



Agency Worker Handbook

**Version 1**

**STATUS OF DOCUMENTS**

Inspire Resourcing Ltd reserves the right to amend this Handbook.

The Latest Version is published on our Website.



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## **Welcome**

Welcome to Inspire Resourcing Ltd.

Inspire Resourcing Ltd was established in 2008 to support candidates and clients across Derbyshire, Nottinghamshire and South Yorkshire.

This handbook is designed to give you all the information you will need to ensure your assignments run smoothly.

This guide is a general guide and will cover most of your temporary assignments however some assignments at certain clients will require additional information, you will receive an assignment confirmation at the start of each assignment.

Remember we are always here to help so if you have any further questions or queries then please contact your local branch between 8:30 am and 5:30pm Monday – Thursday and 8.30am – 5pm on a Friday and can be reached on 01246 208301.

Please take time to read this brief guide and thank you for choosing to work through Inspire Resourcing Ltd.

## **Contact**

Once you have registered with Inspire Resourcing Ltd it is your responsibility to keep us updated on your availability to work.

It is important you keep in touch and let us know if your personal details or circumstances change.

If we do not hear from you we may not realise that you are still available and looking for work and we will therefore not be able to find you any suitable assignments.

Please let us know if your circumstances change e.g. not available to work for us, change of address, telephone number, or any changes to your personal details.

It is impossible for us to offer you assignments if we cannot contact you. We need to know if you decide not to use our services any longer.



### **Eligibility to Work**

All agency workers must be eligible to work in the UK and your eligibility to work will be checked at registration.

### **Payroll**

Inspire Resourcing Ltd pays its agency workers will be paid directly by Inspire Resourcing Ltd on a PAYE basis under a Contract for Services.

At no point will you be an employee of Inspire Resourcing Ltd. Inspire Resourcing Ltd has no obligation to find you work, and you have no obligation to accept any work we offer. There will be no employment relationship between you and Inspire Resourcing Ltd when you are not on assignment.

Inspire Resourcing Ltd is required to make deductions from your wages in respect of PAYE pursuant to Sections 44 – 47 of the Income Tax (Earnings and Pensions) Act 2003 and Class 1 National Insurance Contributions and any other deductions, which we may be required by law to make. This does not, however, affect your employment status.

Once Inspire Resourcing Ltd has offered you an assignment and you have chosen to accept it, we will issue you with an assignment confirmation. The assignment confirmation will contain all the details of that particular assignment including; the name of the client at which you are going to work, the assignment start date, location, hours, any relevant health and safety information, and details of pay rates.

Every client is slightly different in terms of timesheets, some clients may require you to clock in but for the majority of assignment Inspire Resourcing Ltd will gain timesheets from the client.

Each assignment you work on may have a different pay and overtime rate depending on the client and the type of work completed. It is in your interest to know what rate of pay you are being paid and the overtime agreement with each assignment, therefore always ask if in doubt.

Payments are made weekly, a week in arrears and are guaranteed by Friday 5pm each week.

### **Annual Leave**

Under the Working Time Regulations, you are entitled to 28 days paid leave each year on a pro rata basis, if you work continuously during the year. All holidays must be requested, you will not be automatically paid for bank



holidays regardless of whether the client wants you to work on a bank holiday.

Your entitlement to paid leave accrues in proportion to the amount of time worked on assignment during the year.

The holiday year starts on 1<sup>st</sup> April each year and ends on 31<sup>st</sup> March.

To request a holiday you need to contact the branch on 01246 208301 or email [payroll@inspireresourcing.co.uk](mailto:payroll@inspireresourcing.co.uk) who will tell you how much holiday you've accrued and send you a holiday form which your line manager will need to sign to authorise the leave, you will then send the form to [payroll@inspireresourcing.co.uk](mailto:payroll@inspireresourcing.co.uk)

We ask that you give twice as much notice for holiday as days you wish to take

It is your responsibility to take all paid leave that you're entitled to within the holiday year. Holiday pay cannot be carried forward into the next holiday year.

### **Pension**

In-line with Auto enrolment rules should you qualify for pension deductions these will begin after 12 weeks worked. You will be notified by email if you are auto-enrolled, the provider is Nest.

### **Absences**

Any absences must be immediately reported and you can get in touch with our 24/7 mobile on 07760 756804.

### **Working Time**

The Working Time Regulations 1998 state that on average you should not be required to work more than 48 hours each week, unless you agree to do so in writing. There is an opt out form in our application forms if you have signed to say you wish to opt out you can change your mind at any time by emailing [payroll@inspireresourcing.co.uk](mailto:payroll@inspireresourcing.co.uk)

### **PPE**

Inspire Resourcing Ltd will inform you if you are required by the client to wear any PPE, and if so what is required. Some items will be provided by the client, Always make sure you wear and use the PPE as directed by the client.

Any PPE equipment given by Inspire Resourcing Ltd should be returned when you have finished your assignment otherwise a deduction for the amount of the equipment may be taken from your final pay.

You have the option to purchase PPE such as safety boots from Inspire Resourcing for the price of £33.23.

## Deductions

Potential deductions from your wages are as follows:

- £33.23 should you wish to purchase safety boots and sign a consent form for us to make the deduction.
- There may be a fee of £1 per pay slip for any attachments of earnings. Should we be informed of an attachment of earnings on your behalf you will be notified by Inspire Resourcing Ltd.
- Pension – if you are auto-enrolled we will deduct 5% from your qualifying earnings, you can find more information on how this is calculated by following the link below

<https://www.thepensionsregulator.gov.uk/en/employers/new-employers/im-an-employer-who-has-to-provide-a-pension/choose-a-pension-scheme/understanding-your-costs/making-contributions-to-your-pension-scheme->

## Health & Safety

When you are working on an assignment you will be under the supervision, direction and control of the client. You must make sure that you comply with the rules and procedures at each individual client.

Each client will provide you with a health and safety induction at the beginning of every assignment. Please inform us if you do not receive this health and safety induction.

When working under the supervision direction and control of the client you must:

- Comply with all hazard and warning signs displayed on the premises.
- Ensure you keep your work area clean and tidy.
- Dispose of any waste in the appropriate place.
- Never obstruct any fire escape routes, firefighting equipment or fire doors.
- Comply with all written or verbal instructions given to you by the client to ensure your personal safety and the safety of others.
- Report any safety hazard within your work area or defect in any machinery, plant or equipment to their supervisor.
- Attend, as requested by the client, any training course, meeting etc. designed to further the interest of health and safety
- Refrain from any foolish behavior.

## Equipment

- 🚫 You must not operate any item of equipment unless you have been trained and authorised to do so.



- ❑ You must not remove any guarding from any equipment used or deviate from the authorized and instructed way of working
- ❑ You should immediately report any defective equipment, and never attempt to repair it yourself.

### **Reporting an Accident**

If you are involved in an accident whilst on assignment you must immediately inform the first aider or first aid appointed person irrespective of the severity of the injury. You should also record the details of your accident in the accident record sheet You must also contact Inspire Resourcing Ltd to inform us of the accident

If you require medical treatment after an injury please keep us updated as to your progress and expected return to work.

Please also report any incident which results in damage to any property

### **Manual Handling**

Using appropriate manual handling techniques can reduce the risk to injury. Follow this link to the HSE's guide to manual handling

<https://www.hse.gov.uk/pubns/indg143.pdf>

### **Damage to Goods and Equipment**

If you cause any damage to goods or equipment at a Client's premises, you must firstly report it to your immediate Supervisor and ask for an accident report form, which should then be completed.

You should then report the incident to Inspire Resourcing Ltd by telephone to your named contact. You may be liable for any damage caused by deliberate inappropriate behavior.

### **Policy On Alcohol And Drugs In The Workplace**

1. Inspire Resourcing requires you to present yourself for work on each assignment in complete command of all your faculties i.e. without any dependence on alcohol or any other drugs of a non-medicinal nature and to maintain that state until the completion of your working hours under your contract. If during the course of your working day you have to take medicinal drugs on a regular basis, this fact should be known to us confidentially.
2. In the event that you present yourself at work or during working hours you are in a condition where the client/hirer believes you to be under the influence of alcohol or drugs and you are not able to carry out your duties in a proper, fit and safe way you will not be allowed to



commence work or continue work. Instead the assignment will be ended and you will not be allowed to return until such a time as you are in full control of your faculties.

3. If Inspire Resourcing believe that you are dealing, buying, selling or receiving drugs or alcohol you will be suspended from your duties while an investigation is carried out. Where a criminal offence is suspected the Company shall inform the police.

### **Discrimination**

Inspire Resourcing Ltd embraces diversity and aims 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 to in order to ensure that we have a diverse employee and candidate base. We will also strive to ensure that our clients meet their own diversity targets

The aim of our Equal Opportunities Policy is to ensure that no agency worker or work seeker receives less favorable treatment on the grounds of gender, marriage or civil partnership, gender reassignment, pregnancy and maternity, sexual orientation, disability, race, color, ethnic background, nationality, religion or belief, age or trade union membership.

### **Data Protection**

Inspire Resourcing Ltd protects its agency workers data in line with the General Data Protection Regulation. You can find our privacy policy here <https://inspire-resourcing.co.uk/wp-content/uploads/privacy-policy.pdf>

### **Complaints Policy**

Inspire Resourcing 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.

If you have a complaint, please contact Kirsty Gascoigne by phone 01246 208301 in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied please contact Kirsty Gascoigne in writing at Inspire Resourcing Ltd 79 Saltergate, Chesterfield, S40 1JS.

Next steps

1. We will send you a letter (postal or email) 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. We will record your complaint in our central register within a day of having received it.
3. We will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 5 days of your reply.
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. Kirsty Gascoigne will then call you to discuss and hopefully resolve your complaint. She will do this within 5 days of the end of our investigation.
6. Within 2 days of the conversation Kirsty Gascoigne will write to you to confirm what took place and any solutions she has agreed with you.
7. At this stage, if you are still not satisfied you can write to the REC, our trade association of which we are a member marked for the attention of the Consultancy and Compliance Team, REC, Dorset House, 1<sup>st</sup> Floor, 27 – 45 Stamford Street, London, SE1 9NT.

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

All complaints are stored in the Customer Complaints Tracker and tracked until a resolution is met.

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

