integra
PEOPLE

Temporary Worker Handbook

V4

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Welcome to Integra People

Integra People was initially set up as a specialist technical recruitment consultancy, providing efficient, accurate and cost-effective tailored recruitment solutions to the whole of the UK.

Due to impressive company success within existing divisions, we are no longer solely a technical recruitment company, and pride ourselves on delivering quality and expert services to a diverse range of sectors.

We supply temporary, contract and permanent resourcing solutions across the following industries: IT and telecoms, construction, engineering, manufacturing & industrial, commercial & business support, healthcare, education and driving.

We are committed to upholding the integrity of our business and believe that people make the difference – hence the name Integra People.

As a corporate member of the Recruitment & Employment Confederation Ltd (REC), we are also committed to upholding the standards of practice set by the REC.



Education

IT & Telecoms

Commercial & Business Support

Healthcare

Driving

Manufacturing & Industrial

Construction

Engineering

Facilities Management

Working For Integra People

This Temporary Worker Handbook will provide you with all the information you need from day one of your temporary assignment with Integra People to help make your assignment run smoothly. Please take the time to read through it thoroughly and if you are unsure about any details given or have questions about your assignment, please contact your consultant.

Use this handbook as a guide as it is applicable to most assignments (but not all), if any procedures differ from this handbook you will be given additional information from your consultant before you start work.

Our Values

Our values are not just words on a page, they are our passion, remaining at the heart of everything that we do. We stand by them being the set of behaviours that we expect all of our work force to embrace.

Quality

From our standards and procedures to our practices and reputation, everything we do is driven by quality.

Professional

We guarantee a professional service to all of our clients and candidates.

Innovative

We invest in the latest technology to deliver an efficient, tailored and specific recruitment solution for our clients.

Sustainable profitable growth

Our financial security is based on carefully considered growth opportunities.

Reliable

We seek to provide the perfect solution to our clients' requirements each and every time.

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FFERENCE

Honesty

We provide a credible, transparent and supportive solution.

People focused

We believe that people 'make the difference' and seek to only provide our clients with the best.

Ambition

We believe that we provide the best recruitment solution in the industry to our clients.

Passion

We are passionate about our business and providing an exceptional service to clients and candidates.

Knowledge

Our experienced and highly qualified team will provide you with up-to-date information and news.

Keeping in touch

Following your successful registration, communication is important. You must keep your consultant informed of your availability, most assignments will be short notice and we need you to be cooperative to ensure you get placed promptly. It is highly important that you also keep us informed of any updates to your contact details or any new skills you have learned so we can update your details and find you appropriate work.

Please ensure before you commence work at your assignment you have been given the following details:

- Working hours and timesheet
- Name of the person to report to
- Client name, address and telephone number
- Mobilisation letter
- The anticipated length of the assignment
- The type of work involved

If you need additional information such as dress code or client procedures, your consultant will inform you before you commence work. It is your responsibility to check you have everything you need.

Punctuality and Timekeeping

Once you know where you are going for your assignment and what time you start, you are representing Integra People so please ensure that you are punctual and professional throughout the assignment.

Dress Code

Each assignment will have a dress code policy or uniform requirement, you must be appropriately dressed for work and ensure you are fully informed of the client's policy on dress code before arriving at the assignment.

You may be required to wear Integra People branded uniform on assignment, in this case there will be a cost which will be deducted from the your first payment. After 100 hours work, the cost will be fully reimbursed on your next payment.

If you are unsure or have questions about what you should wear, you need to contact your consultant.

Timesheets

Timesheets must be correctly filled in, have an authorised client signature and must be submitted to the admin team by 10:30am on Monday. Any delays or errors with the timesheet will result in payments not being made. It is your responsibility to ensure you complete the timesheet correctly or we may return the timesheet which could cause you to miss the 10:30am deadline.

If you need help filling in your timesheet, need a copy of the timesheet or have any difficulties or questions in returning the timesheet, please contact the admin team.

Payment

Each assignment you undertake may have a different amount of pay or special rates dependent on the client the assignment is undertook for and the type of assignment being undertaken.

You will be sent a mobilisation letter with each assignment which will state the rate of pay.

If you are unsure of your rate of pay or your special rates, please check the terms of business and mobilisation letter.

Wages will be paid one week in arrears which means you will receive payment the following Friday, by the end of the working day. An exception of this is when the Friday falls on a Bank Holiday Weekend, in which wages will be paid on the Thursday.

You will be paid via the pre-arranged method stated when you registered; PAYE and Limited methods will be paid via BACS transfer or if it has been pre-arranged for you to be paid via the Umbrella method you will be paid via our external payroll supplier.

If you get paid via PAYE, your payslip will be sent out weekly on a Thursday to the specified email address you gave on registration.

If you require help with payment please contact the admin team or respond to your payslip email with your enquiry.

Absences

Sickness

As a business, we believe that communication is key in order to continue our success and growth. We also understand that there may be instances when you are either unable or are too unwell to attend work.

In this case, we have a defined process that must be adhered to.

You must telephone your consultant at the earliest possible opportunity and at least one hour before the start time set out in the mobilisation letter. If you cannot get in touch with your consultant, you must telephone Integra People Head Office on 01925 838 600 and inform someone there.

You can contact your consultant via mobile phone, including outside normal operating hours or you can contact the office phone number between 08:30am and 17:30pm.

Please keep in touch with your consultant regarding the absence, most importantly, you need to inform your consultant of an approximate date of when you will be returning to work so we can provide an alternative solution to the client if necessary.

Sick Pay

You may be eligible for Statutory Sick Pay provided that you meet the relevant statutory criteria. If you are unsure about whether you are eligible for Statutory Sick Pay you can contact the admin team.

Holidays

You are entitled to request holidays/annual leave after four weeks of working on an assignment. To book time off, you must adhere to the Holiday Request Procedure. Failing to do this in the correct way will result in the leave being declined or the time being classed as AWOL.

Holiday Request Procedure:

- You must not request leave during the first 4 weeks of employment.
- You must give 2 weeks' notice for all time off.
- Contact your consultant to first verbally check you leave request. Your consultant has the right to decline the leave on the basis of business needs and requirements.
- You will then be sent a Holiday Request Form via DocuSign to complete.
- The Holiday Request Form is then automatically sent to the client to approve.
- If your leave is declined, we will notify you by email.

Please note that if you are on annual leave, you may not work for another employer of any kind during this time.

The holiday form is not a confirmation of payment, it is authorisation of time off. Payment depends on accrual achieved.

Statutory Pay

You may also be entitled to other kinds of statutory pay, such as Statutory Maternity Pay, Statutory Adoption Pay and Statutory Paternity Pay. Please speak to your consultant who will be able to advise you on this.

Requesting P45

To request a P45 please reply by email to your most recent payslip after you have received your final pay.

We will then send you a Leaver Form to complete via DocuSign.

P45s are issued on a monthly run basis, once you have completed the Leaver Form you will be included on the next run.

We cannot accept a verbal request for a P45, any request must be made in writing. It is your responsibility to request your P45 as they are not generated automatically.

Working Time

Under the Working Time Regulations 1998 you can't work more than 48 hours a week on average (adult workers). As a temporary worker, some flexibility in your working hours may be required, and the client may request you to work longer hours.

Please visit www.gov.uk to view your rights under the WTR 1998.

You can opt out of the 48 hour week if you are aged 18 or over and not in a driving position or role, however you must take:

- Minimum 11 hours rest between shifts
- 20 minutes minimum rest break if you work 6 hours or more

All adult staff must comply with the following working hour policy:

- Maximum shift length of 12 hours
- Minimum rest between shifts 11 hours
- Maximum of 72 hours worked in any 7 day period
- Maximum of 12 days continuous in any 14 day period

If you are under the age of 18 you must comply with the following:

- Maximum shift length of 8 hours
- Minimum 12 hours rest between shifts
- Maximum of 40 hours worked in any 7 day period
- 30 minutes rest break if you work 4.5 hours or more

Please note that working time rules differ for drivers, see below.

Drivers Working Time

Driving staff must comply with the following working hour policy:

- Maximum daily driving limit of 9 hours
- Maximum of 56 hours driving limit in any 7 day period
- Minimum rest of 11 hours per day
- Maximum of 60 hours worked in any 7 day period
- Driving limit maximum of 90 hours in any 14 day period
- Minimum of 45 minutes rest after 4.5 hours of driving

General Health & Safety

Workers and employers have duties and responsibilities under the Health and Safety at Work Act 1974. As a temporary worker you have a duty to take care of your own health and safety, as well as that of others who may be affected by your actions. If you do come across any factors that you feel may affect your health and safety at work or you have any concerns, please bring it to the attention of your supervisor at your place of work immediately. When you commence work at the client's premises it is the responsibility of your supervisor/health and safety officer, or both, to advise you on the following points:

- What to do in the event of a fire
- The location of fire exits
- The location of fire extinguishers
- The location of assembly points
- Alarm systems
- First aid procedures and officers/ appointed persons responsible persons
- Use of the accident book
- Client site rules
- Importance of understanding and complying with risk assessments

Please let your consultant know immediately if you have any health and safety concerns.

Personal Protective Equipment (PPE)

Integra People will issue temporary workers PPE free of charge at the induction, the equipment that is needed to be supplied would have been highlighted at the interview. PPE will also be issued on an as and when basis when equipment is damaged due to wear and tear.

Correct care and storage is stated in our PPE Policy, please ask your consultant for more details.

Accident Reporting

In the event of an accident, incident, near miss or emergency the following rules are applicable:

Follow the client emergency arrangements as instructed prior to commencement of work. Report the accident, incident, near miss or emergency to the client site supervisor/representative, you must include:

- Your name and sponsoring company
- Date, time and the place of the occurrence
- Injuries sustained
- Brief description of the occurrence

To report:

1. Follow the chain of command.
2. Inform Integra People on 01925 838 600 who will initiate accident report & investigation process.
3. Ensure that you or someone on your behalf makes an entry into the Site Accident Book.
4. Do not work beyond your competence.
5. Do not interfere with evidence at the scene of an accident/ incident.
6. Under no circumstances are you to speak to the press.
7. Do not leave the site unannounced.
8. Copies of all reports/statements must be forwarded to the Integra People immediately.

Manual Handling

When on site you are fully responsible for your own health and safety and how your actions affect the health and safety of others around you. You must follow any policy the client has in place and know the steps to take in case an incident occurs.

We will however, support and advise you if you feel that you are in danger of being exposed to hazards and will also guide you through any incidents where you have been directly affected by hazards to your health. If working on sites that may pose a threat, you are responsible for:

- Following guidelines and instruction provided
- Participating in training as required
- Informing your line manager, when appropriate, if affected by an illness or injury which may impair your ability to handle loads safely
- Informing your line manager of any injuries, accidents or near misses resulting from manual handling
- Making use of any equipment provided, in accordance with your training and instruction

Integra People will provide training wherever possible to our temporary workers and contractors to enable you to deal with all aspects of manual handling procedures. This is part of Integra People's staff induction and Training Manual.

Smoking

Integra People Ltd's policy on smoking means smoking is prohibited in the workplace and in all company vehicles with no exceptions. The client will have their own policy on smoking which may include guidelines on smoking areas and smoking breaks.

Drugs & Alcohol

We have a zero tolerance for staff under the influence of drugs and alcohol in the work place, which is written in our contracts. Drugs and alcohol screenings will be carried out in accordance with our company policies and with the client's policies.

You must notify us of any prescription or over the counter medication you may be taking at the start or during your employment.

Fines, Penalties & Charges

Whilst undertaking an assignment you may be subject to fines, penalties or charges based on your actions in line with the law. These are individual actions and no liability will fall on the client or Integra People. These fines, penalties or charges will incur to yourself.

Damaged Goods & Equipment

Any damage to goods or equipment during an assignment must be reported to your line manager or an immediately available senior member of staff on assignment. Once you have reported the damaged goods or equipment to your line manager, you must also report it to your consultant.

Assuming you reported the damaged goods or equipment immediately and cannot be deemed at fault for the damaged entity you will not be liable. If you are found to have caused the damage to the goods or equipment when acting inappropriately or have deliberately caused the damage, you will be deemed liable for the damages.

Disclosure & Barring Service (DBS) Checks

If you are going to work on a healthcare related assignment, your consultant will carry out a DBS check on your behalf. You will be asked questions to ascertain whether you are eligible to apply and you will need to provide relevant documentation.

The cost of the DBS check is £54.40 which you will be required to pay via an online portal. If the DBS check comes back satisfactory and your consultant is able to place you, after completing 100 hours work the cost of the DBS check will be reimbursed in your next payment.

The certificate will be sent directly to you and it is your responsibility to pay to register it online. If the DBS check results unsatisfactory and we are not able to place you, the cost of the DBS check will not be refunded.

Complaints Procedure

At Integra People we endeavor to provide you with the best possible service at all times. If you would like to make any comments, suggestions, raise a query or make a complaint about the service you have received, please contact us. We will respond to your query within five working days.

If you do not receive a satisfactory service from us we need you to tell us about it. This will help us improve our standards.

If you have a complaint please contact our complaints department.

You can write to them at Integra People Ltd, 4a Olympic Park, Woolston Grange Avenue, Birchwood, Warrington, WA2 0YL or email complaints@integrapeople.com in the first instance so that we can try to resolve your complaint informally.

Agency Workers Regulation

In relation to the Agency Workers Regulations 2010, each temporary worker is entitled to the same treatment on pay, holidays and working time as permanent members of staff after a 12 week qualifying period has been completed.

Please visit www.gov.uk for more information on the rights as a temporary employee.

You also have the right to end your employment contract at any time, but after entering the 12 week qualifying period you must give one weeks' notice.

If you do not receive a satisfactory service in relation to AWR we need you to tell us about it. This will help us to improve our standards.

Harassment Policy

We are committed to providing a work environment free from unlawful harassment on grounds of sex, sexual orientation, gender reassignment, marital or civil partnership status, age, disability, colour, race, nationality, ethnic or national origin, religion or belief, political beliefs or any other basis protected by legislation is unlawful and will not be tolerated by Integra People Ltd.

Integra People Ltd will not accept instructions from clients that indicate an intention to discriminate unlawfully.

Privacy Policy/ Data Protection & GDPR

Integra People's privacy notice tells you how and why your personal information will be collected, handled and processed, and also provides you with other information to ensure that the processing of your data is transparent and fair.

To receive a copy of our full privacy policy please contact HR.

If you would like to submit a data subject access request, please email GDPR@integrapeople.com

Equal Opportunities Policy

Integra People Ltd embraces diversity and will seek to promote the benefits of diversity in all of our business activities. We will seek to develop a business culture that reflects that belief. We will seek to widen the media in which we recruit to ensure as diverse an employee and candidate base as possible. We will strive to make sure that our clients meet their own diversity targets.

Integra People Ltd is committed to diversity and will promote diversity for all employees, workers and applicants and shall adhere to such policy at all times. We will review on an on-going basis all aspects of recruitment to avoid unlawful or undesirable discrimination. Integra People Ltd will treat everyone equally irrespective of sex, sexual orientation, gender reassignment, marital or civil partnership status, age, disability, colour, race, nationality, ethnic or national origin, religion or belief, political beliefs or membership or non-membership of a Trade Union or spent convictions, and places an obligation upon all staff to respect and act in accordance with the policy. Integra People Ltd is committed to providing training for its entire staff in equal opportunities practice. Integra People Ltd shall avoid stipulating any unnecessary requirements which would exclude a higher proportion of a particular gender, sexual orientation, age, religion or racial group or which would exclude disabled job applicants; and will avoid prescribing any requirements as to marital or civil partnership status.

Integra People Ltd shall not discriminate unlawfully when deciding which candidate/temporary worker is submitted for a vacancy or assignment, or in any terms of employment or terms of engagement for temporary workers. Integra People Ltd will ensure that each candidate is assessed only in accordance with the candidate's merits, qualifications and abilities to perform the relevant duties required by the particular vacancy.

Useful Contacts

Integra People

Head Office
01925 838 600
contact@integrapeople.com

North Wales Office
01248 668 700
northwales@integrapeople.com

Admin/ Payroll
01925 838 600
adminteam@integrapeople.com

HR/ Human Resources
01925 838 600
hr@integrapeople.com

To talk a consultant, please contact the relevant division:

Commercial & Business Support
01248 668 700
northwales@integrapeople.com

Facilities Management
01248 668 700
fm@integrapeople.com

Construction
01925 875 900
construction@integrapeople.com

Healthcare
01925 839 820
healthcare@integrapeople.com

Driving
01925 839 826
driving@integrapeople.com

Industrial
01925 839 823
industrial@integrapeople.com

Education
01925 594 203
education@integrapeople.com

IT & Telecoms
01925 838 600
contact@integrapeople.com

Engineering
01925 838 600
contact@integrapeople.com

Other Contacts

CITB
0344 994 4400

St John Ambulance
0844 7704800

Equality & Human Rights Commission (England)
0845 604 6610

Equality & Human Rights Commission (Wales)
0845 604 8810

HMRC/ Home Office
www.gov.uk

NOTES

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PEOPLE
MAKE THE DIFFERENCE

01925 838 600

contact@integrapeople.com

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REC Member