



Temp Welcome Pack

Welcome to Jade Recruitment!

We are delighted that you have chosen to temp for Jade Recruitment.

Jade Recruitment is locally known for supplying the highest calibre temporary staff, therefore we recognise our success and reputation depends upon you.

The following will hopefully answer any questions you may have about temporary work and Jade Recruitment.

1. Finding your assignment	3
2. Keeping in contact	3
3. Your first assignment	3
4. How you will be paid	3
5. Your First Day	4
6. Time sheets	5
7. Sickness	5
8. Holidays	5
9. Working Time Regulations	6
10. Your Responsibility to Jade and our Clients	7
11. Health & Safety	7
12. Equal Opportunities	8
13. Temporary Staff Code of Conduct	11

Should you require any further information, please do not hesitate to contact me.

We look forward to you working for us and hope you enjoy temping.

Regards,

Jade Recruitment

1. Finding your assignment

On initial interview with us, we are able to determine your skills and discuss with you which assignments you would be suitable for. If you have specific requirements it is important you tell us on interview e.g. you can only work school hours or want to work in Dorking.

2. Keeping in contact

It is important that you are able to keep in contact with us and us with you. Please ensure you telephone us on a Monday to confirm your availability for the coming week, and if there are any changes to this you inform us ASAP. If you have an assignment for another agency, please ensure you let us have a contact number in order for us to contact you to discuss potential assignments.

3. Your first assignment

As soon as we have found you your first assignment we will contact you and ask you to come into the branch for your first timesheet. This will have details of the booking, the hours of work, the rate of pay, working address and category of booking.

4. How you will be paid

The first time you work for us we require a P45. If you do not have one you must please ask us for the relevant tax forms when you pick up your first timesheet.

We will require your bank or building society details. You will not be paid without this procedure being followed.

N.B. Unless a memo has been sent to you advising you differently (due to bank holidays) you will be paid every Friday weekly in arrears, directly into your bank or building society account. Please note that CASH POINT balances are from the day before.

If you have any problems concerning your tax that we are not able to solve, please contact our Tax Office quoting our Tax Reference number – 581/NZ97716.

H M Inspector of Taxes
Portsmouth 1 TSO
Lynx House
1 Northern Road
Cosham
Portsmouth PO6 3XA
Tel:- 0845 3000 628

4.1. Students

You must complete a P38 the first time you work for us and every subsequent tax year. If you are initially registered as a student and are now looking for a permanent job whilst temping, let us know and our permanent section will assist you with your permanent requirements.

Once you have left full-time education you must immediately ask us for the relevant tax forms, as you are no longer student exempt. It is your responsibility to notify us of this as it is illegal to continue to use Student Exemption form once you have officially left full-time education.

5. Your First Day

Always remember the following points before commencing your booking:

1. Check directions to the company
2. Check bus and train route timetables
3. Always arrive ten minutes earlier than stated on the timesheet on the first day. If you are running late please call us so that we can inform the client.
4. Dress accordingly – e.g. secretarial/commercial bookings, wear a suite or appropriate professional clothing.
5. Health & Safety – see section 12.

6. Catering Rules

- Only wear limited make-up
- Do not wear jewellery (with the exception of a wedding ring)
- Shoulder length or long hair should always be tied back
- Do not wear nail varnish
- Flat and closed shoes must be worn (make sure they have a good grip as kitchen floors can often be slippery). This does not include Trainers or Soft Shoes.
- Always wear clean clothes and crisply ironed
- Clothing must always be clean and without any rips or tears
- If you have suffered from any illness – especially stomach upset – please make sure you inform us.
- If you hold the Catering Hygiene Certificate, please ensure that your card is shown to all clients the first time you work for them. Ensure that you have your card on you at all times.

6. Time sheets

We issue a separate timesheet for each different week and category. If you are working during the week and on the weekend, this will be covered by the same timesheet.

6.1. What to do with your timesheet.

The small white copy is to be completed, remember to deduct lunch breaks etc. At the end of the week total up the timesheet and get signed by company.

The longer white copy is your contract to keep. Ensure you read through this and remember you are employed by *us* not *our* client. Do not give your phone number to our client, all contact must be made via Jade Recruitment.

If for any reason you do not have a timesheet, ask the company to sign for your hours on a piece of their "Company headed" paper.

All timesheets must be handed into the branch by 5.30pm every Friday or posted through the letterbox on Saturday or Sunday. If your timesheet is late your pay will be delayed until the following payday. Late Timesheets often incur extra National Insurance, which means *you lose money*.

6.2. Important!

Please ensure you check your timesheets before you leave the booking and ensure that these have been completed correctly and signed. Without a correctly completed signed timesheet we CANNOT pay you.

7. Sickness

If you are sick, please contact us immediately in the morning, as we will need to try and refill your booking. If you are sick on a weekend booking, please ring the client immediately and ensure you ring us on Monday morning. There is always a member of staff in the office from 8.00am.

The Temporary Worker may be eligible for Statutory Sick Pay provided that he/she meets the relevant criteria. We reserve the right to terminate your booking due to sickness.

8. Holidays

When you are going on holiday, please don't forget to let us know.

The following has been in effect from the 25th October 2001:

Under the Working Time Regulations 1998, the Temporary worker is entitled to 4 weeks' paid leave per leave year. For the purposes of calculating entitlement to leave under this clause, the leave year commences on the 1st October through to 30th September. All entitlement to leave must be taken during the course of the leave year in which it accrues and none may be carried forward to the next year. The right to paid leave arises once the Temporary Worker has been engaged on Assignments with the Employment Business. Entitlement to paid leave accrues in proportion to the amount of the time worked by the Temporary

Worker on Assignment during the leave year. The amount of the payment to which the Temporary Worker is entitled in respect of paid annual leave is calculated in accordance with and in proportion to the numbers of hours that he/she works on Assignment. Where the Temporary Worker wishes to take any leave to which he/she is entitled, he/she should notify the Employment Business in writing of the dates of his/her intended absence. The amount of notice which the Temporary Worker is required to give should be at least twice the length of the period of leave that he/she wishes to take. Unless the Employment Business informs the Temporary Worker in writing that it is not possible for him/her to take leave on the specified dates, the Temporary Worker shall be entitled to take up his/her notified leave entitlement.

None of the provisions of this clause regarding the statutory entitlement to paid leave shall affect the Temporary Worker's status as a self-employed worker.

9. Working Time Regulations

A Guide for Temporary and Contract Staff:

9.1. Working Hours

The regulations say that on average you should not be required to work more than 48 hours each week, unless you agree to do so in writing. Temporary or contract work is all about flexibility and from time to time, companies may want you to work for longer hours. For this reason we may ask you to work for more than 48 hours on average although of course you are under no obligation to do so. You should note that the maximum 48-hour week is an average number of hours. That average is worked out over a 17-week period (longer in some sectors). In other words, even if you have not agreed in writing to work more than 48 hours per week there may be some weeks when you do work longer than 48 hours. This is permitted provided that the average hours over a 17-week period does not exceed 48. It is also important to remember if you have been working for us for less than 17 weeks, the hours you work are averaged over the actual number of weeks you have been working.

9.2. Rest Breaks

The company to which you are assigned should allow you a break from work of 20 minutes if your assignment lasts for more than 6 hours a day. If this is practical, you may take this away from your workstation. Make arrangements with the client about rest/lunch breaks. If you are under 18 you are entitled to a rest break of 30 minutes if your assignment lasts more than 6 hours a day.

9.3. Daily Rest

You are entitled to 11 hours rest from work in each 24 hours. If you are under the age of 18 you are entitled to 12 hours rest from work.

9.4. Weekly Rest

You are entitled to a minimum of 1-day rest from work each week or 2 days every 2 weeks. If you are under 18 you are entitled to 2 days rest from work each week.

10. Your Responsibility to Jade and our Clients

We rely on you keeping in contact with us. Should any of your personal details change we need to know immediately i.e. a change of address. If you have a new skill or have used a different computer package please also let us know.

We will always endeavour to find you the most suitable assignment, and once you are on assignment we expect you to maintain a high level of professionalism and conduct.

Always be helpful and polite, dress appropriately for your booking, the better you are the more likely the client is to ask for you personally for any future bookings.

At the end of your booking, please ensure you take all your personal belongings with you and you return anything issued to you e.g. keys.

Please see the code of conduct for further information.

11. Health & Safety

Please ensure you follow each client's Health & Safety Policy whilst on Assignment. We have listed below some general guidelines to help you.

It's very important to understand that you are responsible for:

- Your own safety
- The safety of others
- Observing the safety rules at all times
- Dressing safely for the work you do including wearing protective equipment where required
- Behaving safely e.g. not becoming involved with horseplay or practical jokes; following all rules pertaining to no smoking areas
- Reporting any medical condition that could affect the safety of yourself or others
- Ensuring you keep your work areas clear and tidy
- Disposing of waste/scrap in the appropriate receptacles
- Ensuring you only operate equipment you have been trained on and are authorised to use
- Undertaking all duties as instructed and never deviating
- Reporting any damage to equipment or hazard in the workplace to the correct person i.e. Supervisor or Manager of the client. Never attempt repair of defective equipment yourself

- Reporting any accident or injury (however minor) at work to the first-aider and ensure details are entered into the accident book; please also report details immediately to Florence Farley at Jade Recruitment Ltd and also to the Manager of the client

The Health & Safety at Work Act 1974 states that an employer must provide:

- A safe workplace - including safe entry and exit
- Safe equipment to work with
- Work procedures and systems that are safe to use and that cause no risk to health
- Sufficient training to allow you to work competently and safely
- Safe arrangements for using, handling, storing and moving things
- Adequate facilities and arrangements for the welfare of employees
- A healthy working environment

Watch out for signs – you must comply with these:

- Yellow and Black triangles are WARNING signs which tell you to take care
- Green Squares show SAFE conditions
- Blue circles with white markings give you COMMANDS, so you must obey the instruction on them
- Red Squares show where FIRE FIGHTING equipment is located
- Red & White Circles with a bar across them and Black markings tell you what you MUST NOT do
- Any other Notices displayed on the premises

12. Equal Opportunities

12.1. General

Jade Recruitment is committed to a policy of equal opportunities for all 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.

Jade Recruitment will treat everyone equally irrespective of sex, sexual orientation, marital status, age, disability, race, colour, religion, ethnic or national origin and places an obligation upon all staff

to respect and act in accordance with the policy. Jade Recruitment is committed to providing training for all its staff in equal opportunities practice.

Jade Recruitment 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. Jade Recruitment 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.

Jade Recruitment will not accept instructions from clients that indicate an intention to discriminate unlawfully.

12.2. Sex and Race Discrimination

Unlawful sex or race discrimination occurs in the following circumstances:

12.2.1. Direct discrimination

Under the Sex Discrimination Act 1975 and the Race Relations Act 1976 direct discrimination occurs where one individual treats another individual less favourably on grounds of their sex or race than he treats or would treat other persons.

It is unlawful for a recruitment consultancy to discriminate against a person on the grounds of their sex, colour, race, nationality, ethnic or national origins: -

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

Direct discrimination would also occur if a recruitment consultancy accepted and acted upon a job registration from an employer which states that certain persons are unacceptable because of their sex, colour, race, nationality, or ethnic or national origins, unless one of the exceptions applies.

12.2.2. Indirect Discrimination

A claim of indirect discrimination arises when an employer applies a requirement or condition generally, but which is such a proportion of persons from one racial group who can comply with it is considerably smaller than the proportion of persons not of that racial group who can comply with it.

Indirect discrimination would also occur if a recruitment consultancy accepted and acted upon an indirectly discriminatory instruction from an employer.

Jade Recruitment will not discriminate unlawfully when selecting candidates or temporary workers for submission or a vacancy or assignment or in any terms of employment or terms of engagement for temporary workers.

If the vacancy falls within the definition of a genuine occupational qualification or any other statutory exception Jade Recruitment will not deal further with the vacancy unless the client provides written confirmation of the genuine occupational qualification.

12.3. Disability Discrimination

Under the Disability Discrimination Act 1995, disability discrimination occurs if for a reason which relates to the disabled person's disability an individual:

- treats him less favourably than he treats, or would treat others to whom that reason does not or would not apply, and,
- the employer cannot show that the treatment in question is justified.

Jade Recruitment will not discriminate against a disabled job applicant or employee on the grounds of disability:

- in the arrangements i.e. application form, interview and arrangements for selection for determining to 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 him or her to any other detriment (detriment will include refusal of training, transfer, demotion, reduction of wage; or harassment).

Jade Recruitment will accordingly 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.

12.4. Age Discrimination

Jade Recruitment will encourage clients not to include any age criteria or other subjective criteria in job specifications and every attempt will be made to persuade clients to recruit on the basis of competence and skill and not age.

12.5. Complaints and Monitoring Procedures

Jade Recruitment has in place procedures for dealing with complaints of discrimination. These are available from Florence Farley and will be made available immediately upon request.

13. Temporary Staff Code of Conduct

DO'S	DON'TS
<p>Always ensure you know where you are going for a booking. If you are at all unsure, phone the client and ask for directions</p>	<p>Use the Internet or E-mail facility for personal use (this is a sacking offence)</p>
<p>Ensure you leave plenty of time on the way to a booking so that you aim to arrive early</p>	<p>Never stand around chatting – remember the client is paying for your time by the hour – I'm sure that you would find this unacceptable</p>
<p>If you have to arrange lifts with other temps ensure you arrange them in plenty of time and ensure you keep a note of their phone number and that they have yours</p>	<p>Hand out the telephone number at the booking to anyone. The last thing the client wants is for the temp to receive numerous telephone calls</p>
<p>Take pride in your standard of work at all times</p>	<p>Disclose our client names to another agency under any circumstances</p>
<p>If you have finished your work ensure you ask whether there is anything else you could be doing</p>	<p>Make personal telephone calls unless it is absolutely vital. Always ask permission first.</p>
<p>Be polite</p>	<p>Drink on duty, this is a sacking offence</p>
<p>Before leaving bookings ensure that your timesheet has been signed for the correct hours</p>	<p>Switch off mobile phones</p>