



Vista Recruitment
Solutions

Today's talent, Tomorrow's success



Temporary Worker Handbook

2018/19

Thank you for choosing to work with Vista Recruitment Solutions.

This handbook should provide all the information that you require to make your temporary assignment run smoothly. Should you have any questions on any of the points, please contact us to discuss this further.

Starting employment with us

You will be informed of the terms of your assignment, location, hours and pay rate verbally by us in advance. You will then receive a number of forms by email. These are:

1. A copy of your contract for services
2. Criminal Conviction Declaration
3. Opt-out of the 48 hour working week (optional, please read)
5. Temporary Workers Handbook
6. Two blank timesheets

To ensure that you are paid on time, please return items 1 and 2 to us promptly along with valid ID for the Right to Work in the UK and your P45.

Weekly Procedures

We undertake to pay you one week in arrears into your account every Friday morning, aside from Bank Holidays where we will inform you of the alternative dates that you will be paid.

It is your responsibility to ensure that your timesheet is returned to our payroll department no later than 3pm on the Monday following the previous week's assignment. Each of our clients have different procedures for returning your timesheet, some of them do it on your behalf. You will be informed of the exact procedure at the time that you are given your assignment.

Payslips

To reduce our carbon footprint, we attempt to communicate by email with all our contacts, including sending out payslips weekly. If you have not provided us with a valid email address yet we would appreciate you calling us to provide one.

Equal Opportunities

Vista Recruitment Solutions fully supports the principle of equality and fair treatment for all regardless of sex, race, disability, age, sexual orientation, religion or belief. We operate an equal opportunities policy. We treat all temporary workers fairly and without unlawful discrimination.

The policy directly affects you. Whilst working on assignment you have certain rights and responsibilities towards fellow temporary workers and our Client's staff and customers.

Health and Safety Guidance for Workers

General information

Working Practices

- Do not operate any item of equipment unless trained and authorised to do so.
- Do not remove any guarding from equipment used or deviate from your authorised usage of the equipment.
- Report immediately any equipment defect and never attempt repair. Undertake all duties as instructed and never deviate.

Hazard/Warning Signs & Notices

Comply with all hazard/warning signs and notices displayed on the premises.

Working Conditions/Environment

- Make proper use of all equipment and facilities provided to control working conditions/environment.
- Ensure you keep your work areas clear/tidy.
- Dispose of waste/scrap in the appropriate receptacles.

Protective Clothing & Equipment

You must wear protective equipment where required.

Never obstruct any fire escape route, fire equipment or doors.

Health

You must report any medical condition that could affect the safety of yourself or others.

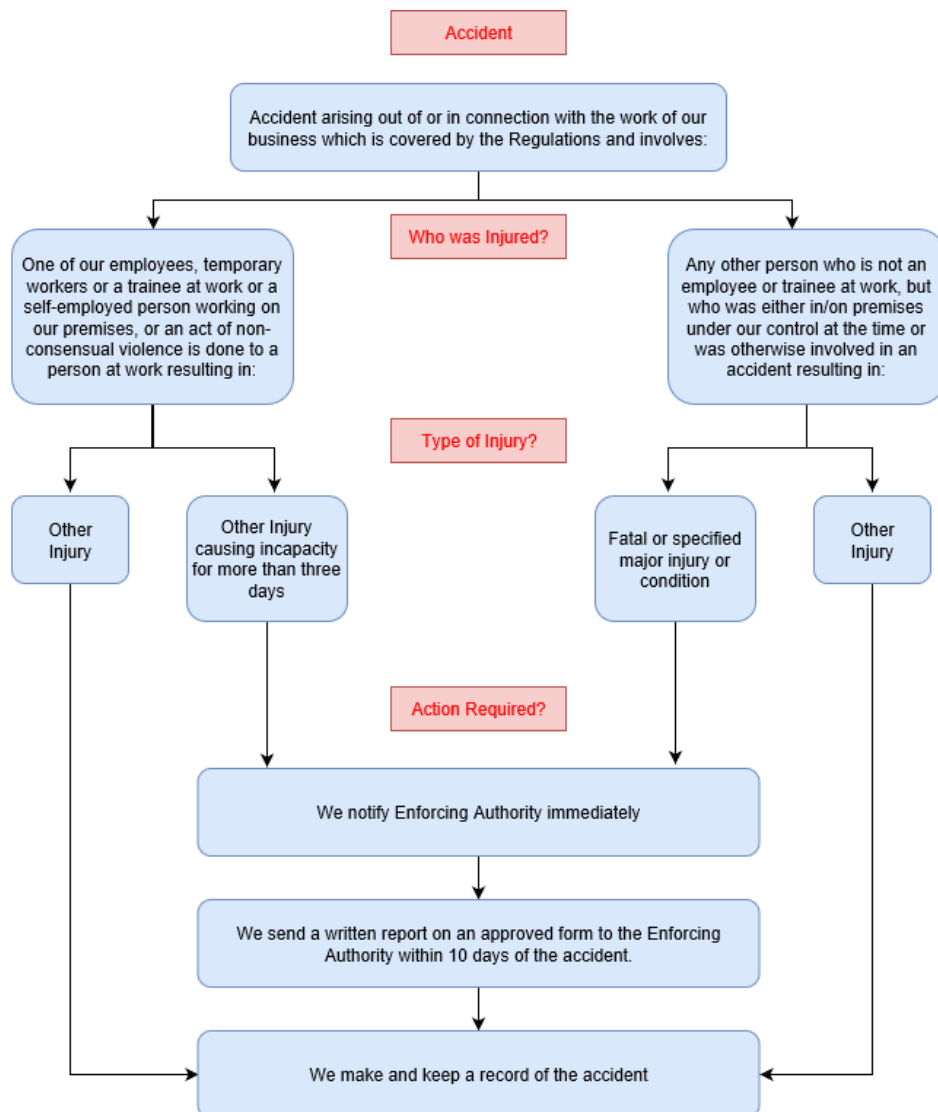
Do not become involved with horseplay or practical jokes. Follow all rules pertaining to no smoking areas

Accidents

See the first-aider for any injury you may receive, irrespective of how minor, and ensure details are entered into the accident book.

Report any incident in which damage is caused to property.

Accident Reporting



Accidents involving people not at work (e.g. The Public) are reportable if they are taken to hospital for treatment for a work-related injury.

Working Time Regulations and Holidays

Your annual leave entitlement runs from 1st January to December 31st of the year that you commence an assignment with us. The entitlement is currently 5.6 weeks per annum and it is calculated as an average of your basic hours and gross pay over the previous 12 week period (or less if you take holiday before you have worked for 10 weeks). Your entitlement must be taken within that 'leave year'. No Holiday Pay can be carried over from one year to the next and no payments in lieu except on termination of employment.

Current legislation states that Bank Holidays and Statutory Holidays can be counted as part of your 5.6 weeks but are not automatically paid. They must be requested as holiday days.

The Working Time Regulations 1998 came into force on 1 October 1998 and have been amended in part by the Working Time Regulations 1999 and the Working Time (Amendment) Regulations 2003. The Regulations implement the European Working Time Directive into UK law. It is primarily health and safety legislation and is intended to protect workers from the risks that arise out of working excessively long hours or for long periods without breaks.

The Regulations provide that all workers should be entitled to:

- A maximum average working week (inclusive of overtime) of not more than 48 hours (the averaging period to be 17 weeks or longer in some cases) [an absolute maximum of 40 hours a week in the case of young workers and a maximum working day of 8 hours in the case of young workers except where required for continuity of service or a surge in demand, or where no adult worker is available, or where it would not adversely affect a young worker's education or training].
- A 20-minute rest break where the working day is longer than 6 hours [30 minutes rest in the case of young workers where the working day is longer than 4.5 hours].
- A minimum daily rest period of 11 consecutive hours in each 24 hour period [12 hours rest in the case of young workers].
- A minimum of 24 hours night work in every 7 days (or 48 hours every 14 days) [48 hours rest in every 7 days in the case of young workers]. This rest period does not have to include a Sunday.

- A restriction of 8 hours night work in every 24 hour period, the restriction of 8 hours to be averaged except where the work involves special hazards or heavy physical or mental strain in which case it can never exceed 8 hours.
- 5.6 weeks paid annual leave.
- Free health assessments [and capacities assessments in the case of young workers] prior to workers being assigned to night work and at regular intervals thereafter.

Notifying Holidays

You are obliged to provide double the amount of notice for the length of time you wish to take as holiday. The Client has the right to offer alternative dates if requests were unreasonable.

All holidays must be in writing and can be emailed to:

info@vistacarecsolutions.co.uk

Sickness and Absence

If you are unable to attend your assignment you must inform us at least one hour before your shift is due to start on every day of your absence. We will in-turn, contact your supervisor at the Client's premises.

You may be eligible for SSP (Statutory Sick Pay). Please contact us for advice.

Complaints

If for any reason you should have a complaint about either our service or the organisation in which you are working, please observe our complaints procedure as follows:

- In the first instance, contact your Consultant. If your complaint is concerning the Consultant, then please ask to report it to the Recruitment Manager.
- If you don't feel that you have received a satisfactory response within two working days from lodging the complaint, then please escalate it to a Company Director.
- We will endeavour to satisfy all complaints within 14 working days but if you feel that your complaint has still not been dealt with effectively, please contact our professional body, the Recruitment & Employment Confederation.