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Company Registration Number 5214695

Welcome to Employ

I am delighted to welcome you to the Employ Recruitment team.

We are a well-established company with ambitious growth plans, and we are thrilled to have you on board.

At Employ Recruitment, our vision is to be a nationwide leader in logistics recruitment by delivering on our promises and creating the best working environment for our drivers. We are committed to continuous growth, always looking for ways to improve and enhance the experience for our workers. Our goal is simple: one call, one shift, one day—and we will always strive to reward your hard work with competitive pay.

While we are continually evolving, your contribution will play a key role in making Employ Recruitment the first choice for professional drivers. We are dedicated to fostering a fun, fulfilling, and rewarding workplace for everyone.

Our workers are at the heart of our success as we continue to grow and uphold the highest standards in everything we do.

I am excited about the journey ahead and look forward to meeting you as we Drive Change within the industry.

See you soon!



Leann Lewis
Director



THE WORKER HANDBOOK

It is important that you familiarise yourself with the contents of this handbook. Our partnership with you is very important to us and we have tried to include everything here that you may want and need to know in order to do your job well. Within the text you will see yourself referred to as “You” or “Worker”. If there is anything at all you do not understand, or you think could be improved upon we would love to receive your feedback. Feel free to speak to our director, Leann Lewis.

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1. YOUR CONTRACT

Your employment status is a 'worker'. A 'worker' is entitled to certain employment rights which is included in the Government UK Employment Status

It is important that you familiarise yourself with your contract. The contract you have signed will state the appropriate procedure to follow. Below are the contracts the company will issue to you and are dependent on your employment status;

Contract for Services Worker

- Contract 4 – Terms of Engagement for Agency Workers (Contract for Services)
 - In this handbook you will be referred to as:
 - Contract for services worker, or;
 - Worker
- Contract 22 – Terms of Engagement for Agency Workers (Contract for Services)
 - In this handbook you will be referred to as:
 - Contract for services worker, or;
 - Worker

Personal Services Company (PSC) Worker

- Contract 4B – Inside IR35 – Terms of Engagement with a PSC (Personal Service Company)
 - In this handbook you will be referred to as:
 - PSC worker, or;
 - Worker
- Contract 4F – Exempt from IR35 – Terms of engagement with a PSC (Personal Service Company)
 - In this handbook you will be referred to as:
 - PSC worker, or;
 - Worker



2. OUR MISSION, VISION AND VALUES



OUR MISSION STATEMENT

We offer a safe, seamless and efficient service in logistics recruitment, through a pro-active, solution focused approach.

OUR VISION

To be a nationwide leader in logistics recruitment whose innovation secures safety, consistency and solutions for mutual benefit.

Our values describe our company culture and serves as an underpinning compass that guides our everyday decisions, communication and behaviours, in all that we do day-to-day, in order to exceed expectations.

OUR VALUES

INSIGHTFUL

We listen to gain insight whilst analysing your needs, are agile in our response, and are proactive in delivering a comprehensive service to achieve excellence.

ACCOUNTABLE

We ensure high standards of compliance are met, maintain transparency in our actions and make decisions with a moral compass that benefits all parties.

SOLUTION FOCUSED

We develop processes, progress people, and invest in technology in order to be efficient, faultless and economical.



3. BRAND PROMISE

At Employ Recruitment we believe what makes us stand out from the rest is our brand promise of “driving happiness” to our clients, colleagues and workers. All three are equally important to the success of Employ Recruitment and its growth. Supporting this single brand promise will be the underlying principles of the brand promise for our clients, colleagues and workers.

Brand Principles

The underlying principles of the new brand promise for workers are:

- ✓ One call, one shift, one day
- ✓ Commitment to open, effective & efficient communication
- ✓ When offering work, we respect that no means no, your rest periods are your own
- ✓ We understand the importance of your rest time and promise not to call
- ✓ We endeavour to pay you more for your hard work
- ✓ We appreciate your loyalty and will provide security in recognition
- ✓ We have reasonable expectations because of our industry knowledge and the time we take getting to know you
- ✓ Our office culture is humble, honest, respectful, proud and passionate
- ✓ We understand the journey you have taken to obtain your entitlements - Employ Recruitment is compliant to the core to protect your professional integrity.



4. BEHAVIOUR AND COURTESY WHILST ON ASSIGNMENT

Although you are a representative of Employ Recruitment, always remember that on assignment you will be under the supervision of our client. As a professional worker you should always:

- Be polite, helpful and willing with our client's staff, workers at delivery and collection points and with members of the public.
- Conform to the client's hours of work and familiarise yourself with their practices and procedures.
- Carry out your duties with the safety of yourself and others in mind.
- Lock your vehicle and take the keys with you if you need to leave the vehicle unattended.
- If you are ever waiting to be loaded for over an hour at any of your delivery points, please ensure you contact the transport office in all circumstances. If you cannot reach the transport office, then please contact Employ Recruitment Recruitment to convey the message.
- Leave the vehicle clean and tidy at the end of each day.
- Re-fuel before completing your paperwork and going home.
- Avoid using bad language (however mild) and be sensitive to what others may consider racially or sexually discriminating.
- Be discreet with any information relating to the business of our client.
- Maintain regular contact with our client during the course of the working day.
- Complete the task assigned to you. Never go home without debriefing with the client first.

Unacceptable behaviour

At Employ Recruitment we have very high standards, and we expect a lot from our workers. We will not tolerate any behaviour which we consider to be inappropriate and includes (but is not limited) to the following:

- Drinking alcohol and drug abuse (see Drugs & Alcohol Policy).
- Violence, threats of violence or incitement to violence.
- Theft, dishonesty, malicious damage and affray.
- Sexual, racial or religious discrimination or inciting others to discrimination.
- Bullying, intimidation or harassment of any person or inciting such acts in others.
- Consistent non-observance of Drivers Hours and WTD legislation and/or the deliberate falsification of tachograph charts and records of working hours.

Unacceptable behaviour will be handled in line with your contract and the poor conduct and performance procedure.



5. DRESS CODE

At Employ Recruitment our workers dress code is important because it keeps you safe, meets health and safety standards and you represent us on site.

You must appear SMART and always have good personal hygiene:

You must dress acceptably in appropriate PPE, as specified by your role and the client;

- blue/black work trousers
- blue or black polo shirt
- blue/black sweatshirt
- safety boots
- goggles
- gloves
- hi-visibility jacket/coat
- hard hat
- Impact gloves (CMBC Drivers only)

Non-Driving Roles (General Operative) - Personal Protection Equipment

- Footwear

In the majority of general operative roles steel toe-cap boots or shoes are a minimum requirement. Trainers or sandals are not appropriate footwear and can result in you being rejected by the site.

- Workwear

Appropriate clean workwear to meet the client's health and safety standards will be a required for all roles. We will confirm your workwear prior to the start of your assignment.

Driving Roles - Personal Protection Equipment

- Footwear

Steel toe-cap boots or shoes are a minimum requirement. Trainers or sandals are not appropriate footwear and can result in you being rejected by the site.

- Hi Visibility Vest

All clients insist on Hi Vis clothing being worn on site. We recommend that you wear one at all times to ensure your safety.



- Hard Hat

When walking around the sites, most clients will expect you to wear a hard hat. Some clients will have certain customer sites where hard hats are required for delivery. Please make sure you read your paperwork carefully to ensure you have the correct PPE.

- Impact Gloves – CMBC Drivers Only

All CMBC drivers are expected to have impact gloves with them, these must be used when strapping the load in order to prevent any injury. Drivers expected to have the gloves following their assessment ready for their 1st shift.

Driving Roles – Equipment

- HGV Specific Sat Nav

All drivers must have their own HGV specific Sat Nav and ensure they keep this regularly updated. You may be turned away from shift if you arrive without a Sat Nav.

Any workers who fail to adhere to the above may risk being turned away from the shift.



6. DRIVER - WHAT WE EXPECT FROM YOU

At all times our drivers must carry:

- Driving Licence
- Digital Tachograph Card
- Driving Qualification Card
- Night out provisions in case of unforeseen circumstances/emergency
- PPE (Personal Protective Equipment)

Many clients like to take a copy of your licence before you begin an assignment. Your licence also acts as a form of ID in certain secure yards and docks. By not carrying all of the above you could risk being turned away from your shift and not be paid.

Remember to always download your card in the clients' digital downloader at the end of every shift as well as entering your hours into the ERUK App.

In accordance with ERUK's standard procedure, we will be conducting regular DVLA licence checks. If at any time your licence is endorsed or withdrawn, you must advise us immediately.

Licence checks will be conducted every 3 months. The first check will be completed through the DVLA checking system. For the second check, 3 months later, we will invite you to complete a D906 declaration, enabling automatic checks via the TTC Continuum platform, which is integrated with the DVLA system. If you prefer not to have automatic checks, you will need to provide a check code every 3 months instead.

You are required to produce your latest licence to Employ Recruitment and their clients when requested. You must also inform Employ Recruitment of any road traffic incidents, convictions, endorsements or disqualifications that have occurred or occur, which could affect your entitlement to drive, as soon as possible.

Changes in your health can also affect your entitlement to drive, in particular, for ALL licences:

- Epilepsy
- Fits or blackouts
- Repeated attacks of sudden disabling giddiness (dizziness that prevents you from functioning normally)
- Diabetes controlled by insulin
- An implanted cardiac pacemaker
- An implanted cardiac defibrillator (ICD)



- Persistent alcohol abuse or dependency
- Persistent drug abuse or dependency
- Parkinson's disease
- Narcolepsy or sleep apnoea syndrome
- Stroke, with any symptoms lasting longer than one month, recurrent 'mini strokes' or TIAs (Transient Ischaemic Attacks)
- Any type of brain surgery, severe head injury involving inpatient treatment, or brain tumour
- Any other chronic (long term) neurological condition
- A serious problem with memory or episodes of confusion
- Severe learning disability
- Serious psychiatric illness or mental ill-health
- Total loss of sight in one eye
- Any condition affecting both eyes, or the remaining eye only (not including short or long sight or colour blindness)
- Any condition affecting your visual field (the surrounding area you can see when looking directly ahead)
- Any persistent limb problem for which your driving has to be restricted to certain types of vehicles or those with adapted controls

Also, for vocational licences:

- Angina, other heart condition or heart operation
- Diabetes controlled by tablets
- Visual problems affecting either eye
- Any form of stroke, including TIAs (Transient Ischaemic Attacks)

If any of the above affects you, you must inform Employ Recruitment UK Ltd as soon as possible. You must also inform the DVLA by writing to the: Drivers Medical Group, DVLA, Swansea, SA99 1TU. (The appropriate medical questionnaire can be downloaded from). Failure to do so is a criminal offence punishable by a fine of up to £1,000.

We will expect you to complete and sign a health questionnaire and sign the health declaration every 6 months to confirm you have made the DVLA aware of any health issues.

Compliance

You are required to understand and comply with all relevant legislation in relation to road transport and any other reasonable requests during your placement with our clients.

In particular, you must:



- Understand and comply with the rules on EU drivers' hours and records requirement, domestic drivers' hours rules and records, and working time limits for mobile workers in the road transport sector, as appropriate.
- Have taken sufficient daily and weekly rest prior to the placement.
- Have sufficient duty and driving time available to be able to work the shift(s) allocated to you.
- Have (and will continue to have) on your person the drivers' hours records required to be produced to an enforcement officer if requested, namely:
 - My digital driver's card (if you hold one)
 - Analogue tachograph charts for the current day and the previous 28 calendar days (if you drove a vehicle fitted with analogue equipment in that time)
 - Any written manual records and printouts legally required for the current day and the previous 28 calendar days.
- Ensure the original analogue charts and any legally required printouts or written manual records, which relate to your placement, are returned to Employ Recruitment or the client within the required time.
- Ensure your digital drivers' card is downloaded at the required intervals and in any case at the end of your placement before you leave the site.
- Understand and comply with the rules on working time limits for mobile workers in the road transport sector.
- Have a full valid licence (with no disqualifications) for the type of vehicle you are being asked to drive.
- Where appropriate, hold a Driver CPC and carry your Driver CPC qualification card.
- Inform the client and Employ Recruitment of any encounters with DVSA, the police or other enforcement officers.
- Never use a hand-held mobile whilst driving
- Report any accidents or near misses that you are involved into the client and Employ Recruitment at the earliest and safest convenience after the event.
- Carry out daily walk around vehicle checks using the documents provided and report any defects.
- Understand and comply with speed limits of roads and vehicles.
- Not drive a vehicle whilst under the influence of drink or drugs (whether illegal or prescribed) and comply with the client's drug and alcohol policy whilst working for the client.
- Ensure that the load on your vehicle is secure and within the limits of the vehicle in terms of weight and distribution.
- Comply with any health and safety requirements on any site visited during your placement.
- Return the vehicle and its equipment in the same condition that you received it in

You must be satisfied that you are legally able to undertake the duties required of you and must advise the client or Employ Recruitment if you have any doubts, concerns or problems with any of the issues in relation to performing your duties during your placement.



We will expect you to sign a Drivers' declaration every 6 months to confirm you have read and fully understand the above and will comply with what is requested of you.

Communication

We value regular communication with our drivers and ensure that we have all the right information to offer you the best service during your assignments. We will send your Assignment Schedule detailing your rota within 3 days of the assignment starting. Start times will be issued on a daily basis or a weekly basis depending on your booking agreement. You can also see your pre-booked shifts on DRS App on the home screen, here you can also add your hours, expenses and availability.

We also like to know about any holidays or periods of no availability with as much notice as possible – this helps us forecast and plan the weeks ahead.

DRS App and Your Pay

You must supply at the end of your shift, via the App or SMS if the app is not working, your start time, finish time, drive, break, period of availability and other work. The latest time for the hours information to be received is Sunday at 17:00 for the previous Monday to Sunday. Hours Information submitted late may cause delay to your payment.

What to do if you work Sunday PM:

If you are on a Sunday PM shift, please make sure you complete your hours as soon as you have finished your shift. If you do not finish before midday, please send a text to let us know.

Once Employ Recruitment is in receipt of all your correct shift information you will be paid monthly on the 5th (or nearest working day) of each month for the previous months work. Or the following Friday if you have chosen to be paid weekly.

You can access your live payslip in the app via Paiyroll, use the drop-down menu in the app and select 'Payroll' this will lead you the log in screen for Paiyroll. The link below provides information on how to log in: [Welcometopaiyroll](#)



7. DRIVER - GOOD PRACTICE

Professional Drivers

As a professional driver it is essential that you are suitably equipped and prepared for the job at all times. Driving can be a stressful and hazardous occupation and being properly prepared can save you time, and risk of injury to yourself or others. Please remember these basic and fundamental rules:

Basic equipment

It is very important that you carry the basic tools for the job at all times. A small bag containing the following essentials will ensure you are always prepared for any eventuality:

- ✓ Pens
- ✓ Torch
- ✓ Tape Measure
- ✓ Mobile phone
- ✓ Notebook
- ✓ A small amount of cash for tolls, parking and emergencies. Genuine expenses will be reimbursed if you make a note of them on your timesheet and return them with valid receipts.

Vehicle Checks

It is not in your interest to cut corners and rush the job unnecessarily. Below is a list of standard checks that are your responsibility to carry out - and for which you get paid!

Check:

- ✓ You have the correct vehicle.
- ✓ Height of trailer – this is important to avoid bridge strikes or areas you may not have access to.
- ✓ Trailer number (if applicable) and load are correct.
- ✓ Seal number (if applicable) corresponds with paperwork given.

This procedure must be carried out by the driver every time before a vehicle is used. This can lead to several checks per day if different vehicles are to be used by the driver.

Thorough vehicle checks is very important as both driver and operator have responsibility for the condition of the vehicle on the road.



The below is a list of areas inside and outside of the vehicle that must be checked before you start driving:

Check inside the vehicle

1. Front view (mirrors, cameras, and glass)
2. Windscreen wipers and washers
3. Dashboard warning lights and gauges
4. Steering
5. Horn
6. Brakes and air build-up
7. Height marker
8. Seat belts and cab interior
9. Security and condition of cab, doors and steps

Check outside the vehicle

10. Lights and indicators
11. Fuel and oil leaks
12. Security of body and wings
13. Battery security and condition
14. Diesel exhaust fluid (AdBlue)
15. Excessive engine exhaust smoke
16. High voltage emergency cut-off switch
17. Alternative fuel systems and isolation
18. Spray suppression
19. Tyres and wheel fixing
20. Brake lines and trailer parking brake
21. Electrical connections
22. Coupling security
23. Security of load
24. Number plate
25. Reflectors
26. Markings and warning plates
27. Other equipment

A driver's daily walk around check should take at least 15 minutes to complete.

All clients will have their own procedure for vehicle checks, please make sure you follow the client's checklist as this may include extras not mentioned in the list above which are specific for that client.

Nil defecting reporting is required.

Failure to comply can lead to a prohibition, a fixed penalty and penalty points on your licence.

Driver Vehicle Check Instructions

Vehicle checks are a legal requirement and must be completed at the start of your shift using the client's checklist, app, or procedure before leaving the depot. If you are unsure of the client's process, speak to transport and ask for the correct checklist, form, or app.

If any defects are found, report them in writing using the supplied defect form and inform the transport office. If the vehicle has a defect, you must speak to the client's transport office, who will assess whether the vehicle is roadworthy. If you disagree with their assessment, do not proceed unless you are confident the vehicle is roadworthy. You can contact Employ for support and to liaise with the client if there is any doubt. Do not leave site in an unroadworthy vehicle.

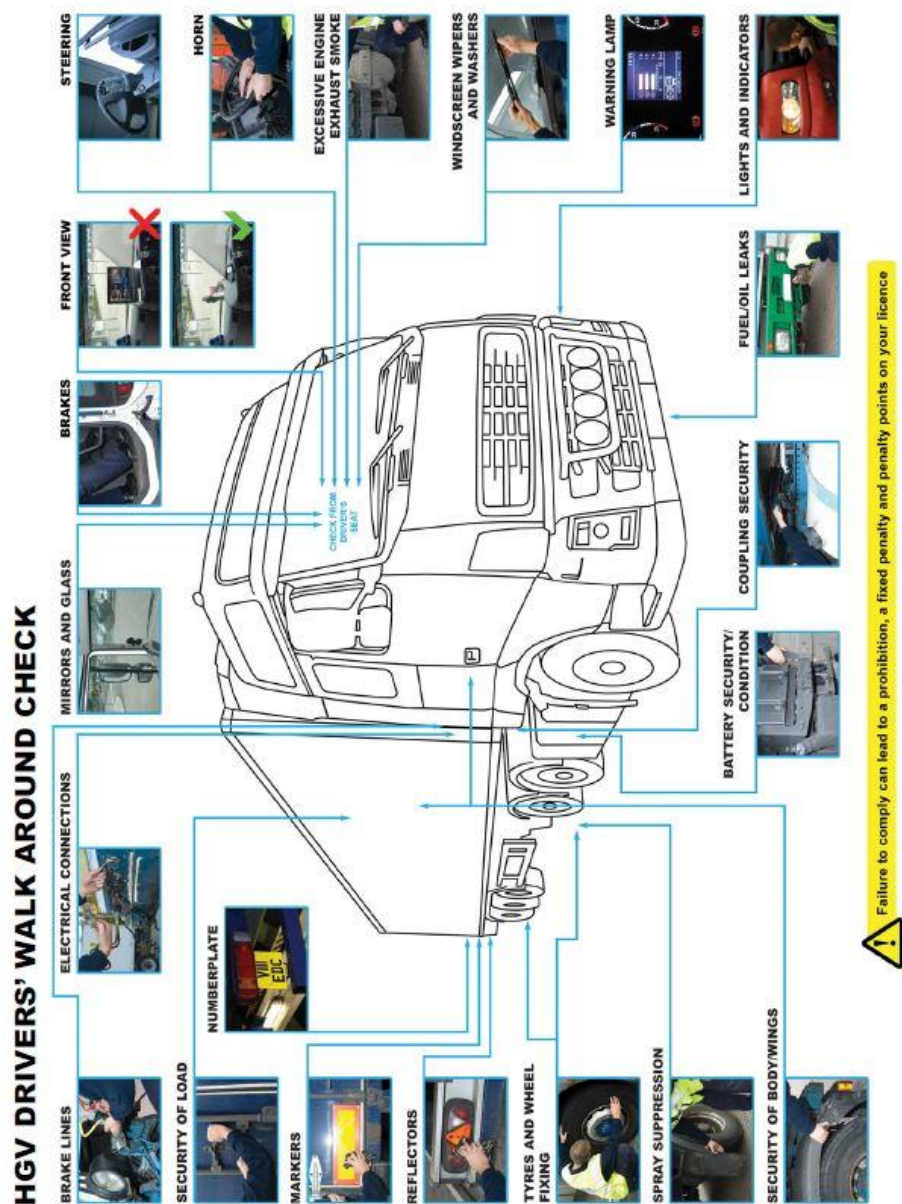
If no defects are found, and only when you are satisfied that the vehicle is safe and roadworthy, you must document using the client's form/app/process a 'nil defects' check. There must be written or app-based confirmation from you that checks have been completed and that you confirm the vehicle is roadworthy before leaving the client's site.



If you change vehicles or trailers during your shift, you must repeat the vehicle checks.

Continue monitoring for defects throughout your shift. If one arises, stop in the nearest safe location and report it to transport immediately.

At the end of your shift, complete final checks, submit all paperwork, and debrief with transport before leaving the client's site.



Failure to comply can lead to a prohibition, a fixed penalty and penalty points on your licence

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Passengers

Never take passengers or pets in your vehicle. In the event of an accident, they will not be covered by any insurance and carry passengers will void the insurance that covers you as the driver. Failure to adhere to this rule may result in the termination of your assignment in line with your contract.

Be punctual

Always ensure that you arrive at least 10 minutes before the start of your duty so that our client has sufficient time to brief you properly.

Consistent tardiness will result in you being offered fewer assignments. If you are delayed and will be late for work then call the main office number or the client direct to advise them of your delay.

Paperwork

It is important that you keep your documentation in order to ensure that you are compliant with all current legislation, it also helps to ensure your pay is correct.

Please ensure you hand in all delivery paperwork to the client at the end of shift.

Your Working Hours

It is your responsibility to make sure that all your hours are received by ERUK following completion of your shift you have worked. If you are late submitting your hours this may delay you being paid.

The hours can be submitted in the following way:

- ☐ DRS App
- ☐ SMS

The information that needs to be submitted by you is:

- ☐ Start Time
- ☐ Finish Time
- ☐ Break

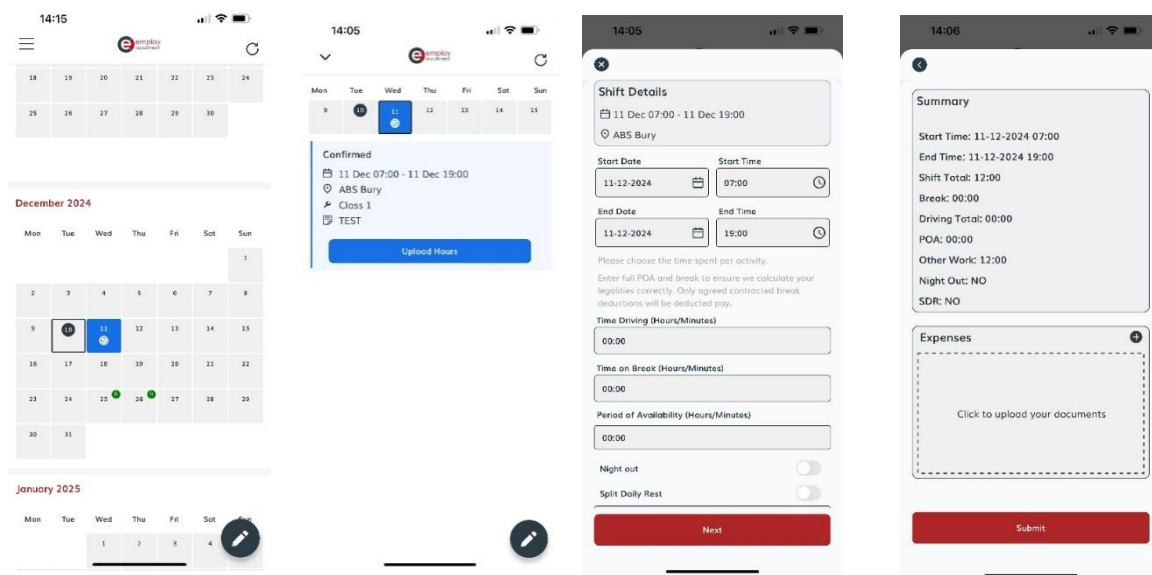


- ? Other Work
- ? POA

Providing an accurate breakdown is imperative or you may be unable to work due to reaching your WTD weekly limit or going over the 48-hour average for the relevant reference period.

DRS App Facts:

- ✓ saves time and improve accuracy of collecting your hours
- ✓ automatically sends your hours to our system
- ✓ the information is used for payroll
- ✓ the app will not allow you to clock in more than 2 hours early
- ✓ displays any messages from ERUK
- ✓ displays your weekly bookings for that week in the booking calendar
- ✓ Hours are entered by you at the end of each shift
- ✓ Calendar to see your previous and future shifts.



Client's Paperwork

Before commencing an assignment make sure you understand the client's paperwork and that you are able to complete all documents correctly. Always make sure you obtain a signature for any deliveries/collections you make. If you are unsure of any paperwork you need or how to complete/follow ensure you speak with client for clarification before leaving site. All client paperwork must be handed back into the client at the end of your shift.

Availability and Job Allocation



Employ Recruitment UK Ltd, Unit 9, Uttoxeter Business Centre, Town Meadows Way, Uttoxeter, ST14 8HU

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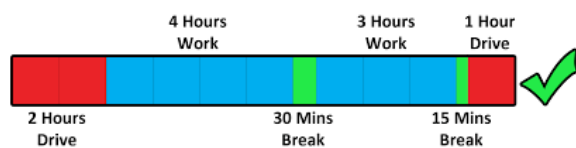
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It would be useful if you would keep us fully informed of your availability at all times and particularly if you are resting or asleep, so we don't disturb you unnecessarily.

Once you have committed to undertake an assignment, please honour that commitment. In the unfortunate event of illness or emergency then please make sure you give us as much notice as possible, and a minimum of 4 hours. We can add driver availability for 1 year, please tell us in advance.

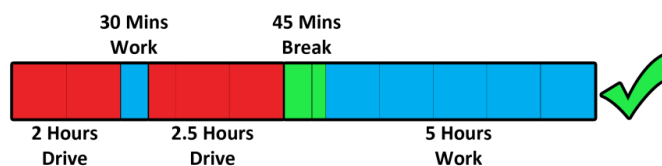
Common Infringements

6 Hour Rule



To be safe, we ask our drivers to stop at 5 hrs and 50 mins and take a 35-minute break.

Drive Time 4.5 Hours



We ask our drivers to stop at 4 hrs 20 mins and take a 50-minute break

Insufficient Rest

You must have at least 11 hours rest between shifts. This can be reduced to 9 hours three times a week over 6 working days.

24 hour period			
			
Driving	Breaks	Other work	Regular daily rest
13 hours			11 hours

Working Time Directive

The WTD requires that after 6 hours of continuous working you must take a break for at least 30 minutes. You can then work a further 3 hours before you must take at least another 15-minute break.



Weekly rest is 45 hours per week which can be reduced to 24 hours twice within a 3-week period but must be paid back before the end of that 3rd week.

15 Hour Rule

EU Drivers hours states that you must under no circumstance exceed the daily duty period of 15 hours. If you foresee that this may happen you **MUST** inform Employ and the client you are driving for at your earliest convenience, in most circumstances you would be expected to Night Out.

WTD Reference Period

The reference period is used to calculate your average Working Time, Employ work to a 17-week fixed reference period.

This is a set period for 17 weeks, where all of the WTD is added together and divided by the total number of weeks, this being the 48-hour average and should not be exceeded; this period must be filed upon completion and a new period begins. Default reference periods will begin at 00.00 on the nearest Monday morning on or after 1st April 1st August and 1st December each year. Therefore, if a company fails to set its reference periods, then the Government's default dates are applicable.

What counts towards working time in the reference period?

- Drive
- Other Work
- Holidays: For the purposes of calculating your WTD, any single days of holiday you take will be recorded as 8 hours of work. If you take 5 consecutive days of holiday, then a full week is recorded as being 48 hours. Any holidays which you take beyond your contracted entitlement (usually 20 days), will be recorded as rest days and no hours are added to your WTD.
- Bank Holidays are free days which do not count towards your Working Time Directive. This is of course void if you work at all during the bank holiday.
- Paid Sickness: Sick days are calculated exactly the same as regular holidays; 8 hours are added for a single day, or 48 hours for 5 consecutive days.
- Mandatory Training: If you attend any training which is mandatory, this will also count towards your WTD. This does not include training which you do as part of your personal lifestyle or in your free time.

*What **does not** count to towards Working time:*



- Breaks: Breaks taken during shift do not count towards WTD.
- Rest days: Weekly rest or any day where you are not partaking in any work or paid holiday, do not count towards the WTD • reference period.
- Period of availability: Any POA taken on shift does not count towards WTD.
- Bank Holidays

How Employ Recruitment work out your 48 Hour average:

- Our system works out your hours from the hours you give to Employ Recruitment via the app. The system will then calculate your total break, POA and other work for that week to determine your total hours, this will then count towards your WTD.
- If no breakdown of your hours is given to us, the system will only calculate the hours you have supplied, so if a driver hands in a start time of 10:00 and finish at 22:00, an automatic deduction of 45 minutes break will be made, as the system presumes the rest is drive time.
- It is imperative that all drivers hand in their full shift breakdown for this reason, without your full shift breakdown, the system will tell us that you are not legal to work which will affect us booking you on shifts.

Tachograph and Infringements:

Employ Recruitment have a strict infringement policy for the protection of our clients and drivers. This infringement policy has been written in line with our client's policies and government guidance.

1-4 infringements – discussion and initial training

5th infringement- verbal warning

6th infringement- written warning

7th Infringement – final warning

8th Infringement – dismissal

Total of 8 infringements will result in dismissal from working at Employ Recruitment, infringements are legal breaches and drivers can face fines at the roadside. Infringement ratings can affect Employ recruitment supplying to clients, and the clients o'licence.

Plausible mitigating circumstances:

- Manual entry error which has caused several infringements
- Accident on the motorway where the motorway has been closed
- Adverse weather conditions such as being stuck in snow



Other considerations:

- Infringement history – when was the last infringement and what was it for?
- Implications- understanding of graduated fixed penalties and effect infringements have on the client's operator licence.

All the above will be investigated and taken into consideration with each infringement and a discussion will take place. Employ will also offer training before taking disciplinary action as we understand there can be differing understandings of some EU Drivers Hrs and WTD rules.

What to do when you get an infringement:

- Report to the compliance manager at ERUK, we can alert the client and complete the debrief in a timely manner
- Complete a printout for the day the infringement occurred on and make a note on the back for the cause of infringement
- Let the client know at the end of your shift and supply a copy of the printout to transport

Employ will debrief the infringement with the client and will send to you to sign off via electronic esignature.

Infringements will stay on your file for 12 months.

Whilst this is Employ's infringement policy that we work to, some clients may have different infringement policies and can terminate the assignment for persistent offenders. Please refer to your contract for further information.

Record Keeping:

Any printouts must be kept for 28 days, a copy must be supplied to the client and Employ Recruitment.

If you are travelling on an international journey, you must keep your records for 56 days.

Manual Entries:

Any time your card is out of the tachograph, you must make a manual entry to account for breaks, rest, or other work. **There must be no gaps in your records**, including rest days and other work where no driving has occurred.

Incidents and Accidents

Types of incidents/accidents:

- RTA
- Damage to vehicle



- Third party damage to vehicle or property
- Personal injury
- Conduct/Driver Behaviour

All incidents and accidents must be reported to Employ Recruitment and the client the moment it happens. Any incident whether minor or a major incident must be reported.

Incidents are investigated by the compliance manager.

All incident and accidents are recorded on Employ's system and will stay there indefinitely

Exceeding Daily Duty (15 hours)

We understand that when out on the road things can go wrong such as being stuck in traffic or breaking down or delays at your deliveries, this may result in you reaching your daily duty time of 15 hours. If you find yourself in this situation, we ask that drivers please contact Employ Recruitment before you approach your 15-hour limit as this will give us time to try to arrange to legally get you recovered if you are unable to night out.

Waiting to call until you reach 15 hours will mean that neither employ or the client will be able to help as this will class as working time. We do ask that all drivers take night out provisions with them in case this is to happen.

You must NOT remove your card and continue to drive if you are reaching 15 hours as this is illegal.

In the event you are stuck in traffic with no where to pull over or you have had a brake down, you must do a printout and note on the back what happened.

Please note its not always possible to recover you legally or logistically therefore drivers must be prepared to night out if unforeseen circumstances result in you reaching 15 hours.

Coupling and Uncoupling – BLACK Procedure

It is vital that all drivers understand the importance of parking, coupling and uncoupling your vehicles. Not following the correct procedure can lead to serious and fatal accidents as well as costly repairs.

If you couple or uncouple a semi-trailer without applying the parking brake on the tractor unit or leave a semi-trailer parked without its park brake applied, you are in breach of health and safety law and your actions may make you responsible for causing serious injury or death to yourself or others.



All clients will have their own coupling and uncoupling procedure which you MUST follow in order to keep safe whilst on site. By not following the client's procedure this can lead to termination of contract.

The BLACK acronym can also help you remember to couple and uncouple in a safe order:

Brake - apply parking brake

Legs - Lower the legs

Airlines - disconnect the airlines

Clip - remove clip

Kingpin - release the kingpin

When uncoupling please complete the process in order above, when coupling please complete in reverse.

Driving in adverse weather conditions

Please click on the link below for advice on how to stay safe in adverse weather conditions whilst out driving.

[FORS-Winter-Guide.pdf](#)

If you feel it is unsafe to drive please contact Employ Recruitment to let us know – we do not want drivers feeling unsafe on the road.

If you are already out on shift and feel it is unsafe to drive, please contact Employ Recruitment and stop in a safe place immediately.

You must take night out provisions with you on all shifts in case of unforeseen circumstances.

8. LMP Legal – 24/7 CRISIS RESPONSE

Employ Recruitment is committed to providing an immediate, effective, efficient and robust response to a serious or fatal collision or incident involving a company vehicle or employee.

As part of the Employ Benefits, we are committed to providing all employees with immediate 24/7 legal roadside assistance if they are involved in a serious or fatal collision or incident where the police have been called to the scene.



Employ Recruitment is committed to the investigation of all road traffic incidents with a view to establishing route cause and taking corrective action/additional training where required.

24/7 crisis response instruction to drivers

Employ Recruitment know that you, the driver, are their most important asset. Whilst it is hoped that you are never in the position of being in a serious or fatal collision, in the event of the worst happening, Employ want to ensure that you are protected from the moment that a collision occurs.

Employ have a 24/7 legal assistance service in place with LMP Legal meaning that any driver involved in a police attended/blue light attended collision should follow the instructions below:

- DO exit your vehicle if it is safe to do so and call 999 if someone hasn't already;
- DO confirm your name and the vehicle you were driving to police at the scene
- DO NOT give any further account or answer any further questions from the police until you have had legal advice;
- DO NOT give accounts to witnesses at the scene
- DO phone the LMP Legal 24/7 legal assistance line on

0333 242 2976

If you have had your phone taken by the police before you have the opportunity to call the number, please ask the police to do so. It is acceptable and legal to await advice from your Lawyer before speaking with the police. This service does not cost you anything and is covered by Employ. However, the Lawyer provided to you is your Lawyer and is there to protect you.

You will receive immediate telephone advice and a Lawyer will then attend the police station should you be conveyed to the police station immediately following the collision.

9. DRIVER - GENERAL INFORMATION

Highway Code

Every driver is expected to know and observe the Highway Code.



Should you require any support please let us know and we can supply an electronic copy of the highway code.

Drivers Hours

You are expected to be familiar with and observe current laws and regulations regarding driving hours and the use of Tachographs as well as the Road Transport Working Time Regulations.

Seatbelts

Fines can be imposed for not wearing seatbelts when vehicles are equipped with them and must be worn at all times including in LGV/HGV vehicles.

Leaving a vehicle unattended

Always switch off the engine, apply the handbrake, remove the ignition keys and ensure the vehicle is locked and if applicable, alarmed.

Theft

Theft must be reported immediately to the client's Transport Department and the police if appropriate. Please also make Employ aware. Remain with the vehicle without touching anything until the police arrive unless you have been instructed otherwise by the authorities.

Vehicle Roadworthiness

Your vehicle and trailer or semi-trailer, together with all parts and accessories effecting road safety, must be well maintained and serviceable when on the road. Therefore, you must report any defect on your vehicle to the client's Transport Department as soon as possible. You must check your vehicle at the start of each day in accordance with the customers' instructions. Remember you are responsible for checking the roadworthiness of your vehicle before you drive.



Official Roadside Checks

Always co-operate fully with Department of Transport personnel and/or Police officers. If an immediate prohibition is given, contact the client's Transport Department without delay. If a notice is deferred or delayed, inform the client upon your return.

Vehicle Loading

You are bound by law to pay attention to the weight, size and security of your load. Breaking the rules can mean a fine on you personally of up to £5000 for each offence. You must be aware of local regulations affecting where and when you can load and unload.

Remember that loads can settle and shift during a journey causing lashings to slacken.

Overloading

The gross weight must not exceed the vehicles maximum plated weight.

Load Safety

The weight distribution and securing of a load must be in a way that no danger is caused to other road users. THE DRIVER IS RESPONSIBLE FOR THE SAFETY OF THEIR LOAD. If in doubt, report to the client's Transport Department.

Deliveries

All deliveries must be made to an individual and signed for; under no circumstances should you attempt to leave a delivery on premises that are unattended via any means, i.e. open door or window.

In the event that part of your delivery is rejected, we would like to remind you to contact the client before departing the delivery site.



10. DRIVER - WORKFORCE AGREEMENT PROCEDURE

The Road Transport (Working Time) Regulations 2005; Night work

PURPOSE

The workforce agreement procedure sets out the process Employ Recruitment will follow to ballot and agree modifications to the regulations within the Road Transport (Working Time) Regulations 2005 with reference to night work.

SCOPE

A workforce agreement is an agreement reached with elected worker representatives (or with a majority of the workforce if the company employs 20 or fewer workers).

The workforce agreement is intended to cover all HGV Driver workers of Employ Recruitment now and in the future until the termination of this agreement. It is effective for five years.

PROCEDURE

Schedule 1 of the Road Transport (Working Time) Regulations 2005 (a link to the website is stated below) states the procedure Employ Recruitment will follow to ballot and satisfy the requirements of the workforce agreement. In summary the procedure will be:

- a) the agreement will be in writing,
- b) it has effect for five years,
- c) it applies to all relevant members of the workforce group who are HGV Drivers,
- d) the agreement is signed by the representatives of the workforce group (only if over 20 workers),
- e) before the agreement is made available for signature, Employ Recruitment will provide all workers to whom it is intended to apply with copies of the agreement and guidance in order to understand in full.

The workforce agreement will seek agreement to modify the night work provisions as follows:

Night Work

The working time of a mobile worker, who performs night work in any period of 24 hours, will be extended to beyond 10 hours within a 24 hour period, but only to the extent where this would not breach other provisions, regulations and the EU Drivers' Hours Regulations.

If in agreement the above provisions will be modified by the workforce agreement and will apply to workers that are covered by the agreement.

The Road Transport (Working Time) Regulations 2005 website links

- <http://www.legislation.gov.uk/uksi/2005/639/schedule/1/made>
- <http://www.legislation.gov.uk/uksi/2005/639/regulation/1>



11. FATIGUE POLICY

Employ aim to promote a safe and healthy working environment for all of our drivers and all other road users.

Understanding Fatigue and Its Risks

Fatigue is more than just feeling sleepy; it is a state of mental or physical exhaustion that affects your ability to perform tasks safely and effectively. For HGV drivers, fatigue can slow reaction times, reduce concentration, and impair judgment, all of which are critical for safe driving. Long hours on the road, irregular schedules, and limited rest opportunities make fatigue a common challenge for professional drivers.

Signs of Fatigue and Drowsy Driving

Recognising the early signs of fatigue is crucial. Key symptoms include:

- Frequent yawning or blinking: If you find yourself yawning often or struggling to keep your eyes open, it's a sign that you may need a break.
- Daydreaming or zoning out: Losing focus on the road or missing exits could indicate mental fatigue.
- Heavy eyelids or nodding off: Struggling to keep your eyes open is a clear signal that you're too tired to drive safely.
- Inconsistent speed or drifting lanes: If you're struggling to maintain your lane or driving speed, it's time to pull over.
- Ignoring these symptoms can be dangerous. Drowsy driving is comparable to driving under the influence, significantly increasing the risk of accidents.

The Importance of Quality Sleep

Quality sleep is essential for alertness and physical health. While short naps or breaks can help momentarily, nothing replaces the restorative benefits of a full night's sleep. Here are some tips to improve sleep quality:

- Establish a routine: Try to go to bed and wake up at the same time each day, even on days off.
Create a restful environment: Darken the room, reduce noise, and use comfortable bedding to make your sleep area conducive to rest.



- Avoid heavy meals and caffeine before bed: Both can interfere with sleep. Aim to eat lighter meals and avoid caffeine several hours before bedtime.

Scheduling and Managing Rest Breaks

The nature of HGV driving schedules can disrupt sleep patterns. However, planning regular rest breaks can help manage fatigue:

- Plan your route with breaks in mind: Use route-planning tools to identify safe places to rest.
- Follow the Working Time Directive (WTD): Ensuring compliance with WTD rest requirements will prevent overworking and provide regular intervals for recovery.
- Utilise power naps effectively: Short naps (10-20 minutes) during breaks can improve alertness without making you feel groggy. Set an alarm to avoid oversleeping.

Lifestyle Tips to Reduce Fatigue

Incorporating healthy habits into your daily routine can help combat fatigue:

- Exercise regularly: Even simple stretches or a short walk can boost energy levels and reduce fatigue.
- Stay hydrated: Dehydration can make you feel tired and sluggish. Keep water available in your cab and drink throughout the day.
- Eat balanced meals: Choose foods that provide steady energy, like lean proteins, whole grains, and fruits, rather than sugary snacks that lead to energy crashes.

Dealing with Long Routes

Long hauls require extra attention to rest and alertness. Here's how to stay on top of your game:

- Take regular breaks, even if they're short: Use break times to step out, stretch, and refresh yourself.
- Engage your mind: Listening to music, podcasts, or audiobooks can help keep you alert without being overly stimulating.
- Switch up your focus: Adjusting your seat, stretching your arms, or doing simple stretches can help keep you physically alert.



Final Thoughts

Fatigue management is crucial for HGV drivers' safety and well-being. By understanding the signs of fatigue, prioritising quality sleep, and taking regular breaks, you can stay alert and safe on the road. Remember, no load or deadline is worth risking your safety. Managing fatigue effectively will not only keep you safe but also contribute to a safer driving environment for everyone.

If you do not feel rested or well enough to drive or attend shift you must not. We will always fully support that decision.

If you feel you require extra rest stop as soon as its safe to do so and take an extra break.



12. VEHICLE BREAKDOWN POLICY

Policy statement

Employ Recruitment understands that the client's vehicles can break down at any time whilst being driven by our workers. We are committed to ensuring the safety of our workers when the vehicles they have been assigned to for that shift have broken down.

All of our clients will have a reporting process in the event the vehicle that has been assigned breaks down. All drivers must call the clients transport office to report the breakdown, the client will advise on vehicle maintenance or recovery if necessary. Drivers must not attempt any type of vehicle repair following a breakdown.

Drivers Hours

In the event of a vehicle breakdown where recovery or repairs will take hours, we ask that drivers take night out provisions with them so they can take their daily rest at the legally required time. However, we understand this isn't always the case. In the event that you breakdown, please alert Employ Recruitment and let them know how many hours you have remaining for that shift. Employ will discuss with the client should you need rescuing to stay legal. We ask that drivers always try to alert us before reaching 15hrs duty time.

What to do if you breakdown?

- get your vehicle off the road if possible – when possible, find somewhere safe to stop
- warn other traffic by using your hazard warning lights if your vehicle is causing an obstruction
- help other road users see you by wearing light-coloured or fluorescent clothing in daylight and reflective clothing at night or in poor visibility
- put a warning triangle on the road at least 45 metres (147 feet) behind your broken-down vehicle on the same side of the road or use other permitted warning devices if you have them. Always take great care when placing or retrieving them, but never use them on motorways
- if possible, keep your sidelights on if it is dark or visibility is poor
- do not stand (or let anybody else stand) between your vehicle and oncoming traffic
- at night or in poor visibility do not stand where you will prevent other road users seeing your light
- Call the client to alert them you have broken down and where you are. This information must also be reported to Employ Recruitment



What to do if you breakdown on a motorway?

GO LEFT

- move into the left lane
- pull into an emergency area or onto a hard shoulder if you can
- stop as far to the left as possible, leaving space to exit your vehicle and with your wheels turned to the left
- if you can, stop just beyond an emergency telephone
- switch your hazard warning lights on
- if it's dark or visibility is poor, use sidelights and wear high reflective clothing

GET SAFE

- exit your vehicle by the side furthest from traffic, if it is safe and possible to do so.



13. EQUAL OPPORTUNITIES & DIVERSITY POLICY

Our policy

At Employ Recruitment, we embrace diversity and aim to promote the benefits of diversity in all of our business activities. We seek to develop a business culture that reflects that belief. We will expand the media in which we recruit in order to ensure that we have a diverse workforce. We will also strive to ensure that our clients meet their own diversity targets.

We are committed to diversity and will promote diversity for all workers and work-seekers. We will continuously review all aspects of recruitment to avoid unlawful discrimination. We will treat everyone equally and will not discriminate on the grounds of an individual's "protected characteristic" under the Equality Act 2010 (the Act) which are age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. We will not discriminate on the grounds of an individual's membership or non-membership of a Trade Union. All workers have an obligation to respect and comply with this policy. We will avoid stipulating unnecessary requirements which will exclude a higher proportion of a particular group of people and will not prescribe discriminatory requirements for a role.

Employ Recruitment will not discriminate unlawfully when deciding which candidate/worker is submitted for a vacancy or assignment, or in any terms of employment or terms of engagement for temporary Workers. We will ensure that each candidate is assessed in accordance with the candidate's merits, qualifications and ability to perform the relevant duties for the role.

Discrimination

Under the Act unlawful discrimination occurs in the following circumstances:

Direct discrimination

Direct discrimination occurs when an individual is treated less favourably because of a protected characteristic. Treating someone less favourably means treating them badly in comparison to others that do not have that protected characteristic.

It is unlawful for a recruitment consultancy to discriminate against a person on the grounds of a protected characteristic:

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



Direct discrimination can take place even if the individual does not have the protected characteristic but is treated less favourably because it is assumed, he or she has the protected characteristic or is associated with someone that has the protected characteristic.

Direct discrimination would also occur if a recruitment agency accepted and acted upon instructions from a client which states that certain persons are unacceptable due to a protected characteristic, unless an exception applies. The Act contains provisions that permit specifying a requirement that an individual must have a particular protected characteristic in order to undertake a job. These provisions are referred to as occupational requirements.

Where there is an occupational requirement then the client must show that applying the requirement is a proportionate means of achieving a legitimate aim, i.e. the employer must be able to objectively justify applying the requirement. An occupational requirement does not allow an employer to employ someone on less favourable terms or to subject a person to any other detriment. Neither does an occupational requirement provide an excuse against harassment or victimisation of someone who does not have the occupational requirement.

Indirect discrimination

Indirect discrimination occurs when a provision, criterion or practice (PCP) is applied but this results in people who share a protected characteristic being placed at a disadvantage in comparison to those who do not have the protected characteristic. If the PCP can be objectively justified it will not amount to discrimination.

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

If the vacancy requires characteristics which amount to an occupational requirement or the instruction is discriminatory but there is an objective justification, we will not proceed with the vacancy unless the client provides written confirmation of the occupational requirement, exception or justification.

Employ Recruitment will use our best endeavours to comply with the Act and will not accept instructions from clients that will result in unlawful discrimination.

Harassment

Under the Act, harassment is defined as unwanted conduct that relates to a protected characteristic which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual. This includes unwanted conduct of a sexual nature.



We are committed to providing a work environment free from unlawful harassment.

We will ensure that workers do not harass any individual.

Examples of prohibited harassment are:

- verbal or written conduct containing derogatory jokes or comments;
- slurs or unwanted sexual advances;
- visual conduct such as derogatory or sexually orientated posters;
- photographs, cartoons, drawings or gestures which some may find offensive;
- physical conduct such as assault, unwanted touching, or any interference because of sex, race or any other protected characteristic basis;
- threats and demands to submit to sexual requests as a condition of continued employment or to avoid some other loss, and offers of employment benefits in return for sexual favours;
- retaliation for having reported or threatened to report harassment.

If an individual believes that they have been unlawfully harassed, they should make an immediate report to the Operations Director followed by a written complaint as soon as possible after the incident. The details of the complaint should include:

- Details of the incident
- Name(s) of the individual(s) involved
- Name(s) of any witness(es)

Employ Recruitment undertake a thorough investigation of the allegations. If it is concluded that harassment has occurred, remedial action will be taken.

All workers will be expected to comply with Employ Recruitments' policy on harassment in the workplace. Any breach of such a policy will lead to the appropriate action in line with your contract (please refer to your contract for more details).

Any individual who we find to be responsible for harassment may have their assignment terminated in line with their contract.

Victimisation

Under the Act victimisation occurs when an individual is treated unfavourably because he/she has done a 'protected act' which is bringing a claim for unlawful discrimination or raising a complaint/grievance about discrimination or giving evidence in respect of a complaint about discrimination.

We will ensure that workers do not victimise any individual.



Disabled Persons

Discrimination occurs when a person is treated unfavourably as a result of their disability.

Indirect discrimination occurs where a provision, criterion or practice is applied by or on behalf of an employer, or any physical feature of the employer's premises, places a disabled person at a substantial disadvantage in comparison with persons who are not disabled.

In recruitment and selection there may be a requirement to make reasonable adjustments. For example, it might be necessary to have different application procedures for partially sighted or blind applicants that enable them to use Braille. With testing and assessment methods and procedures, tests can only be justified if they are directly related to the skills and competencies required for the job. Even then, it might be appropriate to have different levels of acceptable test results, depending on the disability. For example, an applicant with a learning disability might need more time to complete a test, or not be expected to reach the same standard as other non-disabled applicants.

Reasonable adjustments in recruiting could include:

- modifying testing and assessment procedures;
- meeting the candidate at alternative premises which are more easily accessible;
- having flexibility in the timing of interviews;
- modifying application procedures and application forms;
- providing a reader or interpreter.
- Wherever possible we will make reasonable adjustments to hallways, passages and doors in order to provide and improve means of access for disabled workers. However, this may not always be feasible, due to circumstances creating such difficulties as to render such adjustments as being beyond what is reasonable in all the circumstances.

We will not discriminate against a disabled person:

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



Employ Recruitment will 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.

Age Discrimination

Under the Act, it is unlawful to directly or indirectly discriminate against or to harass or victimise a person because of age. Age discrimination does not just provide protection for people who are older or younger. People of all ages are protected.

A reference to age is a reference to a person's age group. People who share the protected characteristic of age are people who are in the same age group.

Age group can have various references:

- Under 21s
- People in their 40s
- Adults

We will not discriminate directly or indirectly, harass or victimise any person on the grounds of their age. We will encourage clients not to include any age criteria in job specifications and every attempt will be made to encourage clients to recruit on the basis of competence and skills and not age.

We are committed to recruiting and retaining workers whose skills, experience, and attitude are suitable for the requirements of the various positions regardless of age. No age requirements will be stated in any job advertisements on behalf of the Company.

If we request age as part of its recruitment process such information will not be used as selection, training or promotion criteria or in any detrimental way and is only for compilation of personal data, which the Company holds on all workers and as part of its equal opportunities monitoring process. In addition, if under age 22 to adhere to Conduct of Employment Agencies and Employment Business Regulations 2003 and other relevant legislation applicable to children or young candidates.

Where a client requests age or date of birth, this will have to be under an occupational requirement or with an objective justification which should be confirmed in writing.

Part Time Workers

This policy also covers the treatment of those workers who work on a part-time basis. We recognise that it is an essential part of this policy that part time workers are treated on the same terms, with no detriment, as full-time workers (albeit on a pro rata basis) in matters such as rates of pay, holiday entitlement, maternity leave, parental and



compassionate/bereavement leave and access to our pension scheme. We also recognise that part-time workers must be treated the same as full time workers in relation to training and redundancy situations.

Gender Reassignment Policy

We recognise that any worker may wish to change their gender during the course of their employment with any employer. We will support any worker through the reassignment. We will make every effort to try to protect a worker who has undergone, is undergoing or intends to undergo gender reassignment, from discrimination or harassment within the workplace.

Where a worker is engaged in work where the gender change imposes genuine problems, we will make every effort to reassign the worker to an alternative role in the Company, if so desired by the worker.

Any worker suffering discrimination on the grounds of gender reassignment should recourse to the Company's complaint procedure.

Complaints and Monitoring Procedure

We have in place procedures for monitoring compliance with this policy and for dealing with complaints of discrimination. These are available from the Operations Director and will be made available immediately upon request. Any discrimination complaint will be investigated fully.

Recruitment of Ex Offenders

Employ Recruitment actively promotes equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. The company does not discriminate unfairly against any subject of a criminal record check on the basis of a conviction or other information revealed.

All work seekers are asked to declare unspent criminal convictions during the registration process.

Failure to reveal information that is directly relevant to the position sought could lead to the withdrawal/or termination of assignment.



14. SOCIAL MEDIA POLICY

We recognise that the internet provides unique opportunities to participate in interactive discussions and share information on particular topics using a wide variety of social media, such as Facebook, Twitter, blogs and wikis. However, a workers' use of social media can pose risks to our confidential and proprietary information, and reputation, and can jeopardise our compliance with legal obligations.

To minimise these risks, to avoid loss of productivity and to ensure that our IT resources and communications systems are used only for appropriate business purposes, we expect all workers to adhere to this policy.

Scope and purpose of the policy

This policy deals with the use of all forms of social media, including (but not limited to) Facebook, Snapchat, WhatsApp, Instagram, LinkedIn, Twitter, Wikipedia, all other social networking sites, and all other internet postings, including blogs.

It applies to the use of social media for both business and personal purposes, whether during working hours or otherwise. The policy applies regardless of whether the social media is accessed using our IT facilities and equipment or equipment belonging to you.

Breach of this policy may result in appropriate action in line with your contract (please refer to your contract for more information).

Appropriate action will be taken in line with your contract and may be taken regardless of whether the breach is committed during working hours, and regardless of whether our equipment or facilities are used for the purpose of committing the breach. Any worker suspected of committing a breach of this policy will be required to co-operate with the company, which may involve handing over relevant passwords and login details.

You may be required to remove internet postings which are deemed to constitute a breach of this policy. Failure to comply with such a request may in itself result appropriate action in line with your contract (please refer to your contract for more details).

All workers are responsible for the success of this policy and should ensure that they take the time to read and understand it. Any misuse of social media should be reported to the Operations Director.



Personal use of social media

Personal use of social media is never permitted during working time or by means of our computers, networks and other IT resources and communications systems. However, we permit the personal use of social media during your allocated breaks.

Monitoring

The contents of our IT resources and communications systems are our property. Therefore, you should have no expectation of privacy in any message, files, data, document, facsimile, telephone conversation, social media post conversation or message, or any other kind of information or communications transmitted to, received or printed from, or stored or recorded on our electronic information and communications systems.

We reserve the right to monitor, intercept and review, without further notice, your activities using our IT resources and communications systems, including but not limited to social media postings and activities, to ensure that our rules are being complied with and for legitimate business purposes and you consent to such monitoring by your acknowledgement of this policy and your use of such resources and systems. This might include, without limitation, the monitoring, interception, accessing, recording, disclosing, inspecting, reviewing, retrieving and printing of transactions, messages, communications, postings, log-ins, recordings and other uses of the systems as well as keystroke capturing and other network monitoring technologies.

We may store copies of such data or communications for a period of time after they are created and may delete such copies from time to time without notice.

Do not use our IT resources and communications systems for any matter that you wish to be kept private or confidential from the organisation.

Recruitment

We may use internet searches to perform due diligence on candidates in the course of recruitment. Where we do this, we will act in accordance with our data protection and equal opportunities obligations.



Responsible use of social media

The following sections of the policy provide you with common-sense guidelines and recommendations for using social media responsibly and safely.

Protecting our business reputation:

You must not post disparaging or defamatory statements about:

- our organisation;
- our clients;
- suppliers and vendors; and
- other affiliates and stakeholders,

However, you should also avoid social media communications that might be misconstrued in a way that could damage our business reputation, even indirectly.

You should make it clear in social media postings that you are speaking on your own behalf. Write in the first person and use a personal e-mail address when communicating via social media.

You are personally responsible for what you communicate in social media. Remember that what you publish might be available to be read by the masses (including the organisation itself, future employers and social acquaintances) for a long time. Keep this in mind before you post content.

If you disclose your affiliation as a worker with our organisation, you must also state that your views do not represent those of Employ Recruitment. For example, you could state, "the views in this posting do not represent the views of my employer". You should also ensure that your profile and any content you post are consistent with the professional image you present to clients and colleagues.

Avoid posting comments about sensitive business-related topics, such as our performance. Even if you make it clear that your views on such topics do not represent those of the organisation, your comments could still damage our reputation.



If you are uncertain or concerned about the appropriateness of any statement or posting, refrain from making the communication.

If you see content in social media that disparages or reflects poorly on our organisation or our stakeholders, you should contact the Operations Director immediately. You are responsible for protecting our business reputation.

Respecting intellectual property and confidential information

You should not do anything to jeopardise our valuable trade secrets and other confidential information and intellectual property through the use of social media.

In addition, you should avoid misappropriating or infringing the intellectual property of other companies and individuals, which can create liability for the organisation, as well as the individual author.

Do not use our logos, brand names, slogans or other trademarks, or post any of our confidential or proprietary information without prior written permission.

To protect yourself and the organisation against liability for copyright infringement, where appropriate, reference sources of particular information you post or upload and cite them accurately. If you have any questions about whether a particular post or upload might violate anyone's copyright or trademark, consult with the Operations Director before making the communication.

The contact details of business contacts made whilst engaged with us are regarded as our confidential information, and as such you will be required to delete all such details from your personal social networking accounts, such as Facebook accounts or LinkedIn accounts, on termination of your contract.

Respecting colleagues, clients, partners and suppliers:

Do not post anything that your colleagues or our customers, clients, business partners, suppliers, vendors or other stakeholders would find offensive, including discriminatory comments, insults or obscenity.

Do not post anything related to your colleagues or our customers, clients, business partners, suppliers, vendors or other stakeholders without their written permission.



15. MOBILE PHONE AND DRIVING POLICY

Scope

Employ Recruitment UK Limited does not allow any employee to use a handheld mobile phone or portable electric equipment while driving the client's vehicle but allows minimal handsfree use while driving or while safely parked in a vehicle.

However, conducting any call, even hands-free could be legally classified as an avoidable distraction. All drivers must ensure they assess the risk of making or taking any telephone call and must ensure that they do not become distracted in any way as a result of that call.

Definitions in this policy:

- Driving refers to physically being in the vehicle's driver seat while the engine is running (including auto stop/start function) while moving or stationary on any public highway.
- Safely parked refers to physically being in the vehicle's driver seat while the engine is turned off and parked on any public highway or private land.
- Mobile phone refers to personal, Employ Recruitment UK Limited device and any devices the client may issue to you whilst on shift.
- Portable electrical equipment refers devices such as iPads, tablets, laptops, sat-navs, personal digital assistants (PDAs), cameras, videos, not exhaustive.
- Handsfree refers to Bluetooth or voice activated mode.
- Handheld refers to any physical interaction with a mobile phone or portable electrical equipment as follows:
 - Illuminating the screen
 - Checking the time
 - Unlocking the device
 - Checking notifications
 - Making, receiving, or rejecting a telephone or internet based call
 - Sending, receiving, or uploading oral or written content
 - Sending, receiving, or uploading oral photographic or video recordings
 - Utilising the camera, video, or sound recording
 - Typing any texts, emails, or notes
 - Accessing any stored data such as documents, books, audio files, photographs, videos, films, playlists, notes, or any type of messages
 - Accessing any apps
 - Accessing the internet.



- Stored refers to glove compartment, under seat storage and rear storage compartment.

Employ Recruitments objectives:

- Employ Recruitment UK Limited's aim is to promote a safe and healthy working environment for all employees who drive or are a passenger in a vehicle.
- We achieve this through robustly implementing and managing the processes and procedures detailed in this policy.

Employee responsibilities:

1. All workers who drive a vehicle must be familiar with all processes and procedures referred to in this policy.
2. All workers who drive a vehicle must implement this policy in full.
3. All workers who double man in a vehicle must challenge, act and immediately report to the compliance manager, any worker who fails to comply with this policy.
4. All workers who drive a vehicle are permitted handsfree use of a mobile phone or portable electric equipment while driving, which must be stored and permitted handheld use while safely parked in a vehicle. However, if the device cannot be connected to internal vehicle systems, then they must be safely secured in a suitable windscreen mount or dashboard holder or mat and must not block the workers view of the road or traffic ahead
5. All workers who drive a vehicle must ensure they fully understand their responsibilities and the law about not using a mobile phone and portable electrical equipment while driving.
6. All workers who are caught by the police for using a mobile phone or portable electrical equipment while driving a vehicle will be responsible for any fines, administration charges and subsequent penalties imposed.
7. Any workers alleged of failing to comply with their responsibilities under this policy will fully cooperate with any interview and investigation by the Compliance Manager.
8. Any worker following an investigation, must successfully complete all the suggested recommendations within the agreed timescales.
9. Any worker who is found to have failed to comply with their responsibilities under this policy or who refuses to be interviewed or cooperate with the investigation process, will be dealt with under Employ Recruitment UK Limited Disciplinary Policy.

Non-compliance and Disciplinary action:

Employ Recruitment UK Limited will take disciplinary action against any employee or line manager for non-compliance of this policy. This will be dealt with under Employ Recruitment UK Limited Disciplinary Policy and the relevant penalty will be imposed accordingly.

In the most serious cases, the breach will be treated as gross misconduct and may lead to termination of assignments.

Our Communication with you

In accordance with this policy Employ Recruitment will use the following order to contact you:

1. Send an SMS.
2. Dependent on the urgency of the message, we will send a message to the ERUK app.
3. Phone call.

We are aware that clients and Employ may call you whilst you are driving, if you are set up to use hands free, as the driver you must do a risk assessment on if you feel safe to answer the phone, if it is not safe to answer the phone using handsfree please do not answer.

Please reply to Employ or the client at your nearest convenience when it is safe and legal.



16. HEALTH & SAFETY AT WORK

Your own Health & Safety is ultimately your own responsibility, but you still have a duty of care to ensure the Health & Safety of others. Take this responsibility seriously and always follow the following basic principles.

Non-Driving Roles (General Operative) - Personal Protection Equipment

- Footwear

In the majority of general operative roles steel toe-cap boots or shoes are a minimum requirement. Trainers or sandals are not appropriate footwear and can result in you being rejected by the site.

- Workwear

Appropriate clean workwear to meet the client's health and safety standards will be a required for all roles. We will confirm your workwear prior to the start of your assignment.

Driving Roles - Personal Protection Equipment

- Footwear

Steel toe-cap boots or shoes are a minimum requirement. Trainers or sandals are not appropriate footwear and can result in you being rejected by the site.

- Hi Visibility Vest

All clients insist on Hi Vis clothing being worn on site. However, we recommend that you wear one at all times to ensure your safety.

On assignment Health and Safety

All workers are supplied on the basis that they are subject to the Health & Safety policy of the client they are working for. Ensure you fully familiarise yourself with the clients health and safety procedures before commencing shift. Remember if in doubt stop and seek assistance

When on assignment you should:

- Familiarise yourself with a client's Health & Safety policy on the first day of an assignment and make sure you are aware of any changes to this policy and always conform to this policy,
- Wear the appropriate safety clothing and ensure you are familiar with the operation of any safety equipment and devices,
- Ensure that you are aware of the location of fire extinguishers, emergency exits, muster points and first-aid points,
- Remain vigilant to breaches in the Health & Safety policy and report all problems and/or infringements to the appropriate person,
- Report all accidents and potential hazards to the appropriate person. Any accident involving injury to you should also be report client management and Employ Recruitment.



Manual Handling

It is essential that you adopt a good technique when lifting heavy objects. Here are a few important points to remember, but these are only the basics, remember if in doubt stop and seek help.

Always adopt the following as a basic lifting technique:

- Think before lifting/handling. Plan the lift. Can handling aids be used? Where is the load to be placed? Will help be needed with the load? Remove obstructions such as discarded wrapping materials. For a long lift, consider resting the load midway on a table or bench to change grip.
- Keep the load close to the waist. Keep the load close to the body for as long as possible while lifting. Keep the heaviest side of the load next to the body. If a close approach to the load is not possible, try sliding it towards the body before attempting to lift it.
- Adopt a stable position. The feet should be apart with one leg slightly forward to maintain balance (alongside the load if it is on the ground). You should be prepared to move your feet during the lift to maintain their stability. Avoid tight clothing or unsuitable footwear, which may make this difficult.
- Get a good hold. Where possible the load should be hugged as close as possible to the body. This may be better than gripping it tightly with hands only.
- Start in a good posture. At the start of the lift, slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (squatting).
- Do not flex the back any further while lifting. This can happen if the legs begin to straighten before starting to raise the load.
- Avoid twisting the back or leaning sideways, especially while the back is bent. Shoulders should be kept level and facing in the same direction as the hips. Turning by moving the feet is better than twisting and lifting at the same time.
- Keep the head up when handling. Look ahead, not down at the load. Once it has been held securely.
- Move smoothly. The load should not be jerked or snatched as this can make it harder to keep control and can increase the risk of injury.
- Do not lift or handle more than can easily be managed. There is a difference between what people can lift and what they can safely lift. If in doubt, seek advice or get help.
- Avoid lifting above your head wherever possible.
- Put down, and then adjust. If precise positioning of the load is necessary, put it down first, and then slide it into the desired position.

The above guidelines are extracted from the HSE publication *Getting to Grips with Manual Handling* which can be downloaded from the HSE website.



17. ACCIDENTS, NEAR MISSES AND FIRST AID

Any accident at work involving personal injury should be reported to the client to whom you are assigned, and you should also make the compliance manager or operations manager at Employ aware.

All near-misses must also be reported to transport of the client your working for, as soon as possible so that action can be taken to investigate the causes and to prevent recurrence.

Details of first aid facilities and trained first aiders are displayed within the premises of the client and also at Employ Recruitment ensure you familiarise yourself with this on your first shift and regularly thereafter.



18. SUBSTANCE MISUSE POLICY (DRUGS & ALCOHOL)

We are committed to providing a safe, healthy and productive working environment for all our workers, customers and visitors. This includes ensuring that all workers are fit to carry out their jobs safely and effectively in a working environment which is free from alcohol and drug misuse.

You are expected to arrive at work fit to carry out your job and to be able to perform your duties safely without any limitations due to the use or aftereffects of alcohol or drugs (whether prescribed, over the counter or illegal).

Misuse of alcohol and drugs can lead to reduced levels of attendance, reduced efficiency and performance, impaired judgement and decision making and increased health and safety risks, not only for the individual but also for others. Irresponsible behaviour or the commission of offences resulting from the misuse of alcohol or drugs may damage our reputation and, as a result, our business.

Scope and purpose of the policy

This policy is principally intended to deal with alcohol and drug problems which, in the context of this policy are any drinking or taking of drugs, whether intermittent or continual, which interferes with work performance in relation to attendance, efficiency, productivity or safety. You will be deemed to be under the influence of alcohol or drugs where that is the reasonable opinion of a manager of Employ Recruitment or any client Company.

The purpose of this policy is to increase awareness of the effects of alcohol and drug misuse and its likely symptoms. All workers are aware of their legal responsibilities regarding alcohol and drug misuse and related problems.

If you notice a change in a colleague's pattern of behaviour you should encourage them to seek assistance through us. If they will not seek help themselves, you should draw the matter to our attention. You should not attempt to cover up for a colleague whose work or behaviour is suffering as a result of an alcohol or drug-related problem.

If you believe that you have an alcohol or drug-related problem, you should seek specialist advice and support as soon as possible.



Alcohol and drugs at work

Employ and all client Company's prohibit the use of illegal drugs or the consumption of alcohol when on duty.

If you are prescribed medication, you must seek advice from your GP or pharmacist about the possible effect on your ability to carry out your job as it may cause impairment to your safety and performance at work. Your duties may need to be modified, or you may need to be temporarily reassigned to a different role. You must tell us without delay.

Where you attend a work-related function or social event, we expect that you will act in a way that will not have a detrimental effect on our reputation. If you entertain clients or represent us at external events where alcohol is served, you are considered to be "at work" regardless of whether you do so outside normal working hours. Consequently, we will always expect you to remain professional and fit for work. Any unacceptable behaviour that occurs at such functions will be subject to appropriate action in line with your contract.

We always expect all our workers to comply with the drink-driving and drug-driving legislation. Our reputation will be damaged if you are convicted of a drink-driving or drug-driving offence and, if your job requires you to drive and you lose your licence, you may be unable to continue to do your job. Committing a drink-driving or drug-driving offence outside or during working hours or while working for us may result in your assignment being terminated in line with your contract.

If you are prescribed medication, you must seek advice from your GP or pharmacist about the possible effect on your ability to carry out your job and whether your duties should be modified, or you should be temporarily reassigned to a different role. If so, you must tell us without delay.

Searches

Employ Recruitment or any client you are working with reserves the right to conduct searches for alcohol or drugs, including, but not limited to, searches of lockers, filing cabinets, desks, packages sent to our/clients address which are on our/clients premises.



Any alcohol or drugs found as a result of a search will be confiscated and may result in the termination of your assignment in line with your contract.

Drug and Alcohol Testing

Employ Recruitment or any client Company you work with reserves the right to test for drugs and alcohol. Fair and impartial drug and alcohol testing may be carried out in the following circumstances:

- Random – You may be randomly selected throughout the course of the calendar year.
- Intervention – If it is suspected that you are under the influence of drugs and alcohol.
- Assurance – If your conduct or capability is affected by a dependency to drugs or alcohol.
- Accident/Incident – As part of an accident or incident investigation testing may be undertaken.

If you refuse to consent without good reason or receive a positive test result you may have your assignment terminated in line with your contract.

Management of suspected substance misuse

Where there is reason to believe that illegal drugs, controlled substances or alcohol may be adversely affecting any worker's safe and productive work performance, including jeopardising the safety of others, the Company reserves the right to take action in order to detect or confirm the use or presence of such drugs, controlled substances or alcohol. Such action, with your consent, may include a drug, alcohol or other testing, surveillance, property or personal searches. If you refuse to take an alcohol or drug-screening test or refuse to comply with a request to search personal property, you may have your assignment terminated in line with your contract.

If you receive a positive drug or alcohol test result you may have your assignment terminated in line with your contract (please refer to your contract for more information).



19. NO SMOKING

General Statement

This policy has been developed to protect all workers and clients from exposure to passive smoking and to assist in complying with the Health Act 2006 and any other relevant legislation. The Company recognises that the health, safety and welfare of workers and anyone else directly affected by the Company's operations are of prime importance.

Exposure to passive smoking increases the risk of lung cancer, heart disease and other serious illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not completely stop potentially dangerous exposure.

This policy seeks to guarantee a healthy working environment and protect the current and future health of workers, customers and visitors. This policy complies with current law and guarantees the right of non-smokers to breathe in air that is free from tobacco smoke. It raises awareness of the dangers associated with exposure to tobacco smoke whilst taking into account the needs of those who smoke and aiming to support those who wish to stop.

Although the use of e-cigarettes, personal vaporisers, and electronic nicotine delivery systems (collectively referred to in this policy as "ENDS") is not covered under smoke-free legislation, it is important to respect the policies of our clients. Please check with the client before using ENDS, as many treat them the same as traditional smoking.

Restrictions on smoking

Smoking tobacco or any other substance is not permitted in any parts of the Employ Recruitment premises, including the entrance at any time by any person regardless of their status or business with the Company. This includes areas that are outside but form part of the Company's premises.

Visitors

All visitors, work-seekers and workers are required to abide by the no-smoking policy. Staff members are expected to inform customers and visitors of the no-smoking policy politely but firmly to ensure that such visitors comply with the smoking ban. No members of staff are expected to enter any confrontation which may put their personal safety at risk.



Vehicles

Smoking is not permitted by any person in any Company vehicle (including pool vehicles and clients vehicles) or any other vehicles being used on Company business where the user does not have exclusive, unrestricted use of that vehicle. If a worker uses his or her own vehicle for Company purposes, this vehicle is exempt from the scope of this policy under the legislation.

E-Cigarette

Most of our clients will request that e-cigarettes are treated the same as smoking, we advise that you do not vape in the cabs and only vape in the smoking areas at the client's sites.

Support for smokers

The Company understands that some of its workers may feel unwilling or unable to give up smoking. Those workers may request permission from their immediate manager/supervisor to step outside the building/grounds during coffee/tea breaks to smoke a cigarette. However, they must return to their workplace at the due time.

Help to stop smoking

The NHS offers a range of free services to help smokers give up. Visit www.nhs.uk/stop-smoking or call the NHS Go Smoke free helpline on 0800 169 0169 for further information.

Appropriate action

Any worker who ignores the smoking ban and is found smoking on the Company's/Client's premises may have their assignment terminated in line with their contract (please refer to your contract for more information).

You are also reminded that it is a criminal offence for workers to smoke in any enclosed workplace or public building and may receive a fixed penalty of £50 or be subject to prosecution and a fine of up to £200.



Workers found to be taking smoking breaks that are unreasonable in number or duration may also be subject to appropriate action in line with their contract.

Maintaining this policy

Workers have the right to report breaches of this policy to the Operations Director or the Managing Director or in accordance with the Company's whistleblowing policy. Any such reports a worker has made will not suffer any detriment as a result.

20. DATA PROTECTION POLICY

Introduction

All organisations that process personal data are required to comply with data protection legislation. This includes in particular the Data Protection Act 1998 (or its successor) and the EU General Data Protection Regulation (together the 'Data Protection Laws'). The Data Protection Laws give individuals (known as 'data subjects') certain rights over their personal data whilst imposing certain obligations on the organisations that process their data.

As a recruitment business the Company collects and processes both personal data and sensitive personal data. It is required to do so to comply with other legislation. It is also required to keep this data for different periods depending on the nature of the data.

This policy sets out how the Company implements the Data Protection Laws. It should be read in conjunction with the Data Protection Procedure.

Content

- Definitions
- Data processing under the Data Protection Laws
 1. The data protection principles
 2. Legal bases for processing
 3. Privacy by design and by default
- Rights of the Individual
 1. Privacy notices
 2. Subject access requests
 3. Rectification
 4. Erasure
 5. Restriction of processing
 6. Data portability
 7. Object to processing
 8. Enforcement of rights
 9. Automated decision making
- Personal data breaches
 1. Personal data breaches where the Company is the data controller
 2. Personal data breaches where the Company is the data processor



3. Communicating personal data breaches to individuals

- The Human Rights Act 1998
- Complaints

Appendix

Annex – legal bases for processing personal data

Definitions

In this policy the following terms have the following meanings:

‘consent’ means any freely given, specific, informed and unambiguous indication of an individual’s wishes by which he or she, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data relating to him or her;

‘data controller’ means an individual or organisation which, alone or jointly with others, determines the purposes and means of the processing of personal data;

‘data processor’ means an individual or organisation which processes personal data on behalf of the data controller;

‘personal data’* means any information relating to an individual who can be identified, such as by a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

‘personal data breach’ means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data;

‘processing’ means any operation or set of operations performed on personal data, such as collection, recording, organisation, structuring, storage (including archiving), adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

‘profiling’ means any form of automated processing of personal data consisting of the use of personal data to evaluate certain personal aspects relating to an individual, in particular to analyse or predict aspects concerning that natural person’s performance at work, economic situation, health, personal preferences, interests, reliability, behaviour, location or movements;



‘pseudonymisation’ means the processing of personal data in such a manner that the personal data can no longer be attributed to an individual without the use of additional information, provided that such additional information is kept separately and is subject to technical and organisational measures to ensure that the personal data are not attributed to an identified or identifiable individual;

‘sensitive personal data’* means personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data, data concerning health, an individual’s sex life or sexual orientation and an individual’s criminal convictions. [Note 1]

* For the purposes of this policy we use the term ‘personal data’ to include ‘sensitive personal data’ except where we specifically need to refer to sensitive personal data.

‘Supervisory authority’ means an independent public authority which is responsible for monitoring the application of data protection. In the UK the supervisory authority is the Information Commissioner’s Office (ICO).

All of these definitions are italicised throughout this policy to remind the reader that they are defined terms.

Data processing under the Data Protection Laws

The Company processes personal data in relation to its own staff, work-seekers and individual client contacts and is a data controller for the purposes of the Data Protection Laws. The Company has registered with the ICO and its registration number is Z1568848.

The Company may hold personal data on individuals for the following purposes:

- Staff administration;
- Advertising, marketing and public relations please refer to the company’s Marketing Policy; Accounts and records;
- Administration and processing of work-seekers’ personal data and sensitive data for the purposes of providing work-finding services, including processing using software solution providers and back office support, and other third-party suppliers which may indirectly provide services to the employees in connection with their employment.
- Administration and processing of clients’ personal data for the purposes of supplying/introducing work-seekers;
- Administration and processing of employees’ personal data and sensitive data for the purposes of their employment, including processing using software solutions providers and back office support, and other third-party suppliers which may indirectly provide services to the employees in connection with their employment.
- Administration and processing of clients’ personal data for the purposes of sourcing, supplying/introducing workers;
- Administration and processing of suppliers’ personal data for the purposes of supplying services and goods to the company.



1. The data protection principles

The Data Protection Laws require the Company acting as either data controller or data processor to process data in accordance with the principles of data protection. These require that personal data is:

1. Processed lawfully, fairly and in a transparent manner;
2. Collected for specified and legitimate purposes and not further processed in a manner that is incompatible with those purposes;
3. Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
4. Accurate and kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay;
5. Kept for no longer than is necessary for the purposes for which the personal data are processed;
6. Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures; and that
7. The data controller shall be responsible for, and be able to demonstrate, compliance with the principles.

2. Legal bases for processing

The Company will only process personal data where it has a legal basis for doing so (see Annex A). Where the Company does not have a legal reason for processing personal data any processing will be a breach of the Data Protection Laws.

The Company will review the personal data it holds on a regular basis to ensure it is being lawfully processed and it is accurate, relevant and up to date and those people listed in the Appendix shall be responsible for doing this.

Before transferring personal data to any third party (such as past, current or prospective employers, suppliers, customers and clients, intermediaries such as umbrella companies, persons making an enquiry or complaint and any other third party (such as software solutions providers and back office support)), the Company will establish that it has a legal reason for making the transfer.

3. Privacy by design and by default

The Company has implemented measures and procedures that adequately protect the privacy of individuals and ensures that data protection is integral to all processing activities. This includes implementing measures such as:

- data minimisation (i.e. not keeping data for longer than is necessary);



- pseudonymisation;
- anonymization;
- cyber security.

For further information please refer to the Company's Information Security Policy.

21. WHISTLEBLOWING POLICY

It is important to the Company that any fraud, misconduct or wrongdoing by workers or managers of the Company is reported and properly dealt with. The Company therefore encourages all individuals to raise any concerns that they may have about the conduct of others in the business or the way in which the business is run.

The belief you hold must be reasonable, but it need not be correct. It might be discovered subsequently that you are in fact wrong, but if you can show that you held the belief and that it was a reasonable belief to hold in the circumstances at the time then you will not be penalised for any action you take.

We are committed to conducting our business with honesty and integrity, and we expect all workers to maintain high standards. However, all organisations face the risk of things going wrong from time to time, or of unknowingly harbouring illegal or unethical conduct. A culture of openness and accountability is essential in order to prevent such situations occurring or to address them when they do occur.

The aims of this policy are:

- To encourage the worker to report suspected wrongdoing as soon as possible, in the knowledge that their concerns will be taken seriously and investigated as appropriate, and that their confidentiality will be respected.
- To provide the worker with guidance as to how to raise those concerns; and to reassure the workers that they should be able to raise genuine concerns in good faith without fear of reprisals, even if they turn out to be mistaken.

What is whistleblowing?

Whistleblowing is the disclosure of information which relates to suspected wrongdoing or dangers at work. This may include:

- criminal activity;



- miscarriages of justice;
- danger to health and safety;
- damage to the environment;
- failure to comply with any legal or professional obligation or regulatory requirements;
- financial fraud or mismanagement;
- negligence;
- breach of our internal policies and procedures including our Code of Conduct;
- conduct likely to damage our reputation;
- unauthorised disclosure of confidential information;
- the deliberate concealment of any of the above matters.

A whistle-blower is a person who raises a genuine concern in good faith relating to any of the above. If you have any genuine concerns related to suspected wrongdoing or danger affecting any of our activities (a whistleblowing concern) you should report it under this policy.

This policy should not be used for complaints relating to your own personal circumstances, such as the way you have been treated at work. In those cases, you should use the Complaint Procedure as appropriate.

Raising a whistleblowing concern

We hope that in many cases you will be able to raise any concerns with your line manager. You may tell them in person or put the matter in writing if you prefer. They may be able to agree a way of resolving your concern quickly and effectively.

However, where the matter is more serious, or you feel that your line manager has not addressed your concern, or you prefer not to raise it with them for any reason, you should contact the Operations Director.

We will arrange a meeting with you as soon as possible to discuss your concern. You may bring a colleague or union representative to any meetings under this policy. Your companion must respect the confidentiality of your disclosure and any subsequent investigation.

Confidentiality

We hope that our workers will feel able to voice whistleblowing concerns openly under this policy. However, if you want to raise your concern confidentially, we will make every effort



to keep your identity secret. If it is necessary for anyone investigating your concern to know your identity, we will discuss this with you.

We do not encourage workers to make disclosures anonymously. Proper investigation may be more difficult or impossible if we cannot obtain further information from you. It is also more difficult to establish whether any allegations are credible and have been made in good faith.

External disclosures

The aim of this policy is to provide an internal mechanism for reporting, investigating and remedying any wrongdoing in the workplace. In most cases you should not find it necessary to alert anyone externally.

Investigation and outcome

Once you have raised a concern, we will carry out an initial assessment to determine the scope of any investigation. We will inform you of the outcome of our assessment. You may be required to attend additional meetings in order to provide further information.

We will aim to keep you informed of the progress of the investigation and its likely timescale. However, sometimes the need for confidentiality may prevent us giving you specific details of the investigation or any appropriate action taken as a result. You should treat any information about the investigation as confidential.

If we conclude that a whistle-blower has made false allegations maliciously, in bad faith or with a view to personal gain, the whistle-blower will be subject to appropriate action in line with your contract (please refer to your contract for more information).

If you are not satisfied

While we cannot always guarantee the outcome you are seeking, we will try to deal with your concern fairly and in an appropriate way. By using this policy, you can help us to achieve this.

If you are not happy with the way in which your concern has been handled, you can raise it with the Operations Director.

Protection and support for whistle-blowers



It is understandable that whistle-blowers are sometimes worried about possible repercussions. We aim to encourage openness and will support workers who raise genuine concerns in good faith under this policy, even if they turn out to be mistaken.

Workers must not suffer any detrimental treatment as a result of raising a concern in good faith. If you believe that you have suffered any such treatment, you should inform the Operations Director immediately.

22. ABSENCE POLICY

As soon as you know you are taking a period of absence, e.g., sickness absence, emergency leave absence, you must notify Employ Recruitment.

Failure to make and retain regular contact with Employ Recruitment when absent from work could result in conduct action being taken against you in line with your contract.

Notification of Absence

- As soon as you know you will be taking a period of absence, you must contact Employ Recruitment by telephone and speak to a Recruitment Consultant to report that you are unable to work.
- Solely text messages or emails are not acceptable.
- Please try to give Employ Recruitment as much notice as possible so that we can plan.
- You must ring every subsequent day unless sickness absence has been medically certified.
- If sickness absence is greater than 7 calendar days, you must provide a Fit Note stating the reason for absence and the expected return to work date.
- If the likely return to work date or circumstances change, you must inform a Recruitment Consultant.

Return to Work

- On your return to work the Compliance Manager will conduct a Return to Work and Absence Review Meeting with you.
- This will be recorded on a Return-to-Work Document which you need to sign.
- The meeting will assess if you are fit to return to work, any health and safety concerns and manage your absence record.
- The details will be logged on your file and shared with the client, if any concerns are raised.
- All periods of absence will be recorded and monitored, and any concerns will be raised.
- Please note, you will not be able to return to work until the Return to Work and Absence Review Meeting has taken place and the form signed.



Statutory Sick Pay (SSP)

Workers on a Contract for Services may be eligible for SSP. This will be in line with current government guidance. Please contact our Finance Manager for further information.

23. LEAVE PROCEDURE

Please inform us with as much notice as possible of any leave or periods of no availability where you cannot work - this helps us forecast and plan the weeks ahead.

For workers on the following contracts please follow the below leave procedure:

- Contract for Services

Holiday Procedure

The holiday year commences on 1st April to 31st March. You are entitled to paid annual leave of the statutory minimum under WTR. It is your responsibility to ensure you use all your accrued holiday within the holiday year.

To book a holiday please add your holiday request to the app for us to review and approve or speak to your Recruitment Consultant. Please can you aim to give us at least 2 weeks' notice.

Doctor, Dentist and Hospital appointments

Always try to arrange appointments for times that will cause the least disruption to your working week. We know that this can be impossible sometimes so give us as much notice of any appointments you have booked.

Please also remember that should there be any changes to your health since you first registered; or should you develop a condition which may impair your working/driving ability then you will need to advise us in writing (please see DRIVER - WHAT WE EXPECT FROM YOU, the section on health changes and the annual drivers' declaration).

Occupational Health

We may require you to have an occupational health assessment by an independent provider to ascertain if you are fit to drive and fulfil your role.

Maternity Leave and Pay

If you reach the qualifying conditions, you may be entitled to claim statutory maternity pay (SMP). If you do not qualify for statutory maternity pay (SPP) you may be entitled to claim statutory maternity allowance. Please contact our Finance Manager for further information.



To qualify for statutory maternity leave (SML) will depend on your qualifying conditions and contract entitlement. Please contact our Finance Manager for further information.

Paternity Leave and Pay

If you reach the qualifying conditions in line with your contract, you may be entitled to claim statutory paternity leave (SPL) and statutory paternity pay (SPP). Please contact our Finance Manager for further information.

Shared Parental Leave and Pay

If you reach the qualifying conditions in line with your contract, you may be entitled to claim Shared Parental Leave (ShPL) and/or Shared Parental Pay (ShPP). This is subject to meeting the statutory criteria. Please contact our Finance Manager for further information.

Compassionate Leave

Compassionate leave is to deal with unexpected issues and emergencies involving a dependant, including if a dependant falls seriously ill or is injured. A dependant is a partner, a parent, a child, or someone who relies on you.

Time off is unpaid. You have the option to process the time off as holiday or unpaid leave.

Please contact your Recruitment Consultant for further information.

Bereavement Leave

You have the right to reasonable time off if a 'dependant' dies, this includes a partner, a parent, a child (parental bereavement leave) and if someone else who relied on you dies.

The time off is to deal with unexpected issues and emergencies involving the dependant, including leave to arrange or attend a funeral.

Time off for bereavement leave is unpaid unless someone is eligible for parental bereavement pay. You have the option to process the time off as holiday or unpaid leave.

Parental Bereavement Leave

The company understands that the death of a child, or a stillbirth, can be one of the most harrowing experiences of someone's life and we are committed to providing support to our workers who go through this experience. If eligible you may take a total of two weeks parental bereavement leave as; a block of two weeks; or two separate blocks of one week. The leave may start any day of the week and must be taken at any time in the following 56-week period.



To qualify for statutory parental bereavement pay, the worker must:

- have been continuously employed with us for at least 26 weeks by the week prior to the week in which the child dies,
- have normal average weekly earnings of not less than the lower earnings limit relevant for National Insurance purposes,
- still be employed by us on the date the child dies.

Payment will be made at the rate set by Government legislation for Parental Bereavement leave and in line with your contract.

In order to receive statutory parental bereavement pay, the employee must provide the organisation with notice of this and the following information within 28 days, or as soon as is reasonably practicable, of the first day on which the employee wishes to receive statutory parental bereavement pay:

- the child's name,
- the date of the death or stillbirth,
- a declaration that the employee falls into the Eligibility criteria.

Please contact our Finance Manager for further information.



24. PENSION

If eligible you will be auto-enrolled into the NEST workplace pension scheme set up by the government and in line with legislation. A welcome pack will be sent to explaining your pension and contributions. Please contact NEST with any questions

25. POOR CONDUCT/PERFORMANCE PROCEDURE

Your employment status is a 'worker'. A 'worker' is entitled to certain employment rights which is included in the Government UK Employment Status. Disciplinary and grievance procedures do not apply to workers engaged on a Contract for Services.

If a worker's conduct or performance falls below the level which is acceptable to Employ Recruitment or the client, the company will follow the below procedure:

- **Resolve Informally.** See whether the issue can be resolved in an informal way. We will try to solve the issue by:
 - a) privately talking with the worker, any other staff involved and the client.
 - b) listen to their point of view,
 - c) agree improvements to be made,
 - d) support with setting up appropriate training if it's a performance issue.
- **Investigate.** If the issue cannot be resolved informally, Employ Recruitment will carry out an investigation to:
 - see if there is a case to answer,
 - make sure everyone is treated fairly,
 - gather evidence,
 - help Employ Recruitment and the client decide on appropriate action.
- **Action.** An investigation report will be written with recommendations of next steps. This will include the one (or more if necessary) of the following:
 - a) No Action
 - b) Informal Action - Informal discussion with the worker to improve conduct/performance.
 - c) Formal Action – Disciplinary procedures do not apply to workers engaged on a contract for services.
 - i. Infringement and Accident procedure followed for workers who are drivers.
 - ii. A formal note will be placed on the workers file with expectations to improve conduct/performance.
 - d) Termination of work assignment. Refer to Termination Procedure.
- **Complaint.** Grievance procedures do not apply to workers engaged on a contract for services. If you (the worker) are dissatisfied with the outcome you may raise your concerns against the Complaints Procedure.



26. TERMINATION PROCEDURE

Termination by the worker

If you decide to leave us, please call and speak to your Recruitment Consultant so we can understand your reasons. Your contract will detail your termination requirements.

Termination by Employ Recruitment

You have an obligation to deliver good standards of behaviour and conduct to Employ Recruitment and the client we supply you to, together with satisfactory standards of job performance and attendance.

If a workers' conduct or performance of work is poor and falls below the level which is acceptable to Employ Recruitment or the client, the Poor Conduct/Performance Procedure will commence.

Employ Recruitment and the client will not tolerate a breach of contract and may terminate the assignment at any time without prior notice or liability. Please refer to your contract for more information.

There is no right of appeal against a termination of contract; however, workers may use the Complaints Procedure if they feel they have been unfairly or unjustly treated.



27. EMPLOY BENEFITS

What is Employ Benefits

You, as an Employ Recruitment worker will be automatically enrolled into the Employ Benefits Scheme which has been put together to provide our drivers with added protection when out on shifts for Employ as well as investing in your continued development. As part of the package we have also secured you access to Driver Rewards, which provides considerable discounts on your everyday spends. The Employ Benefits scheme also provides you with access to Road Skills Online, 24/7 legal protection should you be involved in a major/blue light incident, one free CPC course per year and insurance to cover you whilst on shift for Employ, as well as the Driver Rewards discounts.

About Employ Benefits

The Employ Benefits Scheme provides you with added protection, continued and up to date learning and financial savings through a unique package.....

You have accepted and agreed to the weekly membership fee of 1 pound per shift upon starting your first assignment following issue of this policy. In the event of any fee changes, we will notify you in advance. If you do not receive pay in a given week and you have not opted out of the scheme you will remain enrolled, but you will receive no deduction in that week.

If you decide that you no longer want to be enrolled in the scheme and the benefits contained, you can opt out by emailing compliance@eruk.co.uk

If you opt out within 14 days of the date of your first assignment following the issue of the policy, any deductions relating to the scheme which you have authorised Employ Recruitment to deduct will be reimbursed. However, if you opt out after 14 days of the date of your first assignment following issue of the policy, no reimbursement will be made and your membership will cease from the notification date, no deductions will be made after this date.



28. COMPLAINTS PROCEDURE

Employ Recruitment UK Ltd is committed to providing a high-level service to our customers. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

The Complaints Procedure exists to enable you to raise concerns you have or if you wish to make a complaint against a decision to terminate your assignment and/or contract. The complaint procedure explains how you can informally raise your concern and then, if that does not work for you, how to use the formal procedure.

Most complaints can be resolved quickly and informally through discussion with your consultant/manager. However, if this does not resolve the problem you have the following options: -

Complaints Procedure

Please contact Kathryn Martin (Compliance Manager)) by email or by phone 01335 346800 in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied, please contact Leann Lewis (Operations Director) by email on leann@eruk.co.uk .

Next steps

1. We will send you written confirmation acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 5 days of us receiving your complaint.
2. Complaints will be logged on our central register within one working day.
3. We will acknowledge your reply with an acknowledgment letter and confirm what will happen next. A Manager or Director will be elected to respond to your complaint. You can expect to receive our acknowledgement letter within 5 days detailing their name and contact details.
4. We will then start to investigate your complaint. This will normally involve the following steps;



- We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request;
 - We will then examine the member of staff's reply and the information you have provided for us. If necessary, we may ask you to speak to them. This will take up to 4 days from receiving their reply.
5. The elected Manager/Director will then invite you to meet, discuss and hopefully resolve your complaint. This will happen within 5 days of the end of our investigation.
6. The elected Manager/Director will write to you to confirm what took place and any solutions agreed with you.
- If you do not want a meeting or it is not possible, the elected Manager/Director will send you a detailed reply to your complaint. This will include suggestions for resolving the matter.

If we have to change any of the time scales above, we will let you know and explain why.

In any event, we will comply with any statutory procedures that may relate to your complaint.

Appeal

There is no right of appeal.



29. IMPORTANT INFORMATION

YOUR KEY CONTACTS: -

Operations Director	Leann Lewis
Finance Director	Zoe Dawson
Compliance Manager	Kathryn Martin
Operations Manager	Gemma Broster
Lead Planner	Rachel Bennett
Planner	Kristy Lemon
Resource co-ordinator	Yasmin Good
Operations co-ordinator	Chloe Hodson- Ridgway

OFFICE OPENING TIMES: Monday to Friday 9am to 5.00pm

OUT OF HOURS AND EMERGENCIES

We are passionate about providing a service around the clock; therefore, for our workers and clients convenience we have our on-call facility. Please be aware and mindful that this facility isn't to be used to contact the Employ staff unless absolutely necessary. Here is a brief description to remind you what our on-call facility should and shouldn't be used for.

DO call outside office hours in the event of:

- An emergency
- To notify us of your absence
- To inform us you are able to work

DON'T call outside of office hours:

- When handing in your hours.
- For a 'chat' with the Employ staff, as much as we love to hear about what you're doing, we would prefer you not to call outside of office hours as this will block the line in case of an emergency.
- To discuss pay queries, pay queries can only be dealt with during office hours.

