



AGENCY EMPLOYEES' HANDBOOK

Welcome to SRS Limited

Unit 5, The Mill

Horton Road

Stanwell Moor

TW19 6BF

We hope you will enjoy working with Surrey Recruitment Services Limited.

07384 448146	Emma Hall	Payroll and Accounts Manager
07500 507824	Vanessa Hutchinson	Operations Manager
07393 890862	Samantha Morgan	Senior Driving Consultant
07555 925302	Lydia Loveridge	Business Development/Consultant
0800 047 2025	Lou Kean	Admin/ Payroll



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. **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@surreys.co.uk or what's app Emma or Vanessa

Our payroll company is **TOP LINE MANAGEMENT Ltd**

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

PAYE PLUS

If you are on a PAYE scheme due to the company working under IR35 Topline management will process you PAY Plus scheme.

1.01 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.

1.02 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.

1.03 Assessments/Inductions for Work

If you are attending an assessment/ induction you will not receive money unless the training is more than 4 hours or is otherwise agreed in writing with yourself and our client.

Any assessment or induction does not guarantee work, it merely qualifies you are able to meet our clients' standards.

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 it 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

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

The team @ S.R.S

