecruitment.co.uk or write to: Data Protection Officer, Connect Recruitment Hub, Suite 6, C1 Coalport House, Stafford Park, Telford, TF3 3BD.

You have the right to complain to the Information Commissioner's Office (ICO): Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. ICO Helpline 0303 123 1113. Website www.ico.org.uk.

During the course of an Assignment, telephone calls may be monitored or recorded for quality control, customer service, training, and other lawful purposes by the Client. The Client or the Company may also monitor Your use of e-mail and the internet. You agree to comply with all specific security arrangements of the Client, including (where applicable) personal search.

SECTION 11

Health and Safety

Connect Recruitment Partners undertakes to:

- Obtain details from Clients of specialist skills or qualifications required to carry out an assignment, together with health and safety information.
- Inform You of all the information provided by the Client on health and safety issues connected with the assignment.
- Require You to adhere to the Client's Health and Safety Policy at all times whilst on an assignment.
- Maintain records of accidents and investigate where appropriate.

You have a duty to:

- Familiarise Yourself with and conform to the Client's health and safety procedures, undergoing training where necessary.
- Report any dangers or potential risks to the Safety Representative or other official of the Client and to Your CRP Representative.
- Stop working immediately if You consider that Your working environment is unsafe and report the matter to the Safety Representative or other official of the Client and to Your CRP Representative.
- Report any accidents and any incidents that may lead to accident or injury to the safety representative or other official of the Client and to Your CRP Representative.
- Co-operate with the Client on health and safety matters and observe all health and safety instructions and regulations from the Client.
- Wear any protective clothing and use any safety equipment that has been provided in order to carry out any assignment.
- Bring to Connect Recruitment Partners' attention any health condition that You think may have been caused or aggravated by a work activity.
- Report any health condition, including pregnancy, that You have or that You develop, whether work related or not, that may put You at risk from a work activity.
- Be aware of the dangers of working excessive hours and having insufficient rest breaks. You must inform Connect Recruitment Partners if a Client is asking You to work longer hours than originally agreed or if inadequate rest breaks are provided.
- Inform Us of any accidents that You have on site.

Clients have a duty to:

- Treat all Connect Recruitment Partners temporary workers as they would their own employees for all health and safety matters and ensure a safe system of work at all times.
- Assess health and safety risks and record the result of the assessment.
- Provide Connect Recruitment Partners with information on special qualifications or skills which the temporary worker will need, and inform Us of any conditions that are likely to affect health and safety.
- Co-operate and co-ordinate with Connect Recruitment Partners staff and temporary workers on health and safety matters.

- Provide sufficient training and supervision to ensure a safe working environment.
- Never ask a temporary worker to work on a specific task or on machinery in areas that they have not been trained in.
- Provide health and safety risks and measures information.
- Make available safety equipment and protective clothing as necessary for the job to be undertaken and ensure its use.
- Tell the Connect Recruitment Partners staff and temporary worker the name of the authorised Health and Safety Representative.
- Record any accidents or injuries in their Accident Record Book, investigate the accident, and provide copies to Connect Recruitment Partners. Where required, the accident will be reported under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

First Aid and accidents

All accidents must be recorded in the Client's Accident Book, maintained by the Client's designated First Aider. If You have an accident, please get first aid treatment immediately. Even small cuts, if left untreated, could result in infection.

In the event that someone You are working with is injured, ensure that the injured person is cared for and send for a first-aider immediately. You should also:

- WITHOUT PERSONAL RISK, isolate any danger if possible.
- NOT MOVE THE INJURED PERSON, unless it is dangerous not to.

Any near-miss incident should also be reported, so that it can be investigated and prevention methods put in place to prevent future accidents.

Fire

You must ensure that You are fully conversant with and comply with the fire and other emergency procedures, and take part in all drills as arranged by Connect Recruitment Partners or the Client. If You require further guidance You should refer to Your CRP Representative or the Client.

Electricity

Electrical equipment is normally safe, provided it is properly installed and regularly inspected. The repair and maintenance of electrical appliances is a job for an expert. Do not attempt to make any repairs Yourself.

The two main risks from electricity are shocks and fires. You can reduce the risk by:

- Not overloading sockets.
- Never touching light switches or appliances with wet hands.
- Not using equipment that looks unsafe or damaged.
- Keeping electrical supply cables and flexes away from wet areas, or from where they will be damaged by being walked over or knocked when moving equipment.

Please report trailing cables that might cause someone to trip and fall, and any faulty cabling, to Your Client supervisor on site or to Your CRP Representative.

Personal Protective Equipment (PPE)

During an assignment You may be required to wear PPE. It will be supplied to You and We will ask You to sign a form authorising Us to deduct the cost of the equipment from Your final pay if the PPE is not returned in good condition (allowing for fair wear and tear) at the end of Your engagement.

Manual Handling

Manual handling regulations cover tasks involving supporting or transporting loads by physical human effort. An assessment of manual handling techniques will be carried out by a competent person so that risks can be identified and reduced to the lowest level reasonably practicable. You should familiarise Yourself with good handling techniques.

There is no particular maximum weight specified in the regulations, which recognise the fact that whilst weight is evidently a significant factor, there are other considerations of equal importance, such as the task, individual capability, the load, the stability, the packaging, repetition, distance to be carried, and the environment.

You must not, under any circumstances, attempt to lift or carry any load that is likely to cause You personal injury. You should think about the following points if You have to do any lifting:

- Plan the lift. What is the best way to get the load from A to B?
- Ensure You are balanced properly for lifting by positioning Your feet apart.
- Adopt a good posture, bend the knees using them to lift, and keep the back straight.
- Get a firm grip on the load.
- Keep the load close to Your body.
- Lift smoothly trying not to jerk.
- Do not twist Your body when turning to the side.
- Put the load down before adjusting it to the desired position.

Control of Substances Hazardous to Health (COSHH)

Under the Control of Substances Hazardous to Health Regulations 2002 (as amended), all persons at work need to know the safety precautions to take so as not to endanger themselves or others through exposure to substances hazardous to health. You may come into contact with such substances while working on assignment. Any such hazards will be identified to You and training will be given if You are required to use them. Make sure that You obtain instruction and fully understand how these substances are to be handled before using any hazardous substances.

Driving assignments

In addition to the above health and safety requirements, all temporary workers on driving assignments should also observe the following rules:

- Always complete sufficient checks on the vehicle to ensure that it is roadworthy before leaving the premises.
- Ensure that the load is secure as it is Your responsibility as the driver, even if someone else has loaded the vehicle.
- Check that the vehicle has not been overloaded in both gross weight and individual axles. If You feel it is overloaded, please ask for permission to proceed to a weighbridge.
- Ensure that the load is evenly distributed, particularly after partial unloading.

- Make sure that the Client is made aware of any defects and that they are entered in their defect report book.
- Ensure that You know how to operate all vehicle equipment before starting Your journey. If You have any doubts please ask the Client's representative.
- Always observe the relevant legislation, including the Road Traffic Acts and the Highway Code.
- Always observe the requirements of the EU Driving Hours and Working Time (Road Transport) Regulations 2005 (as amended).
- Never drive if You are tired or unwell, or if You are taking medication which may affect Your driving. It is Your responsibility to be aware of any side-effects that Your medication may have.
- Be aware of the height of the vehicle You are driving as many accidents are caused by drivers hitting overhead gantries or bridges.
- If You feel that the vehicle or load is unsafe to drive, do not proceed. Report Your concerns to the Client and Your CRP Representative.

SECTION 12

Helpline Contacts

Below are the contact details for organisations that can provide support, advice, or assistance. Some are internal to Connect Recruitment Partners; others are external charities and government bodies offering confidential support across a wide range of issues.

INTERNAL

Connect Recruitment Partners Main Line

0333 034 7109

chris@connectrecruitment.co.uk

Speak to Your CRP Representative or escalate any issue.

PENSIONS

NOW: Pensions

0330 100 3334

nowpensions.com

CRP's workplace pension provider. Employer code 4QKR.

EXTERNAL SUPPORT

UK Modern Slavery Helpline

0800 0121 700

modernslaveryhelpline.org

External 24/7 confidential helpline for victims of modern slavery.

Information Commissioner's Office

0303 123 1113

ico.org.uk

UK data protection regulator. Contact for complaints about how Your data is handled.

Mind

0300 123 3393

mind.org.uk

Advice and support for anyone experiencing a mental health problem.

Samaritans

116 123

samaritans.org

24/7 helpline offering support to anyone in distress.

Women's Aid

0808 2000 247

womensaid.org.uk

National charity supporting women and children suffering domestic violence.

Mankind Initiative

01823 334244

mankind.org.uk

National charity supporting male victims of domestic violence.

Crisis

0300 636 1967

National charity for homeless people or those at risk of homelessness.

<i>crisis.org.uk</i>	
Macmillan Cancer Support 0808 808 0000 <i>macmillan.org.uk</i>	National charity supporting people with cancer and their families.
Cruse Bereavement Care 0808 808 1677 <i>cruse.org.uk</i>	UK-wide charity helping those who are bereaved.
Alcoholics Anonymous 0800 9177 650 <i>alcoholics-anonymous.org.uk</i>	Help to deal with an alcohol problem or addiction.
MoneyHelper 0800 138 7777 <i>moneyhelper.org.uk</i>	Free impartial money guidance (formerly the Money Advice Service).
HMRC Income Tax 0300 200 3300 <i>gov.uk</i>	For queries regarding Your tax code or other tax matters.

Connect Recruitment Partners

Worker Handbook, Version 1.0

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CONNECTRECRUITMENTHUB LTD

Registered company number 15100597

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