



Red Rock

Partnership LTD

Recruitment & HR Support Solutions



**EMPLOYEE
HANDBOOK**

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Welcome to Red Rock Partnership Ltd

Welcome to Red Rock Partnership Ltd and congratulations, you have just joined the fastest growing employment business in the UK.

We hope this handbook helps to answer any questions you may have. If not, each of our branches and on site locations has a dedicated contact that is available full time to deal with any welfare issues.

As part of our service to you we can offer the following to make starting work as easy and straightforward as possible.

- Assistance with arranging appointments for National Insurance numbers
- Help if you don't have a bank account
- Information on local amenities, including doctors, dentist, local hospital etc.
- Details on local transport links

Red Rock Partnership Ltd (referred to as RRPL), established in 2006 are a rapidly growing and dedicated recruitment services partner. Our mission is to deliver a bespoke recruitment solution that matches our client's needs and to deliver optimum levels of customer service, supported by the highest legal and ethical standards to both our clients and employees.

RRPL looks to recruit reliable and conscientious temporary employees with the right attitude to the job and a willingness to learn.

We offer comprehensive training programmes to ensure that our customers are getting the skilled workforce they require, and our employees gain the confidence and knowledge they need to grow within their job role.

We strive to build a strong working relationship with all of our employees and our teams are here to help with any issues/queries you may have whilst working through RRPL.

Should you wish to raise any concerns or disclose any information that relates to suspected wrongdoing or dangers at work and you feel you cannot speak to your RRPL Manager, please call our Head Office, in confidence on 01246 575250.

Your welfare is important to us and this handbook is designed to give you important information that will help you whilst working for RRPL. Whilst in this handbook we have provided you with important Health & Safety information, the site specific rules and regulations will always take precedent, and should be read very carefully. You should direct any questions to your RRPL contact.

Time Records & Pay

Timekeeping

Punctuality is very important. Always arrive for work with enough time to ensure you are changed and ready to start work at your shift start time.

If you anticipate being late at any time, contact your RRPL contact immediately.

Additional hours

Your RRPL contact will advise you of your working hours and pay before you commence work; however the very nature of temporary work means that these may change at short notice and our clients would expect you to be flexible. We will always ensure you are given as much notice as possible. All overtime is voluntary.

Working Time Regulations

These regulations originally came into effect in 1998 to ensure all workers have basic rights and protection.

In summary these are:

- a limit of an average 48 hours a week on the hours a worker can be required to work, though individuals may choose to work longer by "opting out"
- paid annual leave of 5.6 weeks' a year
- 11 consecutive hours' rest in any 24-hour period
- a 20-minute rest break if the working day is longer than six hours
- an uninterrupted 24 hours without any work each week; or an uninterrupted 48 hours without any work each fortnight
- a limit on the normal working hours of night workers to an average eight hours in any 24-hour period; and an entitlement for night workers to receive regular health assessments.

RRPL will ensure that the above are adhered to and that you receive your Statutory Minimum Rights. Should you feel that these requirements are not being adhered to please contact our Head Office on 01246 575250.

Holidays

Under the Working Time Regulations 1998 you qualify for paid holiday. Your holiday entitlement is 5.6 weeks (28 days if your normal working week is 5 days). The 12.07% figure is calculated as per the following: - 5.6 weeks, divided by 46.4 weeks (52 weeks minus 5.6 = 46.4). The 5.6 weeks are excluded from the calculation as the worker would not be at work during those 5.6 weeks in order to accrue annual leave. Please note this may defer dependant upon length of service and the specific clients' entitlement.

Should legislation change this entitlement, RRPL will ensure your entitlement changes accordingly.

Payment for annual leave is calculated based on the average pay you received over the previous 52 weeks (in which you were paid). If for any of the 52 weeks you got no pay at all, an earlier week will be used in its place for calculating holiday. If you have not yet been employed for 52 weeks, your payment will be calculated as an average of how many full weeks you've been employed for.

Your holiday year will be the 12 month period starting with the date of your first assignment or in subsequent years, with the anniversary of that date.

You may only take paid holiday to the extent that you have accrued it by your period of continuous work.

Applications for holiday must be requested through your RRPL contact using the RRPL Holiday Request Form. Only once this form is signed by your contact will this holiday be considered as authorised. If you wish to take paid holiday you must give at least two week's written notice of the proposed holiday dates to your RRPL contact.

You should not book flights etc. until your holiday dates have been approved. RRPL may refuse a request for specific holiday dates due to other holiday requests or the needs of the business in line with legislation. All holidays must be taken in the holiday year in which they accrue and cannot be carried over to the next holiday year.

Absence from work

If you are absent from work for any reason you must inform your RRPL contact at least 2 hours prior to your agreed start time on your first day of absence and on any subsequent days of absence.

Sickness

If you are sick you must follow the absence procedure outlined earlier. Should you be sick for more than seven days you will need to obtain a valid doctors note. You must then keep in regular contact with your RRPL contact to advise on your progress.

The weekly rate for Statutory Sick Pay (SSP) may vary year upon year for up to 28 weeks. It is paid:

- for the days an employee normally works - called 'qualifying days'
- in the same way as wages, for example on the normal payday, deducting tax and National insurance

Once a doctors note has been submitted the payroll department will use the government SSP calculator to check whether you are entitled to SSP to be paid by RRPL and if so to work out the actual amount, for example for a daily rate.

SSP is paid when the employee is sick for at least 4 days in a row. We start paying SSP from the fourth 'qualifying day' (day an employee is normally required to work). The first 3 qualifying days are called 'waiting days'.

Should you not be entitled to SSP to be paid by RRPL then a SSP1 form will be sent to your home address explaining the next step.

Time off for holidays, NI Appointments, Jury Service, Military Service or other reasons should be agreed at least one week in advance with your RRPL contact who will advise you of the procedure to be followed. You should try to ensure that wherever possible, any medical or dental appointments are made outside your normal working hours.

Your pay

Your pay will go directly into your bank account and your payslip emailed direct to you. We know how important it is for you to be paid promptly and correctly. Provided that the appropriate signing/clocking in procedures have been followed you will be paid directly into your bank or building society on the Friday following the week you worked. We cannot pay your wages into someone else's account for you. If you do not have a bank account we will assist you to open one. Full payment details will appear on your pay advice slip. It is essential that when giving bank details at the time of registration you check that they are correct with all relevant account/reference numbers that are required.

Tax & National Insurance

We have a legal obligation to deduct PAYE and NI from your pay. To avoid paying more tax than necessary or to avoid delays in processing your pay, we must receive your P45 along with your National Insurance number before you start any assignment. If you do not have a P45 you will be asked to complete a Starter Checklist at registration. Once you have commenced working, any queries relating to your tax code should be directed to:

Pay As You Earn and Self Assessment
HM Revenue and Customs
BX9 1AS
United Kingdom

Tel: 0800 200 3300

Outside UK: **+44 135 535 9022**

<https://www.gov.uk/log-in-register-hmrc-online-services>

Please quote Reference No. 475/EB91447 and your RRPL employee number which is on your pay advice slip.

P45's

If you no longer wish to be considered for work with RRPL please request your P45 from our Head Office either by email to payroll@redrockpartnership.co.uk or in writing to Red Rock Partnership Ltd Head Office., Upper Floor, 138 High Street, Lincoln LN5 7PJ. This will then be posted directly to your home address.

Pensions

There is no pension scheme applicable to the employee's employment however, employers now have legal duties to automatically enrol certain members of staff into a Work Place Pension Scheme and make contributions towards it. RRPL use Options Corporate Pension UK as their Pension Provider. A postponement period of three months is being used for all new employees from the date their employment commences. Once the postponement period has lapsed employees will be assessed and automatically enrolled should they meet the criteria set out by the Pension Regulator. RRPL will notify employees at the point this takes affect.

General Data Protection Regulation

The General Data Protection Regulation (GDPR) replaces the Data Protection Act and came into force May 2018.

It is designed to give individuals greater protection of their personal data in a world where more data is being processed, technology and the application of artificial intelligence is evolving, and information is being shared on a more global basis than ever before.

- The legislation gives individuals more rights with regards to the data RRPL has:
- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- The right not to be subject to automated decision-making (including profiling)

If you exercise any of your rights around requesting access to data or have any questions on your new rights this request must be made in writing to our Data Protection Officer Cheryl Gough at Red Rock Partnership Ltd, Head Office, Upper Floor, 138 High Street, Lincoln LN5 7PJ.

RRPL will only use our employee's data in the fulfilment of our responsibilities as an ethical Recruitment business and as a responsible employer.

Copies of the full RRPL Data Protection & Data Security Policy and Employee Privacy Notice are available from your RRPL Contact.

Working with us

Our professional reputation

RRPL's ability to offer you suitable assignments depends on our continued reputation for high quality and reliability. Please remember to maintain a high standard of professional conduct and to do your utmost to promote the interests of RRPL at all times.

Entitlement to work in the UK

You must be legally entitled to work in the UK

You must confirm that you are legally entitled to work in the UK. If RRPL discovers that you do not have permission to live and work in the UK, or if your permission to do so is revoked, RRPL will be entitled to terminate your employment immediately. RRPL can do so in those circumstances without giving you any warning in terms of the disciplinary procedure. If there are any changes to your visa or other permission to work in the UK, you must inform your RRPL contact immediately.

Other employment

If you wish to undertake a second job then you must inform RRPL in order to meet the Working Time Regulation requirements. The work undertaken must not affect the performance of your duties for RRPL and must not prevent you from being available to accept shifts offered.

Changes to circumstances

If your circumstances change - tell us first

To help us offer you the most suitable assignments, please inform us immediately of any change in your circumstances. This may be a new skill you have acquired, or perhaps a change of address, phone number; bank account, mobility or your availability for work.

If seeking assignments requiring any license or permit, for example as an FLT driver, you must inform us immediately of any changes to your license.

You must also tell us if there is a change to your health and fitness compared to the information provided by you at registration. If you become pregnant, you should inform your RRPL contact as Risk Assessments will need to be actioned for the welfare of you and your baby.

Scope of assignment

If you are asked to do additional tasks that you have not had the relevant training for please let us know straight away

Whilst at work for RRPL, you must not carry out any job functions or tasks that you have not had specific training for. If, whilst working on an assignment, you are requested by the client to carry out a task outside this scope, please contact your RRPL contact immediately.

Personal appearance

RRPL employees are renowned for maintaining a high level of personal appearance and dress at all times. Presenting a professional image is very important.

In particular, you should follow all instructions from the client regarding uniforms, safety footwear, special grooming appearance or conduct specifically with reference to health, safety and personal hygiene. If you have any doubts as to what is expected, please ask your RRPL contact.

If dressed unsuitably, you may be sent home and required to return suitably attired. In such circumstances, no payment may be made for the time spent away from work. In circumstances where you consider that observing the dress code may contravene principles regarding discrimination, you should contact your RRPL contact in order to discuss the issue.

Conduct

Don't forget you are representing RRPL at all times

Please conduct yourself professionally at all times. Be polite and aim never to cause offence or misunderstanding. Remember that when on assignment you are our ambassador and future client assignments may depend on your conduct.

It is not possible to provide a comprehensive list of rules as to how any employee should conduct himself/herself, but the following list outlines normal rules and practices to be followed:

- Co-operate with the client and its employees and other workers, and accept the direction, supervision and instruction of any responsible person in the client's organisation
- Observe any rules and regulations of the client's workplace to which your attention has been drawn or which you might reasonably be expected to anticipate or find out
- Treat with courtesy and respect the client, all fellow employees and visitors
- Conform to the normal hours of work for the client's workplace (unless arrangements have been made in advance to the contrary with both your RRPL contact and the client)
- Take all reasonable steps whilst working for the client to safeguard your own safety and the safety of any others who may be present or affected by your actions during the assignment and comply with the Health & Safety Policy of the client

Stop & Search

RRPL or the client reserves the right to stop and search fully any temporary employee (or their vehicles) or any visitor (or their vehicles), both prior to entry and before exit from the working location, using whatever reasonable means are at RRPL/the client's disposal. These searches will be conducted in a fair and proper manner. Access may also be denied to the working location as part of the Stop and Search Policy. It is part of your Terms of Employment that, if you are asked to take part in a random stop and search, this is complied with. Failure to comply with this may result in formal action being taken against you which could lead to the termination of the assignment. A search may be made of your locker, car, bag or person.

Smoking\smoking materials

From 1 July 2007, the Smoke-free Regulations 2007 make it illegal to smoke in all enclosed or substantially enclosed public places and workplaces. The client may operate a no smoking policy on its premises or may have a designated smoking area. In such circumstances you must adhere to the client's policy and failure to do so will result in termination of the assignment.

Alcohol & substance abuse

RRPL regards drunkenness or disorderly conduct (including being under the influence of alcohol, unauthorised substances or misusing substances) whilst at work on RRPL or a client's premises, as being a serious offence which could lead to your assignment being terminated without notice. RRPL and the client reserves the right to test any employees or any visitor; both prior to entry and before exit from the working location, for the presence of alcohol or other substances in the body, using whatever reasonable means are at RRPL/the client's disposal. Should alcohol or unlawful substances be found to be present, the assignment will be immediately terminated.

You should inform your RRPL contact of any prescribed drug you are taking or course of treatment you are following which may have an impact upon your ability to properly perform your job (e.g. by making you drowsy or affecting concentration). It is your responsibility to ensure that your practitioner/pharmacist is aware of the requirements of your job. It is your responsibility to ensure that you are fully informed of the potential side effects of any drug/treatment recommended for you, and that any potential side effects are reported to your RRPL contact.

RRPL regards the selling, purchasing, use or possession of any illegal substance whilst at work, on RRPL or a client's premises, as a serious offence which would result in your assignment being terminated without notice.

RRPL reserves the right to inform the police of any such behaviour.

Tools, equipment & personal protective equipment

If you are provided with any tools or equipment by RRPL or a client for the purposes of an assignment you shall be responsible for the security and condition of such tools or equipment. If any tools or equipment are wilfully damaged or lost while in your care, you will be responsible for the cost of any necessary repairs or replacement.

Night-working

Sometimes you may be classed as a night worker if you are in any doubt as to your status; you should ask your RRPL contact. If you are a night worker, you must complete a health screening questionnaire from your RRPL contact in order to identify any potential risks to your health of such work. If your health changes after you have filled out a questionnaire, you must ask for and fill out a further questionnaire.

Publicity

Should you be contacted by any section of the media in relation to your employment with RRPL or any assignment through RRPL, you should make no comment and inform your RRPL contact immediately. In no circumstances should RRPL or any client's name be identified in any statement, interview or other communication.

Trade Unions

All RRPL employees have the right, under the provisions of the 1992 Trade Union and Labour Relations (Consolidation) Act, to join any trade union of their choice for which they satisfy the membership requirements. The 1999 Employment Relations Act confirmed that all trade union members have the right of individual representation by their union if they are required to attend a formal disciplinary or grievance hearing.

Stronger Together

We need your help to reduce the exploitation of migrant workers by criminal gangs and abusive individuals.

- Are you being forced to work when you don't want to?
- Do you have to pay someone money to give you work?
- Are you being forced to live in accommodation against your will?
- Is someone controlling your identity documents or bank account?
- Is someone threatening or intimidating you or your family?

If you answer YES to any of these questions; tell a trusted RRPL Manager, Worker Representative and:

Report it to the Gangmasters & Labour Abuse Authority (GLAA) on 0800 4320804 or Modern Slavery Helpline on 0800 0121 700. Call the Police in an emergency on 999 or 101 if it is not urgent.

For more information visit www.stronger2gether.org

Family Friendly Arrangements

Maternity, Paternity & Adoption Leave & Pay

You are entitled to benefits when having a child. These include time off work for antenatal care, maternity/paternity pay and leave for either the birth or adoption of a child, in line with Government legislation.

Speak to your RRPL contact if you require more information on any of the above. The following websites will give you information that may be of use to you:

www.gov.uk



Discipline & Grievances

Disputes

Working in harmony

No dispute between any employees shall be permitted to occur either on RRPL or client premises. RRPL requires that all employees will at all time work in harmony with their work colleagues.

It is expected that employees will maintain a good working relationship with colleagues at all times, complying with all procedures including the Dignity at Work and Equal Opportunities Policies. If you have a concern or complaint relating to your assignment or matters relating to it you should raise the matter in writing to your RRPL contact.

Formal Procedures

RRPL (The “Company”) Introduction

Where disputes, serious offences or concerns about your work including you behaviour can not be resolved informally, this procedure is intended to provide a formal framework to deal with such situations to ensure fair and consistent treatment of all employees in such circumstances.

This procedure is not a contractual term of employment and confers no legal rights upon the employee. The Company reserves the right not to follow this procedure or to depart from it in any way where it considers it appropriate to do so.

If an employee has any questions or comments about this procedure they should contact RRPL Head Office on 01246 575250.

All meetings under this procedure will be held at a reasonable time and location and without unreasonable delay. Employees will always be given enough time to prepare for meetings held under this procedure but, if an employee has any questions or concerns about the timescales suggested in relation to their case they should speak to their RRPL contact as soon as possible.

Investigations

It may be necessary for the Company to carry out an investigation in order to decide if there is a case for an employee to answer. An investigatory meeting may take place without prior notice. Additionally, there is no legal right to be accompanied at investigatory meetings. Any investigatory meeting should be regarded as purely as fact finding, it is not, in itself, formal action and will not necessarily result in any further action being taken.

Where an investigation is going on the Company may decide that it is appropriate for an employee to be removed from site without pay for a short time. Any such period will be kept as brief as possible and is an entirely neutral act which should not be considered as a formal sanction.

The procedure

If you so wish you can be accompanied to a meeting by another worker or accredited trade union official, provided you have sought approval from your RRPL contact 24 hours in advance of the meeting. Where the RRPL contact reasonably believes that an employee's chosen companion may prejudice the meeting the employee will be asked to bring an alternative companion.

A companion may address the relevant meeting, sum up the employee's case and respond to any views expressed on the employee's behalf. However such companion may not answer questions on behalf of the employee.

Notification of meeting

Where the Company and/or the client believe that there is a case to answer it will write to the employee inviting him or her to attend a meeting. Reasonable notice will be provided where reasonably practicable. If applicable the employee will be provided with copies of any written evidence which is to be relied upon in the meeting.

The employee should confirm their attendance at the meeting and the names of any companion and/or witnesses they intend to bring or call.

The meeting

Employees and their companions must take all reasonable steps to attend the meeting. Failure to do so could result in the meeting being conducted in their absence.

At the meeting the Company will explain the case against the employee and go through the evidence. The employee will be given the opportunity to answer any allegations made and set out their case.

After the meeting the Company will decide what action (if any) is appropriate and will inform the employee in writing of its decision and what (if any) sanction will be applied.

An employee will have the right to request a review of the decision if he or she is unhappy with it.

Review

If the employee wishes to request a review he or she must inform RRPL Head Office in writing, setting out the grounds, within 5 working days of the date on which the Company's decision is notified to them.

The employee will be invited to attend a further meeting. The review meeting may take place after the initial decision has taken effect. The employee and any companion must take all reasonable steps to attend the meeting. After the review meeting the Company will inform the employee of its decision in writing which shall be final.

The Company recognise that such matters can be stressful for employees. However, it believes that in most cases this stress is best alleviated by completing the procedures. Where an employee is unfit for work this does not necessarily mean they are unfit to attend a meeting under these procedures.

Where an employee is absent due to genuine illness the Company will consider, in consultation with the employee and/or their doctor, whether there are any reasonable adjustments that can be made to enable their case to be decided e.g. allowing the employee to make written submissions only or holding the meeting at a different venue.

Where the Company reasonably believes that the employee is unlikely to attend a meeting in the near future it may decide the matter in the employee's absence on the evidence available.

Formal Sanctions

After a meeting held under these procedures the employee will be notified in writing about whether or not action will be taken against them.

Sanctions will usually be imposed in the following order:

- Formal Written Letter of Concern (such a warning would normally remain on the employee's disciplinary record for 6 months)
- Final Written Letter of Concern (such a warning would normally remain on the employee's disciplinary record for 12 months)

Termination of assignment and contract, However the Company reserves the right to impose any sanction if the employee's conduct is sufficiently serious to warrant such action. In other words, the employee is not guaranteed to receive any letter of concern before the termination of their assignment and/or contract if sufficiently serious.

If a decision to terminate the contract is made, the employee will be informed as soon as possible of the reasons for the termination, the appropriate period of notice (if any), the date on which the contract will end and their right to request a review.

If the employee has already received a final written letter of concern this will justify ending the contract.

Serious offences warranting summary Termination of Assignment or Contract

Where the Company reasonably believes that the workers conduct/under performance is so serious that it constitutes gross misconduct this will result in termination of the contract without notice (even for a first offence). The following are examples of Gross Misconduct, this list is not exhaustive:

- Falsification of records or documents including those relating to the attendance or timekeeping of any employee
- Fighting or acts of violence or intimidation
- Refusal to comply with or deliberate disregard of health and safety regulations
- Breach of site or Company rules
- Persistent refusal to obey reasonable instructions given by a line manager
- Wilfully endangering others
- Serious misrepresentation on your contract application
- Unauthorised possession of Company/ client property or property of third parties
- Serious negligence which causes unacceptable loss, damage or injury
- Conduct which could bring the Company/client into disrepute
- Theft, attempted theft or wilful damage to Company/client property, or property belonging to any individual
- Being drunk and disorderly or under the influence of alcohol on Company/client premises
- Being in possession of illegal substance whilst on Company/client premises
- Unauthorised disclosure of any Company/client information
- Serious and/or persistent harassment or discrimination or bullying whether sexual, racial or otherwise
- Serious acts of insubordination or insulting, abusive or indecent behaviour
- Convictions for any offence affecting staff or external relations which amount to a breach of trust
- The abuse or misuse of Company/client internet or email systems

Employee concerns procedure

RRPL ("The Company") Introduction

This procedure is intended to provide a mechanism for employees to air any issues related to their contract of employment so that any problems can be resolved quickly and fairly in the workplace. It is not possible to provide a mechanism for all the circumstances in which concerns may arise.

This procedure is not a contractual term of your contract but is intended to act as a general framework only. It may be varied in any way and at any time where the Company deem this reasonably necessary. The procedure can be used by a employee to address any problems, concerns or complaints about their work, working environment or working relationships and should always be used where a employee believes they have not been treated in accordance with the companies Equal Opportunities Policy.

In the first instance, the employee should attempt to resolve any problems or concerns he/she may have about any aspect of their contract of employment informally by discussing the matter with the RRPL contact, or, if he/she does not feel this is appropriate, with another relevant RRPL Manager (e.g. their Manager's Manager). Where such informal discussions have failed to resolve the matter satisfactorily or the employee prefer not to discuss the matter informally, he/she should make a formal complaint without delay by using the formal procedure set out below.

Submitting a letter of concern

The employee should put his/her concerns in writing giving as much detail as possible about the nature of the problem and how he/she wish it to be resolved. This letter/email should state clearly that it is a formal letter of concern under this procedure and should be sent to their RRPL Contact. The employee will then be invited to attend a formal meeting to discuss his/her concerns and will be given the opportunity to be accompanied.

The meeting

The meeting will take place once the Company has had a reasonable opportunity to consider its response to the employee's concerns and, if necessary, investigate the matter. The employee and their companion must take all reasonable steps to attend the meeting.

At the meeting the employee will be required to explain his/her concerns and how they think it should be resolved. It may be necessary for the meeting to be adjourned while an investigation is carried out. Following the meeting the Company will decide what, if any, action to take to resolve the matter and will notify the employee of this in writing. The employee will also be notified that he/she can request a review of the decision if they are not satisfied with the decision.

Review of the decision

The employee must inform the RRPL Director in writing if they wish for the decision made to be reviewed without delay and in any event within 5 working days of the Company's decision. The letter should state that it is a review under this procedure and set out the grounds upon which the request is made. The employee will be invited to attend a further formal meeting without unreasonable delay and must take all reasonable steps to attend that meeting. The Company will then inform the employee in writing of its final decision.

Health & Safety

Health & Safety Policy

As a company, RRPL has an excellent record of accident prevention and it is our aim to maintain this record by ensuring the health and safety of employees, clients, representatives and visitors.

It is RRPL's policy to make sure that health and safety provision is made for the employees it supplies. In order to achieve this, it is necessary to obtain full support from every employee and client.

RRPL undertakes to:

- Request employees and clients to co-operate with RRPL and with each other in order to promote safety and reduce hazards
- Request that clients give details of specialist skills or qualifications required to carry out an assignment together with health and safety information
- Pass to the employee all information provided by the client on health and safety issues connected with the assignment
- Require the employee to adhere to the client's Health & Safety Policy at all times whilst on an assignment

You have a duty to:

- Assess risks to your own health and safety to which you are exposed at work. This extends to reporting any dangers or potential risks to the safety representative or other official of the client and your RRPL contact
- Stop working immediately if you consider that your working environment is unsafe and immediately report the matter to the safety representative or other official of the client and your RRPL contact
- 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
- Ensure you do not work with machinery or equipment for which you have not been adequately trained
- Report incidents that have or may lead to accident or injury to the safety representative or other official of the client and your RRPL contact
- Co-operate with the client on health and safety matters and 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
- Observe the client's Health & Safety Policy at all times and ask for sight of the Policy before starting any assignment. Take care to follow any safety regulations and be responsible not only for your own health and safety at work but also for that of your colleagues and employees of the client.

Clients have a duty to:

- Treat all temporary employees as they would their own employees for all health and safety matters and ensure a safe system of work at all times
- Provide RRPL with information on special qualifications or skills which the employee will need and on special features of the work that are likely to affect the health and safety of employees
- Co-operate and co-ordinate with employees on health and safety matters
- Provide employees with information on health and safety risks and measures
- Make available to the employees safety equipment and protective clothing as necessary for the job to be undertaken and ensure its use
- Tell the employee the name of his/ her authorised health and safety representative
- Record any accidents or injuries in their accident record book and report to the health and safety executive, in accordance with current requirements
- Assess health and safety risks and record the result of the assessment

First Aid & Accidents

Reporting accidents is really important.

All accidents, no matter how small, must be reported to the designated client representative and your RRPL contact. All accidents must be recorded in the client's Accident Record Book, maintained by the client's designated First Aider. If you have an accident, get first aid treatment immediately. The smallest cut, if neglected, could result in infection.

Fire

Learn the fire drill for every place you work - each one may be different.

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 RRPL 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, nor 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 refer to your RRPL contact or the client. Make sure you know:

- How to raise the fire alarm
- The fire evacuation procedure
- Where the fire extinguishers are and how to use them
- The whereabouts of all fire exits

Manual handling

A large proportion of your job role will involve manual handling. In order to prevent the risk of injury i.e. strains, sprains, pulled muscles, back injury or upper limb disorders you must consider the following points when and before moving things: ALWAYS think before moving or lifting loads. Consider the weight and shape. If in doubt, GET HELP!

Lifting

Foot position

- Use the firm ground as a foundation
- Adjust your feet for a natural follow through
- One foot in front of the other to create a natural balance
- Front foot should point in the direction of travel

Correct hold

- The hands must have a comfortable yet secure hold
- Whenever possible one hand should be below the load
- Support the load with the entire length of the fingers and palm as well, where possible

Chin in

- Gently raise the top of the head and tuck the chin in – helps to straighten the spine

Straight back

- Keeping a straight back locked with the chin in strengthens and creates stability to the vertebrae or spinal column. Keep the back in the natural “s” shape

Elbows In

- Less leverage on arms and shoulders
- Promotes straight arm

Body weight

- Position of feet and relaxation of the knees allows the body weight to be naturally transferred from foot to the other

Carrying

- **Do not block your vision** by carrying something that is too big. Use a mechanical aid or get help if you need it. Even better make the load smaller by reducing the amount or number of objects you are carrying
- **Keep your arms tucked in** to prevent your neck and shoulder muscles from getting tired or injured
- **Keep the load close** to your body
- **Don't twist your body**, stoop, bend or lean back. If you must change direction move your feet instead
- **Don't change your grip** on the load unless its weight is supported
- **Face the spot** where the load will rest by turning your feet and whole body in that direction

Pushing & Pulling Safely

- **Don't overload** the truck or trolley. Make sure you can see over the top
- **Stay close** to the object and keep control over its movements. Take care on slopes
- **Keep your elbows in** and make sure your feet, fingers and clothing cannot get trapped or caught
- **Keep the strain off your back** let your body's weight and leg muscles do the work for you
- **Lean in the direction** you are pushing or pulling, keeping your back straight and knees slightly bent
- **Watch out** for obstructions such as uneven or slippery floor surfaces

Top tips!

- Watch where you are going!
- What ever you move, make sure the route is clear and free from dangers that could cause a slip, trip or fall
- Don't over do it. Take two small loads instead of one big one. Get help for large objects or use a trolley.
- Stack material carefully. Don't stack things too high or try to balance material that might fall
- Make sure you have enough space to work in
- Get advice if you are not sure about anything
- Make your safety and the safety of others a top priority

Machinery

The 5 main types of danger from machines are:

- Traps
- Entanglement
- Contact
- Ejection
- Impact

To minimise risk:

- Operate only machines you have been trained and authorised to use
- Make sure you can reach the controls easily and know how to stop the machine
- Safety guards fitted to machines must be used
- Wait until a machine has stopped and has been switched off before you clean and clear it
- Beware of dangling jewellery or loose clothing which could get caught in moving parts
- Keep long hair tucked under a cap or tie back
- Do not distract other people who are using machines
- Inform your supervisor if any machine is not working properly

Hand tools

To avoid accidents with hand tools follow the basic safety rules:

- Use the right tool for the job
- Make sure that it is in good condition
- Do not use tools you have not been trained for
- Report worn and broken tools

Safety signs

Safety signs must comply with strict requirements on their shape and colour.

There are four types of safety signs:

- **Information** - White on green background
- **Prohibition** - Red on white background
- **Warning** - Black on yellow background
- **Mandatory** - Blue on white background

Always ensure you understand and observe any safety signs displayed.

Control of substances hazardous to health (C.O.S.H.H.) Regulations 1998

You must never use any chemicals unless you have had the correct training.

Under C.O.S.H.H. all persons at work need to know the safety precautions to take in order not to endanger themselves or others through exposure to substances hazardous to health. Below are four general classifications of risk. You must know the appropriate symbols, their meaning and their safety precautions.

Toxic/very toxic

May cause serious health risk or even death if inhaled, ingested or if it penetrates the skin.

- Wear suitable protective clothing, gloves and eye/face protection
- After contact with skin, wash immediately with plenty of water
- In case of contact with eyes, rinse immediately with plenty of water
- In case of accident or if you feel unwell, seek medical advice immediately

Corrosive

May, on contact, cause destruction of living tissue or burns

- Wear suitable gloves and eye/face protection
- Remove immediately all contaminated clothing
- In case of contact with skin, wash immediately with plenty of water
- In case of contact with eyes, rinse immediately (15 minutes) with plenty of water and see medical advice

Harmful

May cause limited health risk if inhaled or ingested or if it penetrates the skin.

- Do not breathe vapour/spray/dust
- Avoid contact with the skin
- Wash thoroughly before you eat, drink or smoke
- In case of contact with eyes, rinse immediately with plenty of water and seek medical advice

Irritant

May cause inflammation and irritation on immediate or repeated prolonged contact with the skin, or if inhaled.

- Do not breathe vapour/spray/dust
- Avoid contact with the skin
- In case of contact with eyes, rinse immediately with plenty of water and seek medical advice
- In case of contact with skin, wash immediately with plenty of water

Guide to using hazardous substances safely

- Make sure you obtain, read and understand copies of all relevant C.O.S.H.H. data sheets from the client before using any hazardous substances
- Ensure hazardous substances are suitable for the intended task
- Check the container and instruction labels are intact
- Put on all protective clothing
- Check work area/equipment for potential dangers
- Prepare hazardous substances/cleaning
- Materials as directed on the label
- Use hazardous substances as directed on the label
- Rinse and dry as directed on the label
- Dispose of any unused hazardous substances safely
- Return hazardous substances to the correct storage area
- Never mix hazardous substances

Personal Hygiene & Food Production Hygiene Information

Some basic principles and rules

As a food handler, you have a legal obligation and responsibility to ensure that any food contaminant, whether it is a potential food poisoning bacteria or any other contaminant is not introduced in to the food chain by failing to observe fundamental hygiene practises. Each site you are assigned to work will cover the site rules and regulations concerning Food Safety. These must be adhered to at all times. In addition outlined below are some key points:

- Keep yourself as clean as is reasonably practicable at all times
- Change your protective clothing at the beginning of your shift and, if necessary, during your shift
- Wash your hands and wellingtons/ foot wear upon entering and leaving the production areas
- Wash your hands at regular intervals during your shift
- Coveralls are not to be worn in the canteen, toilets, smoke area or outside the factory premises
- No jewellery must be worn – with the exception of a plain wedding band.
- Keep nails clean, short and unvarnished
- The touching of your hair, skin, nose and mouth must be restricted. Always wash your hands immediately afterwards

- Never cough or sneeze near food. A clean handkerchief or tissue should be used to contain the cough or sneeze, which should then be disposed of immediately. Hands must then be washed
- Always wash your hands properly after visiting the toilet
- Keep your working environment clean and tidy, using the waste bins provided. Most standard policies are “CLEAN AS YOU GO”
- Never, under any circumstances, touch food which has fallen on the floor or become contaminated in any way
- Report this immediately to your line manager
- Eating, drinking, chewing gum/tobacco, cough sweets, etc. are strictly forbidden in the factory areas
- Ensure you always abide by the companies policy for smoking

Employees must inform their RRPL contact immediately if they are suffering from any the following conditions:

- Food Poisoning
- Typhoid/Paratyphoid
- Dysentery
- Hepatitis
- Influenza
- Ear or throat infection
- Stomach upset
- Open sores
- Eczema

Our Policies

Equal opportunities

RRPL is committed to the principle of equality of opportunity in employment. The same applies to the way in which RRPL's recruitment services are offered to clients and employees. Entry to and promotion within RRPL are determined solely by the application of objective criteria and personal merit.

No employee of RRPL will be treated less favourably than another individual on grounds of sex, marital status, sexual orientation, age, race, disability, colour, religion, ethnic or national origin or trade union involvement.

This statement has been drawn up to ensure that employees comply with all legal requirements and understand the main points of the relevant legislation, in short to prevent discrimination.

A copy of the full Equal Opportunities Policy is available from your RRPL Contact.

Ethical Trading

The Managing Director has overall responsibility for all aspects of Ethical Trading.

The Regional Director's have day to day responsibility for ensuring that the policy is adhered with in the spirit in which it was written.

Contract Managers / Business Unit Managers are responsible for the implementation of this policy by:

- Promoting ethical working practices and following appropriate procedures.
- Investigating and reporting any incidents or non-conformances against this policy.

Employees also have a duty to co-operate with management so far as is necessary to enable the latter to fulfil their obligations.

A copy of the full Ethical Trading Policy is available from your RRPL Contact.

Dignity at work

As part of its overall commitment to equality of opportunity RRPL is fully committed to promoting a harmonious working environment. Every employee has the right to be treated with respect and dignity and is entitled to work in an environment free from harassment, victimisation and bullying, whether it is related to disability, race, gender, health, social class, sexual preference, marital status, nationality, religion, employment status, age or membership or non-membership of a trade union.

Modern Slavery

RRPL operates in accordance with UK legislation and is committed to supporting all employees and protecting them from any form of exploitation.

RRPL are also a partner of the Stronger Together Initiative. As part of this commitment we inform all new employees that it is against UK law to pay to anyone money to find work within the UK. This also extends to paying money to any persons, company or agency outside of the UK to get work in this country.

You should have completed an initial questionnaire asking key questions around potential exploitation, both internally by RRPL and externally through any other business or individual. As well as completing this questionnaire, we conduct regular audits on our current work force. This is to ensure whilst employed by RRPL you are not subjected to any means of harrassment, discrimination or bullying.

If you feel that any of the above applies to you or anyone you know then you must seek help immediately. You can do this by talking with your RRPL Manager or contact our Head Office on 01246 575250; all information provided will be treated with the strictest of confidence.

Should you need to report an act of slavery, please contact the **Gangmasters & Labour Abuse Authority (GLAA)** on 0800 432 0804 or the **Modern Slavery Helpline** on 0800 0121 700.

A copy of our full Modern Day Slavery Statement is available from your RRPL Contact and is also available on our website www.redrockpartnership.co.uk.

Whistle Blowing

If you're worried that there's something wrong at work, don't keep it to yourself. The sooner you tell your employer, the easier it is for them to act.

Whistleblowing means raising concerns about bad practice. Don't worry about 'telling tales', bad practice won't go away by itself and you should report it. Your responsibility must always be to the people who use your organisation's services.

Bad practice includes the following activities:

- Unprofessional behaviour - bullying; emotional, physical or sexual abuse
- Ignoring Health and Safety policy
- Criminal activity/ fraud or theft
- Breaking rules and procedures
- Covering up any of the above.

If in doubt, report it - and do it as soon as possible. Your employer should investigate.

You don't have to give proof, just good reasons, and as much information as you can. Even if your concerns prove unfounded, if you've raised them in good faith, you won't be criticised.

No employer should accept harassment or victimisation of anyone who raises concerns (but neither should they accept malicious allegations either). Your name, and the information you give will only be shared with those who need to know. It can even be anonymous, but it makes investigation much harder, and more difficult to prove.