24-7 STAFFING

# CANDIDATE HANDBOOK

*Perfectly Placed People*

www.24-7staffing.co.uk

# Contents


| | Page |
|---|---|
| Introduction & General Terms & Conditions | 3 |
| Key information, Assignment details and Timesheets | 4 |
| Absences | 5 |
| Pay and Benefits | 6 |
| Rules and Regulations | 8 |
| Health & Safety | 13 |
| Complaints or Grievance Procedure | 15 |

## INTRODUCTION

Welcome to 24-7 Staffing. We are delighted that you have chosen to work with us.

## STATUS OF DOCUMENTS

Whilst this handbook contains important information and some of our supplementary policies, the nature of our relationship with you is set out in the separate Terms of Engagement or Contract for Services you will have signed. Please read these documents carefully, and if you have any questions do not hesitate to raise them with your 24-7 Staffing contact. Unless specifically stated in a 'Contract of Employment' all temporary workers are engaged as *agency workers under a Contract For Services*.

24-7 Staffing reserves the right to amend its terms and conditions and policies from time to time. You will be notified if the change is relevant to you.

For the avoidance of doubt, the policies contained in this handbook are non-contractual unless otherwise stated.

## DEFINITIONS

**Assignment:** The period during which the temporary worker is supplied to render services to the Client.
**Client:** The person, firm or corporate body requiring the services of temporary workers.
**Company:** 24-7 Staffing Ltd.

**Key information, Assignment Details & Timesheets**

**Key information**

24-7 Staffing will supply a written copy of the Key Information document upon completion of registration which sets out some of the important aspects of your contractual arrangements. This may be done via electronic means using the contact details you provide us.

The Key information document supplements your Terms of Engagement which set out your contractual arrangements in full.

**Assignment Details**

24-7 Staffing undertake to endeavour to supply a written copy of assignment details before arrival at the assignment, and in all circumstances a copy will be sent within 3 business days. This may be done via electronic means using the contact details you provide us.

**Limitations**

24-7 Staffing will endeavour to ensure you are aware of the job role and the client's expectations, however sometimes an unidentified or unexpected task arises on-site. Should a task that is beyond your capabilities or training arise please politely advise the client and then your 24-7 Staffing contact.

**Assignment Cancellation Policy**

Should your assignment be cancelled at short notice our shift cancellation policy applies as follows:

If your assignment is cancelled within 8 hours of the start time or on arrival, we will endeavour to find you alternative work within 4 hours of the original start time.

1. If we are unable to find alternative work for you within 4 hours we will pay you a basic 4 hours pay for the cancelled shift, plus a travel allowance if you have travelled over 40 miles for a round trip between one of the 24-7 Staffing office address' and the clients address.

2. If we are able to find you alternative work within 4 hours, we will pay you to carry out the new job at the same or higher rate of pay of the original assignment and a travel allowance if you have travelled over 40 miles for a round trip between the 24-7 Staffing office address and the clients address.

3. If we are successful in finding alternative work and you choose not to accept it, you will **only** be paid the qualifying fuel allowance and only if you have reported to work on site with a signed timesheet from the client.

Please also check for any assignment cancellations sent by email or text message should we be unable to contact your directly by phone for verbal cancellation.

**Time Sheets**

Time sheets must be completed clearly and accurately, all relevant information should be filled in and signed off by the line manager, if working on various shifts ask the line manager to sign your timesheet daily. Timesheets are to be delivered to your local 24-7 Staffing office by 10am Monday morning in order for your pay to be processed on time. Failure to comply with this could result in your pay being delayed. Click here to download a timesheet.

**Breaks**

The Working Time Directive 2003 states you are entitled to statutory rest periods, and there are also additional breaks which must be taken into account depending on your job, e.g. driver's hours. Please ask us for the most up to date break allowances and legal obligations for your particular assignment.

**Absence**

In the event that you are unable to work, for any reason, you must contact 24-7 Staffing as soon as possible, prior to your start time. Please contact us personally unless you are physically unable to do so. Please make **contact by telephone only**, never use email, app chat, direct messaging such as Messenger or Whatsapp or text as they will not be received out of hours and we will not be able to react in a timely manner.

**Sickness**

If you are absent from work due to sickness or injury the following will apply:

- Please notify 24-7 Staffing by telephone (remember there is cover 24 hours a day) to give details of your absence *prior to the commencement of your assignment*, on the first day of your absence. You must state the reason for absence and the date on which you expect to return.
- When you are fit to return to work you must advise your 24-7 Staffing contact of any resultant changes to your health which may affect your ability to carry out your chosen assignments. It may be necessary for 24-7 Staffing to undertake an assessment to ensure the safety and wellbeing of all are not affected and make any reasonable, necessary adjustments.
- It is possible that our client may request a replacement temporary worker, if this is the case we will endeavour (but cannot guarantee) to find you a suitable alternative booking when you are well.

**Unauthorised absence**

Unauthorised absence, or failure to follow the correct absence reporting procedure, will be classed as gross misconduct and may result in the termination of your assignment and may affect future offers of work from 24-7 Staffing.

**Out of Hours Contact**

If you need to contact someone out of hours we have a dedicated consultant on call 24 hours a day, 365 days. All you need to do is call your office landline number or 0800 7830247 and you will be transferred straight through. Please leave a message and your number if it is not answered straight away as the consultant may be on the phone to another temporary worker or client.

The out of hours service is for urgent matters only, general questions and pay related queries are handled during office hours only; 0830 – 1700 Mon – Fri.

**Pay and Benefits**

**National Living Wage**

24-7 Staffing is proud to be a Living Wage Employer. We believe in fair pay for all and equal pay for equal work. You will always receive as a minimum, The National Living Wage regardless of age.

**Wages**

Payments are normally made weekly in arrears into your nominated bank or building society account, with Friday being the usual payment day. Your payment arrangements will be confirmed during onboarding.

Depending on your assignment and engagement arrangements, payments may be processed through our in-house PAYE payroll, or through our third-party payroll providers Gorell Solutions on a PAYE basis, or through Chronos Consulting Services under a PAYE umbrella or Construction Industry Scheme (CIS) arrangement, where applicable.

Your Key Information Document will explain who is responsible for paying you and other key information regarding your pay arrangement. Please ensure you complete any payroll onboarding requirements as soon as possible to ensure your payments can be processed without delay.

Payslips will be provided by the organisation responsible for processing your payments. If you require a paper copy, please contact us and these will be made available to you.

If your bank details change, please notify us as soon as possible. Changes must be provided in writing and cannot be accepted verbally.

For questions regarding pay, please get in touch with your 24-7 Staffing contact. We will help investigate your query and liaise with the relevant payroll provider where necessary.

When reporting a pay query, provide the assignment, dates, hours and disputed amount where available. We will investigate promptly and explain the outcome and any correction. You do not have to wait for the next routine payroll to raise an underpayment. Let us know immediately if an unresolved pay issue is causing hardship.

**Pension**

All our payroll providers use Nest as the workplace pension provider. Where automatic enrolment duties apply, they will assess your eligibility and enrol you if you meet the requirements.

Once enrolled, you will receive information from Nest explaining your pension, contributions and how to access your account. If applicable, pension contributions will be deducted from your pay, and employer contributions will be made in accordance with the scheme rules and legal requirements.

If you wish to opt out, you will need to contact Nest on 0300 020 0090. Further information about the workplace pension scheme can be found on https://www.nestpensions.org.uk/schemeweb/nest.html.

**Annual Leave**

**Holiday Year/Entitlement**

The 24-7 Staffing holiday year runs from May 1st to April 30th. Your holiday entitlement is based upon the prevailing statutory minimum.

**Pro-rated Entitlement**

Annual holiday entitlement for temporary workers is accrued on a pro-rata basis dependant on hours worked.

**Holiday Requests**

Please inform us as soon as you know you wish to request holiday. The minimum notice you must give is twice the number of days than you wish to take off, e.g. four days' notice to take two days holiday. The company reserves the right to serve you counter-notice should business conditions dictate. In the event of your holiday request being denied we will endeavour to comply with a holiday request at a later date as soon as is practicable.

You will only receive holiday pay if you have accrued it.

Paid holiday requests must be submitted to holiday@24-7staffing.co.uk or via the holiday request form on our website.

**Unused Holiday Entitlement**

Unused holiday entitlement may not be carried forward into a new holiday year and no payment will be made in respect of the holidays not taken. It is therefore in your interests to ensure that you take your full annual holiday entitlement in each holiday year.

**Maternity**

Should you become pregnant whilst on assignment with 24-7 Staffing please inform us immediately. The reason for this is that we must undertake a health and safety assessment to ensure you are protected at work. Temporary workers have certain maternity rights which will be explained to you if relevant to you at the time.

**Travel Allowance**

A travel allowance of £5 may be paid at the discretion of 24-7 Staffing if a temporary worker has to travel over 20 miles in one direction from one of our offices to the address of their assignment, (post code SN15 3BS, SP4 7RX or BS37 5HZ).

**Uniform / PPE**

As a business we are keen to maintain a corporate image for our clients. Some clients provide uniform or PPE if required, and 24-7 Staffing may also issue uniform or PPE items if required. Regardless, we ask that our candidates arrive for work clean and presentable.

Driving and Industrial

- As a minimum, a hi-visibility waistcoat and steel toe capped boots are required by all clients

Healthcare

- Where required Care/ Nursing workers will wear a Tunic supplied free by 24-7 Staffing

Construction

- As a minimum safety helmet, high-visibility clothing and safety boots with steel toe caps and penetration resistance soles are required. Gloves, eye protection, hearing protection or respiratory protection may also be required for particular assignments.

You will be advised by your 24-7 Staffing contact at the point of booking if there are any additional PPE requirements.

**Temporary Candidate Referral Scheme**

24-7 Staffing will reward candidates with a £100 Amazon voucher when they refer a new candidate to work for us once both candidates have completed a total of 20 shifts each. Subject to a maximum of 5 vouchers per year per person.

**Agency workers regulations 2010 (AWR)**

After completing a 12 week AWR qualifying period with a client, you will be entitled to receive the same basic employment and working conditions as a comparable employee of the client. This includes: basic pay, overtime rates and holiday pay etc. Your 24-7 Staffing contact will advise you of any applicable increases. Please note that the AWR qualifying period is affected by a number of factors including holiday, sickness and periods of absence.

**Appraisals**

Under the Agency Worker Regulations, temporary workers may now become part of a clients appraisal process. Should that be the case you will be informed.

**Rules and Regulations**

**Client rules and regulations**

You are required to comply with any rules, regulations, policies, procedures and practices that are specified by any client, for whom you are working, during an assignment. Failure to do so may result in disciplinary action being taken against you.

**Drug & Alcohol Policy Statement**

Whilst working for 24-7 Staffing, you should:

- Arrive at work promptly in a fit state, not under the influence of drugs or alcohol. This includes ensuring that you are not affected by excessive use or misuse of drugs and/or alcohol from the previous day.
- Not take drugs or drink alcohol whilst at work, including during break times.

It is important that you always follow this policy to: -

- Help us to keep you and others safe. Drugs and alcohol may adversely affect your ability to operate machinery safely and may also impair your judgement around perceptions of hazards and risks, potentially leading to serious damage, injuries and/or fatalities.
- Fulfil legal requirements, for example around not driving under the influence of alcohol or drugs.
- Be effective at work. Drug and/or alcohol misuse can negatively impact your attendance, work quality and work relationships. We want all of our candidates to be able to perform well at work.
- Protect the reputation of the business, which in turn allows us to continue providing regular work opportunities for our candidates.

By “drugs” we mean intoxicating substances such as solvents, legal and illegal drugs and substances which could affect work performance and health and safety.

Prescription and over-the-counter medication may also have an impact on your work performance and safety, in particular your ability to drive and operate machinery. You are required to notify us prior to attending work if you are taking any medications which may affect your ability to work safely. This is to enable us to review any health and safety risks to you and others.

If, after investigation, there are reasonable concerns that you may have breached this policy, your temporary assignment may be terminated.

If you suspect an alcohol or drug problem in a colleague you should either:

- Encourage the person to seek help from support agencies such as www.talktofrank.com
- Report the matter to a manager (particularly if the person is involved in a safety critical job)

If you are concerned about drug or alcohol addiction, whether relating to yourself or someone you know, you can seek help by contacting FRANK on www.talktofrank.com or 0300 1236600.

**Equal Opportunities**

24-7 Staffing promotes equal opportunities for all and complies with all prevailing legislation in this area. Our Equal Opportunities Policy can be found on our website; www.24-7staffing.co.uk

**Equality and Diversity Policy**

24-7 Staffing is an equal opportunities employer. No job applicant or employee will receive less favourable treatment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation, or be disadvantaged by conditions or requirements that cannot be shown to be justifiable.

Our full Equality and Diversity Policy can be for on our website; www.24-7staffing.co.uk

**Disability and Illness**

It is your responsibility to inform 24-7 Staffing of any changes to your health which may affect your ability to carry out your chosen assignment. We will endeavour to make what the law allows are reasonable adjustments to allow our services to still be accessible to you.

**Data Protection**

24-7 Staffing is conscious of its responsibilities as a data controller under the General Data Protection Regulations, herein called the GDPR. 24-7 Staffing shall endeavour to process any personal information relating to you fairly and lawfully in accordance with GDPR. Information will be processed in accordance with our Data Protection & Privacy Policies and 24-7 Staffing will not process your personal information in any manner incompatible with those purposes or without your consent unless it is required by law to do so.

**Deletion Request**

On receipt of a Data Deletion Request, 24-7 Staffing will delete all data related to that individual Data Subject provided we do not have a legal obligation to retain that data. In such circumstances 24-7 Staffing will advise the data subject which information must be retained, the reason and when that data will be deleted.

**Access to Information**

Under the GDPR you are entitled to request to be informed of the personal data which is held about you. If you wish to access your personal data you should apply in writing to 24-7 Staffing.

The information will normally be provided to you no later than one month from when 24-7 Staffing receives your request.

You also have the right to Data Portability, on receipt of a request from the Data Subject, 24-7 Staffing will also make this information available electronically to another organisation.

**Further information**

Further details about how 24-7 Staffing will process your data is available in the associated Policies which are available on our Website, there are also details in your Terms of Engagement which you signed when you joined 24-7 Staffing.

You also made some choices about how 24-7 Staffing use your contact details for job alerts and marketing purposes when you completed our application form, you may review these choices at any time, please ask your 24-7 Staffing representative.

**24-7 Staffing Privacy Notice**

The Company is a recruitment business which provides work-finding services to its clients and work-seekers. The Company must process personal data (including sensitive personal data) so that it can provide these services – in doing so, the Company acts as a data controller.

The Company must have a legal basis for processing your personal data. For the purposes of providing you with work-finding services and/or information relating to roles relevant to you we will only use your personal data in accordance with the terms of the following statement.

**1. Information we may collect from you**

You may give your personal details to the Company directly, such as on an application or registration form or via our website www.24-7staffing.co.uk or by corresponding with us by phone, email or otherwise. This includes information you provide when you register to use our website, subscribe to our service, participate in discussion boards or other social media functions on our site, enter a promotion or survey, during the course of any other activity commonly carried out on our site and when you report a problem with our site.

The information you give us may include (but not limited to) the information given within your application forms such as your name, contact details, personal description, job history, qualifications, emergency contact details, bank details, right to work documentation, DBS, health and disability, criminal convictions and photograph.

We may collect information from another source such as a jobs board, clients with whom you are placed or referees.

We may also hold information relating to correspondence with or about you, for example, letters to you about a pay rise or, (at your request), a letter to your mortgage company confirming your salary; information needed for payroll, benefits and expenses purposes; sickness and other absence; information needed for equal opportunities monitoring policy; and records relating to your career history, such as training records, appraisals, other performance measures and, where appropriate, disciplinary and grievance records or complaints.

Regarding each of your visits to our website we may automatically collect the following information:

- technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug¬in types and versions, operating system and platform;
- information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page.

**2. Collection and use of personal data**

**a. Purpose of processing and legal basis**

The Company will collect your personal data (which may include sensitive personal data) and will process your personal data for the purposes of providing you with work-finding services. The legal bases we rely upon to offer these services to you are:

- Consent
- Legitimate interest
- Legal obligation
- Contractual obligation

**b. Legitimate interest**

Where the Company has relied on a legitimate interest to process your personal data our legitimate interests are as follows:

- Due diligence, including for example Criminal Record disclosure, DBS checks, DVLA checks, reference checks;
- for the establishment, exercise or defence of legal claims;
- Personalisation, to enhance and personalise your customer experience;

- Individual rights, to prevent unwanted processing of personal data of individuals who exercise their right to be forgotten;
- Personal data transferred in an acquisition;

**c. Recipient/s of data**

The Company will process your personal data with the following recipients:

- Government bodies (e.g. the HMRC, DWP)
- The company's professional advisors (e.g. accountants, lawyers, HR advisors)
- External service providers offering services to support our fulfilment of your contract of employment (e.g. pensions providers, financial advisers, external payroll services)
- Other lawful means required for the fulfilment of your contract of employment/terms of engagement

**d. Statutory/contractual requirement**

Your personal data is required by law and/or a contractual requirement (e.g. our client may require this personal data), and/or a requirement necessary to enter into a contract. You are obliged to provide the personal data and if you do not the consequences of failure to provide the data are:

- Withdrawal of part or all the services you are requesting we provide

**3. Data retention**

The Company will retain your personal data only for as long as is necessary. Different laws require us to keep different data for different periods of time.

The Conduct of Employment Agencies and Employment Businesses Regulations 2003, require us to keep work-seeker records for at least one year from (a) the date of their creation or (b) after the date on which we last provide you with work-finding services.

We must also keep your payroll records, holiday pay, sick pay and pensions auto-enrolment records for as long as is legally required by HMRC and associated national minimum wage, social security and tax legislation.

Where the Company has obtained your consent to process your personal and sensitive personal data, we will do so in line with our Data Deletion policy. Upon expiry of that period the Company will seek further consent from you. Where consent is not granted the Company will cease to process your personal data and sensitive personal data.

The company will retain your personal data and sensitive personal data for a period of six years from (a) the date of their creation or (b) after the date on which we last provide you with work-finding services. This period may be reduced on receipt of a Deletion Request from you and providing there are no legal obligations or legitimate interest reasons which require us to retain the personal data and/or sensitive personal data for a longer period.

**4. Your rights**

Please be aware that you have the following data protection rights:

- The right to be informed about the personal data the Company processes on you;
- The right of access to the personal data the Company processes on you;
- The right to rectification of your personal data;
- The right to erasure of your personal data in certain circumstances;
- The right to restrict processing of your personal data;
- The right to data portability in certain circumstances;
- The right to object to the processing of your personal data that was based on a public or legitimate interest;
- The right not to be subjected to automated decision making and profiling; and
- The right to withdraw consent at any time.

Where you have consented to the Company processing your personal data and sensitive personal data you have the right to withdraw that consent at any time by writing to the Company Business Support Manager who is based at the Head office in Chippenham, Wiltshire. *See our website for contact details.*

Automated decision-making

The Company will not subject individuals to decisions based on automated *processing* that produce a legal effect or a similarly significant effect on the individual, except where the automated decision:

- Is necessary for the entering into or performance of a contract between the *data controller* and the individual;
- Is authorised by law; or
- The individual has given their explicit *consent*.

**5. Complaints or queries**

If you wish to complain about this privacy notice or any of the procedures set out in it, please contact:

The Company Business Support Manager who is based at the Head office in Chippenham, Wiltshire or visit our website and follow our Complaints Procedure.

You also have the right to raise concerns with the Information Commissioner's Office on 0303 123 1113 or at https://ico.org.uk/concerns/, or any other relevant supervisory authority should your personal data be processed outside of the UK, if you believe that your data protection rights have not been adhered to.

**Legislation Communication Policy**

As corporate members of the REC and TEAM as well as our ISO accreditation and Gangmasters licence, we work to a stringent set of processes and procedures giving you the peace of mind that our service and quality will never be compromised.

We recognise the importance of keeping up to date with changes within the transport, healthcare and recruitment sectors and ensure that staff attend suitable governing body meetings and receive appropriate literature on industry developments.

Keeping our candidates up to date with legislative updates is paramount to ensure a successful operation and this is continuously communicated verbally, via e-shots and through our social media channels.

**Client Internet, Email and Electronic Communications**

Should an assignment require the use of a client's electronic systems, email and Internet use, you should comply with the client's own polices in this regard. Please ask the client or your 24-7 contact.

**Health and Safety**

24-7 Staffing complies with its obligations under all prevailing health and safety legislation.

**24-7 Staffing undertakes to:**

- Request temporary workers and clients to co-operate with 24-7 Staffing and with each other in order to promote safety and reduce hazards;
- Request that Clients provide details of specialist skills or qualifications required to carry out any particular assignment together with relevant health and safety information;
- Pass to temporary workers all information provided by the Client on health and safety issues connected with the assignment;
- Require temporary workers to adhere to the Client's Health & Safety Policies at all times whilst on assignment.

**You, the temporary worker, have a duty to:**

- Comply with all safety instructions and directions issued by 24-7 Staffing or the Client company and take reasonable care for your own health and safety and the health and safety of other people who may be affected by your actions.
- Assess risks to your own health and safety to which you are exposed at work;
- Stop working immediately if you consider that your working environment is unsafe and immediately report the matter to the Client and 24-7 Staffing;
- Work in a safe manner taking all reasonable steps to safeguard your own safety and that of any persons who may be affected by your actions;
- Report incidents that have or may lead to accident or injury to the Client's health and safety representative and to 24-7 Staffing;
- Co-operate in any investigation and report on all accidents or incidents that may cause or lead to injury.
- Report any shortcomings in the Client's arrangements for health and safety to 24-7 Staffing.
- Co-operate with the Client on health and safety matters and ensure that you observe all health and safety instructions and regulations from the Client;
- Wear (and request if you consider it necessary) any protective clothing and use any safety equipment that has been provided in order to carry out any Assignment;
- Request a copy of the Client's Health and Safety Policy prior to starting any Assignment and ensure that you read and understand such Policy;
- Observe and comply with the Client's Health and Safety Policy at all times.

**Clients have a duty to:**

- Treat all of 24-7 Staffing temporary workers as they would their own employees for all health and safety matters, and ensure that there is a safe system of work at all times;
- Provide 24-7 Staffing with information on special qualifications or skills which each temporary worker of 24-7 Staffing will need and on special features of work insofar as they are likely to affect the health and safety of 24-7 Staffing's temporary workers;
- Co-operate and co-ordinate with 24-7 Staffing's temporary workers on health and safety matters;
- Provide 24-7 Staffing's temporary workers with information on health and safety risks and measures;
- Tell 24-7 Staffing's temporary workers the name of their health and safety representative;
- Record any accidents or injuries in their Accident Record Book and report to the health & safety executive in accordance with current requirements;
- Assess health and safety risks and record the result of the assessment.

**First Aid/Accidents**

All accidents, no matter how small, must be reported to the client's designated health and safety representative and to 24-7 Staffing. All accidents and dangerous occurrences must be reported and recorded in the Client's accident book. If you have an accident ensure that you receive first aid treatment immediately. Driving candidates will also be required to complete an Incident report form for any damage to vehicles.

**Fire**

You must ensure that you are fully conversant with and comply with the fire and other emergency procedures and take part in all drills as organised/notified by 24-7 Staffing and/or the Client.

You must ensure that you do not render any fire escape or fire escape routes at the site unavailable for emergency use, not cause any obstruction at any time to any staircases, passages, walkways, entrances and exits or any other part of the site.

If you require further guidance you should contact 24-7 Staffing or the Client to whom you are assigned on any particular Assignment.

At the commencement of each Assignment you should make sure that you know:

- how to raise the fire alarm;
- the fire evacuation procedure; the location of fire extinguishers and how to use them;
- the whereabouts of all fire exits;

**Computers**

When using computers you should sit directly facing the screen and keyboard. You should also make sure that the screen is clean and that the focus, brightness, contrasts etc. is adjusted to give the best picture quality. Your seating position is also important and this means having your back supported and as near to vertical as possible.

If your job involves a lot of input into your computer you should attempt to break up intervals of computer use by alternating it with other tasks.

If you feel that you are having health problems associated with the use of your computer you should in the first instance discuss with the Client. If problems persist, you will need to make contact with 24-7 Staffing.

**Electricity**

The two main risks from electricity are:

- electric shocks;
- fires

The risk of electrical shocks and electrical fires can be reduced by: -

- not overloading sockets;
- keeping electrical equipment well maintained and cable and flex in good repair;
- not repairing or adjusting electrical appliances when they are switched on or connected to mains supply;
- never touching light switches or electrical appliances with wet hands;
- the repair and maintenance of electrical appliances is a job for an expert.

**Unacceptable Third-party Behaviour & Sexual Harassment**

24-7 Staffing is committed to providing a safe and respectful working environment for all of our staff. We do not tolerate unacceptable behaviour from candidates, clients, visitors or any other third parties.

Unacceptable behaviour includes any actions, language or conduct (whether written, verbal or physical) that may cause distress, discomfort or offence. This includes aggressive, abusive or harassing behaviour, as well as unwanted conduct of a sexual nature (sexual harassment).

Examples of unacceptable behaviour may include:

- Abusive or aggressive language
- Inappropriate comments, jokes or innuendo
- Discriminatory or offensive remarks
- Unwanted conduct of a sexual nature
- Threatening behaviour or intimidation

We expect all candidates to behave in a professional and respectful manner at all times when interacting with 24-7 Staffing employees, client staff, and any other individuals encountered during assignments or in connection with our services.

Where unacceptable behaviour occurs, we reserve the right to take appropriate action, which may include ending communication, refusing services, or terminating your registration with us.

Further details can be found in our Unacceptable Third-Party Behaviour Policy and Sexual Harassment Policy, which are available on our website or upon request.

**Whistleblowing**

Statutory whistleblowing protection applies to all workers without any restrictions on their length of service.

Should you have a concern please refer to our Whistleblowing Policy for details of protected disclosures and how to raise a concern.

Temporary agency workers supplied by us who wish to raise concerns about malpractice or wrongdoing in relation to a Client's activities or organisation should raise the issue with the hirer directly in the first instance.

**Complaints or Grievance Procedure**

We hope that you are happy with the service supplied by 24-7 Staffing, however, should you have a complaint or grievance please speak to your contact in the first instance. Our full complaints procedure is available at www.24-7staffing.co.uk or ask your contact for details.

**Conclusion**

We hope that you have found the information you require in this handbook, however should you require any further information please don't hesitate to ask your 24-7 Staffing contact or visit our website which has further details, useful resource downloads and our policies in full. Thank you and we look forward to speaking to you soon.

**Chippenham Office (Head Office):**
3 Gladstone Parade
Timber Street
Chippenham
SN15 3BS

Tel 01249 447247

**Salisbury Office:**
Conference Room
Mills House
Boscombe Down Business Park
Amesbury
SP4 7RX

Tel 01980 742247

**Bristol Office:**

Tel 01454 313247