



## APPLICATION FOR EMPLOYMENT

**(PLEASE COMPLETE IN CAPITALS)**

|                                      |               |
|--------------------------------------|---------------|
| Mr/ Mrs/Ms/Miss /Other<br>First Name | Surname       |
| Home Address                         | Mobile        |
| Postcode                             | Email Address |

|                                                                    |                                                                                                                  |
|--------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|
| Date of Birth                                                      | National Insurance Number                                                                                        |
| Nationality                                                        | Right to work -<br><br>Visa/Passport or Birth Cert with NI Number/Biometric/VALID<br>PHOTO ID A MUST FOR AIRPORT |
| Type of Work Sought                                                | Minimum Hourly Rate Sought/ Salary<br><br>£                                                                      |
| Days /Nights/Weekends/ Student                                     | Interested in Permanent Jobs                                                                                     |
| Next of Kin Name and Address and telephone<br>number/ relationship | Payroll type                                                                                                     |
| Office only                                                        |                                                                                                                  |
| Registered By and Date                                             | ID Number                                                                                                        |



## 5 YEAR HISTORY

Include benefits and periods unemployed

| Company/Agency/Benefits/<br>Education | Start | End | Contact | Phone number |
|---------------------------------------|-------|-----|---------|--------------|
|                                       |       |     |         |              |
|                                       |       |     |         |              |
|                                       |       |     |         |              |
|                                       |       |     |         |              |
|                                       |       |     |         |              |
|                                       |       |     |         |              |



## HEALTH DECLARATION

|                |  |           |  |               |  |                     |  |
|----------------|--|-----------|--|---------------|--|---------------------|--|
| Bowel Problems |  | Diabetic  |  | Asthma        |  | Back and joint pain |  |
| Depression     |  | Allergies |  | Fits/Epilepsy |  | ADHD Medication     |  |
| Stress         |  | Dizziness |  | Chest Pain    |  | Repetitive Strain   |  |
| Skin Problems  |  | Ulcers    |  | Hernias       |  | Heart problems      |  |

If you have answered yes to any of the above please explain below:

.....  
.....

## Equality Act 2010

Do you consider yourself to be disabled under the Equality Act?

Yes      No

If yes are there any adjustments that you think we could make to overcome a disability in relation to the essential requirements of this job?

Yes      No

If yes please provide further details:

If selected for interview, do you require and assistance/ adaptations to help you attend

Yes      No

Please provide further details :

## OTHER INFORMATION

Health

Please state the number of days sickness in last 2 years

## Your Health Declaration

I am aware of the need for adequate rest periods during the working day when I'm working nights. I will ensure I get sufficient rest. I will NOT take alternative employment paid or unpaid during the daytime which may have a detrimental impact on my ability to carry out my duties or vice versa. I will carry out my work legally, safely and efficiently.

I agree to report to SRS Limited any changes in my health during the course of my employment.

SIGNED

.....DATE.....



## **SRS LTD TERMS OF ENGAGEMENT FOR TEMPORARY WORKERS**

1. Definitions: 1.1 In these terms of engagement the following definitions apply. "Assignment" means the period which the temporary worker is supplied to render services to the clients. "Client" means the person, firm or corporate body requiring the services of the temporary worker together with any subsidiary or associated company as defined by the companies act 1985.

"Employment business" means SRS Ltd of The Mill, Horton Road, Stanwell Moor, Staines Middlesex TW19 6BF. "Temporary worker means you. "Relevant period" means the longer period of either 14 weeks from the 1st day on which the temporary worker worked for the client, or 8 weeks from the day after the temporary worker was last supplied by the employment business to the client.

1.2 Unless the context otherwise requires, references to the singular include the plural.

1.3 The headings contained in these terms are for convenience only and do not affect their interpretation.

### **2. The Contract**

2.1 These terms constitute a contract for services between SRS Ltd and temporary worker and they govern all assignments undertaken by the temporary worker. However, no contract shall exist between SRS Ltd and the temporary worker between assignments.

2.2 For the avoidance of doubt, these terms shall not give rise to a contract of employment between SRS Ltd and the temporary worker.

2.3 No variation or alternation to these terms shall be valid unless the details of such variation are agreed between SRS Ltd and the temporary worker and set out in writing and a copy of the varied terms is given to the temporary worker stating the date on or after which such varied terms shall apply.

3. Assignments - The first day will be the first occasion on which a temporary worker is supplied to work for the client or the first day of an assignment where there has been more than 42 days since the end of any previous assignment.

3.1 SRS Ltd will endeavour to obtain suitable assignments for the temporary worker to work as a

**Warehouse/ Forklift/Van/7.5/LGV2 /LGV1/Landscape/ Refuse/Administration/ Transport /Office/ catering / security / plant/rail other ..... (Delete those not applicable).** The temporary worker shall not be obliged to accept an assignment offered by SRS Ltd

3.2 The temporary worker acknowledges that the nature of temporary work means that they may be periods when no suitable work is available and agrees: that the suitability of work to be offered shall be determined solely by SRS Ltd: SRS Ltd shall incur no liability to the temporary worker should it fail to offer opportunities to work in the above category or in any other category; and that no contracts shall exist between the temporary worker and the employment business during periods when the temporary worker is not working on an assignment.

3.3 At the same time as an assignment is offered to the temporary worker SRS Ltd shall inform the temporary worker of the identity of the client, and if applicable the nature of their business; the date the work is to commence and the duration or likely duration of the work; the type of work, location and hours during which the temporary worker would be required to work; the rate of the remuneration that will be paid and any expenses payable by or to the temporary worker; and any risks to health and safety known to the client in relation to the assignments and the steps the client has taken to prevent or control such risks. In addition, SRS Ltd shall inform the temporary worker what experience, training, qualifications, and any authorisation required by law or a professional body the client considers necessary, or which are required by law to work in the assignment.



3.4 Where such information is not given in paper form or by electronic means it shall be confirmed by such means by the end of the 3rd business day (excluding Saturday, Sunday and any public or bank holiday) following save where:

3.4.1 The temporary worker is being offered an assignment in the same position as one in which the temporary worker has previously been supplied within the previous 5 business days and such information has already been given to the temporary worker: or

3.4.2 Where, subject to clause 3.5, the assignments is intended to last for 5 consecutive working days or less and such information has previously been given to the temporary worker before and remains unchanged.

3.5 Where an assignment is for 5 consecutive working days or less and the provisions of clause 3.4.2 are met, the employment business need only provide the temporary worker with written confirmation of the identity of the hirer and the likely duration of the work. If the assignment extends beyond the intended 5 consecutive working day period SRS Ltd shall provide such information set out in clause 3.3 to the temporary worker in paper or electronic form within 8 days of the start of the assignment.

3.6 For the purpose of calculating the average number of weekly hours worked by the temporary worker on an assignment, the start date for the relevant averaging period under the working time regulations shall be the date on which the temporary worker commences the first assignment.

3.7 If, before the first assignment, during the course of an assignment or within the relevant period the client wishes to employ the temporary worker direct or through another employment business, the temporary worker acknowledges that the employment business will be entitled either to charge the client a fee or to agree an extension of the hiring period with the client at the end of which the temporary worker maybe engaged directly by the client or through another employment business without further charge to the client. In addition, the employment will be entitled to charge a fee to the client if the client introduces the temporary worker to a third party who subsequently engages the temporary worker within the relevant period.

#### 4. Remuneration

4.1 SRS Ltd shall pay to the temporary worker remuneration calculated at a minimum hourly rate of **£.....** being the minimum rate of remuneration that SRS Ltd reasonably expects to achieve, for all hours worked. The actual rate will be notified on a per assignment basis, for each hour worked during an assignment (to the nearest quarter hour) to be paid weekly in arrears, subject to the deductions in respect of PAYE pursuant to sections 44/47 of the income tax (earnings and pensions) act 2003 and class 1 National Insurance contributions and any other deductions which SRS Ltd maybe required by law to make.

4.2 Subject to any statutory entitlement under the relevant legislation, the temporary worker is not entitled to receive payment from SRS Ltd or clients for time not spent on assignment, whether in respect of holidays, illness or absence for any other reason unless otherwise agreed.

5. Statutory Leave – As per Toplines TOB N/A if a limited company

6. Sickness absence – SMP – Paternity – Adoption (if applicable) As per Toplines TOB N/A if a limited company

6.1 The temporary worker may be eligible for statutory sick pay if he/she meets the relevant statutory criteria.

6.2 For the purposes of the statutory sick pay scheme there is one qualifying day per week during an assignment and that qualifying day shall be the Wednesday in every week. You must produce a doctor's certificate after the 3rd working day.

#### 7. Timesheets

7.1 At the end of each week of an assignment (or at the end of the assignment where it is for a period of one week or less or is completed before the end of a week) the temporary worker shall deliver to SRS Ltd a time sheet duly



completed to indicate the number of hours worked during the preceding week (or such lesser period) and signed by an authorised representative of the client.

#### 7.2 Subject to clause

7.3 SRS Ltd shall pay the temporary worker for all hours worked regardless of whether SRS Ltd has received payment from the client for those hours.

7.3 Where the temporary worker fails to submit a properly authenticated time sheet SRS Ltd shall, in a timely fashion, conduct further investigations into the hours claimed by the temporary worker and the reasons that the client has refused to sign a timesheet in respect of those hours. This may delay any payment due to the temporary worker. SRS Ltd shall make no payment to the temporary worker for hours not worked.

7.4 For the avoidance of doubt and for the purposes of the working time regulations, the temporary worker's working time shall only consist of those periods during which he/she is carrying out activities or duties for the client as part of the assignment. Time spent travelling to the client's premises, lunch breaks and other rest breaks shall not count as part of the temporary worker's working time for these purposes.

#### 8. Conduct of assignments

8.1 The temporary worker is not obliged to accept any assignment offered by SRS Ltd, but he/she does so, during every assignment and afterwards where appropriate, he/she will:

- a) Co-operate with the client's reasonable instructions and accept the direction, supervision, and control of any responsible person in the client's organisation.
- b) Observe any relevant rules and regulations of the client's establishment (including normal hours of work) to which attention has been drawn or which the temporary worker might reasonably be expected to ascertain).
- c) Take all reasonable steps to safeguard his or her own health and safety and that of any other person who may be present or be affected by his or her actions on the assignment and comply with the health and safety policies and procedures of the client.
- d) Not engage in any conduct detrimental to the interests of the client.
- e) Not at any time divulge to any person, nor use for his or her own or any other person's benefit, any confidential information relating to the clients of SRS Ltd employees, business affairs, transactions, or finances.

8.2 If the temporary worker is unable for any reason to attend work during an assignment, he/she should inform the SRS Ltd 0800 047 2025 within one hour of the commencement of the assignment or shift.

8.3 If, either before or during an assignment, the temporary worker becomes aware of any reason why he or she may not be suitable for an assignment, he shall notify SRS Ltd without delay.

#### 9. Termination

9.1 SRS Ltd or the client may terminate the temporary worker's assignment at any time without prior notice or liability.

9.2 If the temporary worker does not inform SRS Ltd in accordance with clause 8.2 should they be unable to attend work during an assignment this will be treated as termination of the assignment by the temporary worker in accordance with clause 9.2 unless the temporary worker can show exceptional circumstances prevented him/her from complying with clause 8.2.

9.3 If the temporary worker is absent during an assignment and the contract has not been otherwise terminated under clauses 9.1, 9.2, above SRS Ltd will be entitled to terminate the contract in accordance with clause 9.1 if the work to which the absent worker has assigned is no longer available for the temporary worker.



9.4 If the temporary worker does not report to SRS Ltd to notify his/her availability for work for a period of 3 weeks the payroll company will forward his/her P45 to his/her last known address.

10. Law These terms are governed by law of (England and Wales/Scotland/Northern Ireland) and are subject to the exclusive jurisdiction of the courts of (England and Wales/Scotland/Northern Ireland).

#### **Working Time Regulations 1998 - 48-Hour opt Out Letter**

Under the Working Time Regulations 1998 a worker's average weekly working time (including overtime) calculated over a rolling 17-week period must not exceed 48 hours.

The Regulations provide that this limit will not apply where a worker has agreed with his Employer, in writing, that it should not apply in his case.

I am therefore asking you to agree to opt out to enable you to decide on your own hours of work.

You may withdraw your agreement by giving the Company three months advance notice in writing. Please confirm your agreement by signing where indicated on the section below.

Yours sincerely  
Surrey Recruitment Services Limited

---

#### **DON'T SIGN IF YOUR UNDER 18 YEARS OLD**

I agree that the limit specified in Regulation 4 (1) of the Working Time Regulations 1998 shall not apply in my case.

Signed:

Date:

#### **Interviewer Notes**

I am satisfied that the information provided by the Applicant during this interview has been recorded within this pack and will now be retained as part of the Applicant's recruitment record.



Signature of Interviewer: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Print Name: \_\_\_\_\_

---

## Additional Notes *(Interviewer to complete)*

### TEMPORARY DECLARATION

#### Rehabilitation of Offenders Act 1974

Do you have any criminal convictions other than that treated as spent under the Rehabilitation of Offenders Act 1974 and those disclosed if any, on this form?

YES/NO

If yes please explain

#### First declaration by applicant

- I declare that the information given is complete and accurate.
- I declare that I have no criminal convictions other than any treated as spent under the provisions of the Rehabilitation of Offenders Act 1974 and those disclosed on the form.
- I declare that I accept that any misrepresentation of the facts is a ground for refusal of employment or disciplinary proceedings (and, in appropriate cases, criminal charges).
- I authorise approaches to be made to former employers, educational establishments, government agencies and personal referees for verification of the information I have supplied within this form.
- I accept that if the activities for which I am to be deployed require a CTC the CAA or its agents will carry out a CTC and that deployment on any such activities is conditional on the satisfactory result of such a check.
- I am aware no fees will be charged for job hunting.
- I agree to the terms of engagement, GDPR policy, health declaration and have received a Staff Manual and have seen the Health and Safety video and I am responsible for conducting my duties in line with HSE regulations.

**Signature:**

**Date:**

**Name:**

#### Second Declaration by applicant

I have received read and understood my handbook supplied digitally by SRS.

**Signature:**

**Name:**

**Date:**



# AGENCY EMPLOYEES' HANDBOOK

Welcome to SRS Limited

The West Wing, The Mill

Horton Road

Stanwell Moor

TW19 6BF

**0800 047 2025**



## OVERVIEW

We will ensure you will receive adequate support, training, and development to meet our standards and our client's standards that will enable you to have an enjoyable satisfying career with us.

- Remember we care about you, and we are always here to help and assist you.
- Always arrive at your destination (place of work) 10 minutes early.
- If you are unwell or are unable to attend work, you must call the 24-hour number which is provided at registration by your consultant as well as on the reverse of your I.D pass as well as your timesheet.
- You must always wear your full uniform, which includes safety boots; hi visibility and ID badge and always create a good image.
- Work the full company hours unless you are requested to work part time or overtime.
- Familiarise yourself with the company rules and regulations.
- Ask for further duties when you have completed your allocated tasks.
- Keep SRS Ltd informed of your working progress.
- Ask the company if they require your services again.
- You must never abuse company privileges and never gossip or become involved in company politics or divulge in any confidential information to do with SRS Ltd or the company you are working for. This includes pay rates, shifts, and companies you are given to attend. It is you this affects.
- You must never complain to any of our clients if a problem arises, you must call us immediately for us to deal with the situation in an appropriate manner.
- Any parking tickets, speeding tickets or any other driving fines that you incur will be deducted with evidence that it was yourself who remains responsible.
- Any negligence committed by yourself while working will be your responsibility and will be deducted from your pay. This will include, loss of vehicle keys, not checking your diesel, not locking, and sealing your vehicle correctly or any other negligence that is committed by you.
- You must always adhere to the Health and Safety regulations on site.

## SMOKING POLICY

We have been advised by our clients that if they are fined by the relevant authorities for any SRS Ltd Limited employees smoking in the prohibited areas the cost will be passed onto you.

Signing this application for is deemed acceptance of this policy. I have read and understood the above and I am in full agreement that if any charges adhered by myself due to misconduct, then I agree for the costs to be deducted from any payments that are due to myself.

## DRUG AND ALCOHOL

SRS Ltd Limited endeavours to ensure that employees' and workers use of either alcohol or drugs does not impair the safe and efficient running of the organisation or the health and welfare of its employees, workers, and clients.

If you have a health problem which could be misinterpreted as intoxication (for example diabetic coma or epileptic seizures), or if you are taking medication which may have side effects similar in appearance to intoxication, you must ensure that you make this known to your line manager. All employees and workers must inform their line manager regarding any prescribed medication that may influence their ability to carry out their work safely and must follow any instructions subsequently given. Drugs that cause drowsiness must not be used whilst at work or in a way that could affect performance at work. The health and well-being of our employees and workers is of paramount importance and SRS Ltd considers alcohol and drug dependency as an illness. Any employee or worker suffering from drug or alcohol dependency should declare their dependency, and SRS Ltd will subsequently provide reasonable assistance, treating absences for treatment and/or rehabilitation as any other sickness absence. Failure to accept help or continue with treatment will render the employee liable to normal disciplinary procedures. All employees and workers must inform SRS Ltd or any appropriate person if they suspect a fellow worker may be in breach of this policy.



Attending work unfit because of the consumption of alcohol or illegal drugs is a serious disciplinary offence and may be regarded as gross misconduct which may result in immediate removal from an assignment and summary dismissal. Consuming illegal drugs or excessive alcohol on our or our clients' premises is not permitted and may be treated as gross misconduct.

SRS Ltd prohibits the drinking of alcohol by employees or workers in the workplace or on company business, other than reasonable drinking of alcohol in connection with approved social functions. SRS Ltd regards drinking to an excessive level as any of the following situations:

- The individual is over the legal limit stipulated for driving (i.e.: 35mcg/100ml of breath alcohol concentration)
- In the opinion of our or our clients' management, the individual's performance is impaired. This may be at less than the legal limit stipulated for driving
- In the opinion of our management or our clients' management, the individual's behaviour may cause embarrassment, distress, or offence to others
- The individual continues to drink when instructed to stop by a manager

SRS Ltd prohibits the misuse of legitimate drugs or possession, use, distribution, or selling of illicit or unprescribed controlled substances or alcoholic beverages on our or our clients' business or premises and doing so may be treated as gross misconduct. Where a criminal offence is suspected the client or SRS Ltd may inform the Police.

Many of our clients have drug and alcohol policies that apply to all workers under their control. This means that their policies will also apply to you whilst working on assignments and could include random, routine, or targeted testing. All employees and workers should be aware of this possibility and must co-operate with the client fully. Failure to comply with policy or to permit testing could result in the immediate removal from the assignment and the non-compliance reported to SRS Ltd where we will instigate an investigation which could lead to disciplinary action.

## 1.0 Payment

You will be paid weekly, one week in arrears directly into your bank or building society.

This is not dependant on the Surrey Recruitment Services Ltd receiving payment from the client.

**N.B However if your timesheet is late or not received by Monday 10.00am we cannot issue a payment until following week.**

Send your timesheet to [ops@surreyrs.co.uk](mailto:ops@surreyrs.co.uk) what's app Emma or Vanessa or Rhys

Our payroll company is TOP LINE MANAGEMENT

Telephone number is 01202 497665

They process the payments on a Thursday at 14.00, and you will receive your payslip by email. Your password to open is your date of birth e.g., 01/01/1111.

They will give your option to either accrue your holiday pay or pay it to you weekly, after 12 weeks you will automatically be enrolled with Nest pensions if you don't want this, please liaise with TOPLINE MANAGEMENT they will email you updates as your career with us progresses.

They are friendly and very helpful so please don't hesitate to call them with any queries between 0900 and 1700 Monday to Friday

Or you will be on a PAYE scheme detail given to those under IR35 rules by Topline management.

## 1.0 Deductions from payment (KID)

Your payroll company will make all tax and National Insurance and any other statutory deductions as appropriate. We are authorised to deduct from your pay (including holiday pay, SSP, bonus or commission, non-returned uniform payment in lieu of notices) any amounts, which are owed to you. This includes loans, excess holiday, expenses or over payments. On termination of your employment a reasonable sum up to the replacement value to compensate us for any property not returned will be deducted. If you are a Limited company, it is your and your accountant's responsibility to pay your tax's etc.

## 1.01 Accidents



**All accidents should be reported to us immediately.** You should fill out the accident report form. Should the accident go through our insurance and the accident is your fault we will resolve through our DNI however you will be responsible for the sum of £500 for the excess.

## **2.0 Change of personal circumstances**

You must notify Surrey Recruitment Services Limited immediately of a change of address, change of name, change of telephone number and any personal particulars such as marital status, bank details, loss of driving licence, statutory medical, expiry of working visas, permits etc and criminal convictions.

## **3.0 Absence from work**

If you are going to be absent it is your responsibility to ensure that Surrey Recruitment Services Limited are notified before you are due to start your shift for a replacement to be there in good time. You must telephone Surrey Recruitment Services Ltd or the giving full reasons for your absence and give some indication of how long you intend to be absent for. **At no time must a text message, email or message left with a colleague or client be used as a means of notifying Surrey Recruitment Services Limited your absence from work.** Whilst you are absent from work you should telephone at least once a day to update us of your circumstances. If you do not notify, following the correct procedure it may be considered you are not returning, and your shift will be covered.

If you are absent due to sickness the first 5 days must be self-certified following that a doctor's certificate will be required for statutory sick pay (SSP) to be paid. Unless your paid under a limited company or an Umbrella company.

## **3.1 Personal Medical or Dental appointment**

Appointments to see the doctor or dentist must be outside normal working hours wherever possible. If this is not possible it is your responsibility to agree a suitable time of absence with Surrey Recruitment Services Limited.

## **3.2 Attendance and Punctuality**

We are looking for you to be dependable, reliable, and flexible. It is essential that your attendance and punctuality be consistently of a high standard. If you continually fail to meet these standards this behaviour may lead to disciplinary action.

## **3.3 Jury service**

If you are called for the jury service, you must notify Surrey Recruitment Services Limited immediately and pass on all the court correspondence. This will be complete as appropriate and returned to you for you to take to the court. You are not entitled to be paid for absence whilst on jury service.

## **4.0 Equal opportunities policy**

Our policy is designed to ensure that current and potential employees are offered the same opportunity regardless of race, colour, religion, sex, nationality, ethnic origin, age, sexual orientation, marital status, or disability. We expect all our employees to be treated with respect. We aim to provide a working environment in which all employees can realise their potential free from any form of harassment and discrimination. A grievance procedure is available if you feel you have unfairly discriminated against. Disciplinary action may be taken against any employee who is found to have committed an act of unlawful discrimination. Serious breach of this policy may be treated as gross misconduct.

## **4.1 Harassment and bullying at work policy.**

All employees and employers have the right to be treated with respect, trust, and dignity at work. Bullying and harassment is not acceptable from any individual and will be treated as gross misconduct. Bullying may be characterised as: offensive, intimidating, malicious or insulting behaviour or an abuse or misuse of power intended to undermine, humiliate, denigrate, or injure the recipient. Harassment may be characterised as unwanted conduct affecting the dignity of men and women in the workplace. It may relate to age, sex, race, disability, religion, nationality, or any personal characteristic of the individual and may be persistent or an isolated incident. The action or comments are viewed as demeaning and unacceptable to the recipient.

## **4.1a Victimisation**

This may be characterised as: an individual being treated less favourably than others because he or she has brought proceedings, given evidence of complaint about others harassing or discriminating against him/her or others.

## **4.2 Responsibilities**

All employees including Directors, Managers and supervisors have a responsibility for the implementation and monitoring of these policies and to ensure a culture of respect and dignity for all.

## **4.30 Raising a concern.**



Any individual who believes that they may be a victim of harassment or bullying should raise a complaint through the grievance procedure. An individual raising an issue that is later found to be malicious may be subject to disciplinary action.

#### **4.40 Unacceptable third-party behaviour**

We aim to provide a safe working environment and to protect workers against offensive behaviour from customers, guests, suppliers and other third parties. Should such behaviour occur, you should contact your manager immediately for advice on the most appropriate action.

#### **5.00 Discipline and grievance**

We have several policies, which are guidelines for appropriate workplace behaviour:

#### **6.00 Borrowing cash, stock, or equipment**

At no time are you allowed to borrow cash from your place of work. This may be treated as theft and may result in summary dismissal. You are not allowed to borrow stock or equipment from your place of work without prior written notice from your director this will be treated as theft and may result in summary dismissal. We will not pay advances on wages.

#### **7.00 Company Car/Mobile telephone**

If you are provided with a car or phone the terms and conditions will be given to you separately. They remain the property of Surrey Recruitment Services Limited and must be returned on leaving. If any of these are used personally then a charge will apply.

#### **8.00 Property**

On leaving your employment you must return all documentation, equipment and any other items which belong to Surrey Recruitment Services Limited. Any damage to property will be gross misconduct.

#### **9.00 Right of search**

We reserve the right to search your belongings in the presence of a witness. If you refuse to be searched or your belongings searched you may be subject to disciplinary action if we have reasonable grounds for believing that you are in possession of property belonging to us, our client or another colleague without authority or permission.

#### **10.00 Computer usage, Internet, and email access**

Computer hardware, software and data are for the exclusive use of business only. Anyone using a computer system must comply with data protection Act 1998 and all copyright legislation on software or any other legislation, which may from time to time be enacted. The storing, creating, or passing on a text or graphic which could be regarded as offensive on grounds of race, sex, disability is forbidden and will lead to disciplinary action.

#### **11.00 General Data Protection Act**

We aim to fulfil our obligations under the data protection act and as part of your terms and conditions you give us permission to collect, retain and process information about you. The data kept both manually and electronically is used for general employment administration purposes and monitoring our compliance with the law and best practice of equal opportunities and non-discrimination.

#### **11.10 Local Rules**

You must comply with any local rules, which may apply, to your place of work. You are responsible for the safety of company equipment and property. Failing to do so will result in incurred charges from the client and this will be forwarded to yourselves due to negligence i.e Parking tickets, loss of keys, parking fines, fuel cards, speeding fines etc.... Any paid training by Surrey Recruitment Services Limited will be forwarded on to you if employment is terminated within 6 months.

#### **11.11 Confidentiality**

You shall not, except in the proper course of your duties and with our consent, divulge the following matters to any person, any confidential information concerning the business, its dealings or affairs of any associate, any trade secret or manufacturing process. Or any information concerning financial matters.

#### **11.12 Disloyalty**

You must not do actual or potential damage to our reputation, business, or ability to manage. Examples are discrediting us to a client and/or imparting confidential information to an unauthorised person. In an extreme case such action may be treated as gross misconduct.



### **11.13 Outside interests-business conduct**

You are required to devote your time and energies to your employment and not to engage directly or indirectly in any other employment or business interest without previous consent, in writing, from Surrey Recruitment Services Limited.

### **11.14 Whistle blowing**

If you know or have genuine suspicion of any breaches of the rules as laid down in this manual or any legal violation, financial malpractice, or dangers to the public or environment, you must report such matters promptly to your manager. If this is not possible you should write to head office. You should speak out at the earliest possible opportunity and your concerns will be treated in the strictest confidence. If you raise a genuine concern, you will not be at risk of losing your job or suffering any form of detriment as a result. If you are acting in good faith, it does not matter if you are mistaken. However, if you maliciously raise a matter that you know is untrue or if you make any attempt to deter a colleague from raising proper concerns, this will be treated as a serious disciplinary offence which may lead to dismissal. We recognise that there may be matters that cannot be dealt with internally and an external authority may need to become involved. Where necessary we reserve the right to make referral without your consent.

### **12.00 Timesheets**

All timesheets and invoices if applicable, must, without fail, be handed into the office by 10.00 on Mondays for you to be paid that Thursday no excuses will be accepted, please make sure your timesheets are in. Please make sure your timesheets are correctly filled out including the clients name and your name, please use one timesheet per client. Alterations will not be accepted without a client signature. Please ensure that your start and finish times are accurate and signed for by the client at the end of your shift. Timesheets are scrutinised closely by Surrey Recruitment Services Limited and the client, therefore please understand any discrepancies in the hours you claim could be deemed as fraudulent. You are responsible for your own timesheet.

### **13. Clients**

When you are given a start time, please ensure that you are in on time, we do not appreciate unnecessary phone calls enquiring your whereabouts. Should you for any reason be running late, please phone us so we can inform the client and not the other way around.

Please make sure you leave home with enough time for your journey to work.

Remember its costs you nothing to be polite and courteous, if for any reason you are not happy then you need to call us ASAP and not take it up with the client. Not only are you representing Surrey Recruitment Services Limited you are representing the client.

Please ensure you familiarise yourself with the clients operating procedures and remember all clients are different and have different procedures, if you are unsure about anything always ask or call us.

Some of the things you should familiarise yourself with are: -

- Vehicles
- First Aid
- Site rules
- Fire evacuation procedures
- Health & Safety
- Paperwork Procedures
- Signing in / out books
- Staying in contact with the client
- Drivers, please keep the client informed at all times of any problems either deliveries or collections, especially if you encounter any delays, remember you are being tracked by the tracking system so no detours unless authorised by Surrey Recruitment Services Limited If you are involved in any incident whilst driving, however minor let the client or Surrey Recruitment Services Limited know as soon as possible.
- Use your common sense when in charge of the client's vehicle/load. Report any suspicious activity immediately. Do not stray off any designated routes or leave your vehicle unattended at any times even with the keys still in it. Be aware of what is going on around you.
- Negligence will cost you work, and the clients will forward any claims to Surrey Recruitment Services Limited so make sure this does not happen.

### **14. Licences**

Whilst we conduct a licence check every 3 months, it is your responsibility to ensure that Surrey Recruitment Services Limited are informed immediately of any pending endorsements or prosecutions, however minor. If you incur more than 6 points you will jeopardise your bookings. Please let us know if you have any problems asap.

### **15. Working Time Directive**

It is your responsibility to make sure that you are working within your correct working hours. VOSA have the right to come into any agency to check on driver's hours also to check work records. If you have another job, we need to know your work patterns.



#### **16. Temps to Perms**

As an employment agency we do not restrict any of our staff from entering permanent employment with our clients.

#### **17. PPE Policy**

Personal Protective Equipment ('PPE') is equipment which protects the user against health or safety risks at work. However, it must only be used as a last resort when no other means of control are available. It includes eye and face protection, hearing protection, head protection, respiratory protection, safety boots and gloves and any protection required where employees must work in adverse weather conditions.

Thank you and we look forward to working with you