



# Temporary Worker Handbook

IT IS IN YOUR OWN INTEREST TO THOROUGHLY READ THE  
FOLLOWING INFORMATION

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## **WELCOME**

Welcome to Masterstaff Limited.

This handbook is designed to give you all the information you will need to ensure your temporary 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. If this is the case this information will be provided to you by Masterstaff before your assignment begins.

Remember we are always here to help so if you have any further questions or queries then please contact your local branch between 6:00 am and 5:00pm Monday – Friday.

Please take time to read this brief guide and thank you for choosing to work through Masterstaff Limited.

Useful Definitions:

- 'Client': The person, firm or corporate body requiring the services of the Temporary Worker.
- 'Assignment': Means the period during which you are working under the supervision, direction and control of the Client.
- 'Terms of Engagement': The conditions signed and agreed by you in order to be offered work by Masterstaff Ltd.

## **KEEPING IN TOUCH**

Once you have registered with your local Masterstaff branch 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**

Communication is vital with regards to your right to work documentation. You must inform Masterstaff as soon as you receive any information supporting your eligibility to work. If you do not provide adequate up to date information and documents you will not be able to work.

As a Temporary Worker you are engaged as a worker and not an employee. Masterstaff 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 Masterstaff when you are not on assignment.

Masterstaff 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 Masterstaff has offered you an assignment and you have chosen to accept it, we will issue you with an Assignment Details Report. This Report 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.

## **DISCRIMINATION**

Masterstaff Ltd is an Equal Opportunities Company. The Company commits itself to promote and develop equal opportunities and will keep under review its policies, procedures and practices to ensure that they accord with the principles of equal opportunities and are consistently applied.

Masterstaff recognises that discrimination is unacceptable, and it is in its own best interests, as well as the interests of its workers, to utilise the skills of the total workforce and work seekers.

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

## HOURS AND TIMESHEETS

It is important that you make sure you know what system is in place at each client to record the hours that you work.

You may be required to clock in and out or complete a time sheet. Some time sheets are sent directly to the client or completed in blocks. You will be advised what method applies when you are notified of the assignment. It may also be necessary in some circumstances to complete both a Client timesheet and a Masterstaff timesheet. **(Failure to sign in or out correctly may result in non-payment of monies owed)**

If a timesheet is not submitted to the correct place at the correct time, your payment for work may be delayed, whilst we verify your hours of work.

## PAY

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.

Masterstaff runs a weekly payroll. This means you will be paid weekly, one week in arrears.

Your weekly wages are usually paid directly via BACS into your bank account or in exceptional circumstances via cheque, remember that cheques take at least 4 days to clear.

Your payslips will be emailed to you, please inform us if you do not receive your payslip.

## UNEMPLOYMENT BENEFITS AND SICK PAY

We will provide help if you have problems with benefits. There are several schemes, which allow you to work without losing all your benefits. Please contact us if you become ill whilst working at one of our clients, because you may be eligible for sick pay and we can assist you with making claims.

## DAMAGE TO GOODS OR 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 Masterstaff by telephone to your named contact. You will not be liable for any damage caused to goods or equipment provided that you report incidents immediately.

You may be liable for any damage caused by deliberate inappropriate behaviour.

## **ANNUAL LEAVE**

Under the Working Time Regulations, you are entitled to 28 days (including bank holidays) paid leave each year on a pro rata basis, if you work continuously during the year.

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

- As an example, if you have worked for 12 weeks, your entitlement is  $28 \div 52 \times 12 = 6.46$  days.

### **Holiday Pay Calculation**

Payment for leave days will be paid to you based on the average wages earned in the 52-week period prior to the holiday. Payment for leave taken will only be paid in arrears. You should maintain a clear record of paid leave days taken.

- The holiday year starts on April 1st and ends on March 31st the following year.
- All requests for holiday must be by email or coming into the branch you are registered at.
- You must give twice as much notice as the days you wish to take, i.e. If you wish to take 5 days holiday, you must give 10 days' notice.
- The minimum amount of holiday you can take at a time is 0.5 days.
- It is your responsibility to take all paid leave that you are entitled to. Under the Working Time Regulations, we are not entitled to pay you instead of you taking your leave entitlement, except on termination of employment. You must be physically away from your place of work to receive your holiday pay. The basic principle of holiday pay is that you still receive remuneration whilst you are on holiday.
- Holiday pay cannot be carried over into the next holiday year.
- Holiday pay calculations include all hours worked and are averaged over the last 52 weeks
- Masterstaff or the Client can reasonably refuse a holiday request and require you to take your holiday at a different time. This might be for example during busy periods at a particular Client where they require you to work.
- Masterstaff also reserves the right to require you to take any outstanding holiday entitlement during any period of notice whether given by you or Masterstaff.
- We cannot offer you work whilst you are on paid leave from another agency.

## **SICKNESS**

If you are absent from work due to sickness you must:

1. Inform Masterstaff by telephone at least 1 hour before your assignment starts. You should give the reason for your absence and when you are expected to return.
2. If you are off sick less than 7 days, you should complete a self-certification form which is available from your branch and send it to your Masterstaff branch on the day of your return.
3. If you are off sick more than 7 days you will need to get a note from your doctor. This should be sent to Masterstaff as soon as possible. Doctor's certificates should be provided for the entire time you are absent, and it is your responsibility to keep us informed of your progress and if you know when you are going to return.

## **SICK PAY**

You may be entitled to Statutory Sick Pay (SSP) if you;

- have notified us of your absence
- your earnings are high enough
- if you are incapable of working for more than 4 consecutive days and have a Doctor's note for periods of sickness over 7 days.

SSP is paid in accordance with current legislation and at a set rate.

You will be entitled to SSP up until your assignment ends, or up to a maximum of 28 weeks from either Masterstaff or the Job Centre.

You will not be entitled to SSP from Masterstaff for periods where you are not on assignment.

Masterstaff has the right to have you examined by a doctor of our choosing. We may also request, with your permission a medical report from your doctor.

## **OTHER ABSENCES**

If you need time off for any other reason it is important that you give Masterstaff as much notice as possible.

You should also notify us, if you are delayed or find that for any reason cannot attend your assignment, at least 1 hour prior to the commencement of your assignment.

## **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.

Temporary or contract work is all about flexibility, and sometimes the client may want you to work for longer hours. For this reason, Masterstaff may ask you to work for more than 48 hours a week, though of course you are under no obligation to do so.

You should note that the 48-hour week is an average number of hours, and the average is calculated over a 17-week period (longer in some sectors). In other words, even if you have not agreed in writing to work more than 48 hours per week, there may be some weeks when you do work longer than 48 hours. This is permitted provided that the average hours over a 17-week period does not exceed 48 hours.

You may opt out of the 48-hour regulation at any time.

If you are over 18 you are also entitled to:

- 20 minutes rest when working 6+ hours.
- 11 consecutive hours rest in every 24 hours
- 1 days' rest each week Or
- 2 days' rest each fortnight If you are under 18 you are also entitled to:
- 30 minutes rest when working 6+ hours.
- 12 consecutive hours rest in every 24 hours
- 2 days' rest each week
- 40-hour week maximum

## **Night Work**

- Is defined as is at least 3 hours work between 11pm – 6am
- An eight-hour average limit on a night worker's normal hours of work per day
- An eight-hour actual limit for each day in the case of work undertaken by a night worker involving special hazards or heavy physical or mental strain
- Young Workers under 18 are not permitted to work night work except in certain circumstances.

**Please note that some different working time rules apply to drivers. Please see the next section.**



## **DRIVERS WORKING TIME**

Different working time rules apply to drivers, due to the nature of the work and the potential consequences of over working.

## **FREIGHT**

Refer to the VOSA publication "Rules on Drivers' Hours and Tachographs - Goods vehicles in GB and Europe" Feb 2011 for full details.

## **PASSENGER**

The regulations relating to passenger vehicles are extremely complicated and are detailed in the VOSA publication "Rules on Drivers' Hours and Tachographs Passenger-carrying vehicles in GB and Europe" Feb 2011.

## **HEALTH AND SAFETY**

When you are working on any 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 your local branch 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 behaviour.

## PERSONAL PROTECTIVE CLOTHING (PPE)

Masterstaff 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 and some items are also available from Masterstaff. Always make sure you wear and use the PPE as directed by the client.

PPE equipment should be returned to the Masterstaff branch when you have finished your assignment. If you do not return the PPE you may be charged.

## 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 authorised usage of any equipment.
- You should immediately report any defective equipment, and never attempt to repair it yourself.

## ACCIDENT REPORTING

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. 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.

### Slips, Trips And Falls Hazard Alert



**A slip occurs when there is too little traction or friction between the shoe and walking surface.**

#### Trip



**A trip occurs when a person's foot contacts an object or drops to a lower level unexpectedly, causing that person to be thrown off-balance.**



**A fall occurs when a person is too far off balance. Falls can occur at the same level or to a lower level.**

# MANUAL HANDLING

## Manual handling

### FACT

Manual handling was the most frequent cause of over-seven-day injury in 2014/15 and approximately **909,000 working days** are lost each year due to handling injuries.\*

\*HSE Handling Injuries in Great Britain Report, 2016

### 1 STOP AND THINK

- Where is the load going?
- Are there any obstacles?
- Are there any aids to help me?
- Consider the size, shape and weight of the load



### 2 THE LIFT

- |  |  |
|--|--|
| ✓ Keep distances to a minimum            | ✓ Firm hold from below                         |
| ✓ Prepare the area (remove trip hazards) | ✓ Lead with your head as you lift              |
| ✓ Test the load                          | ✓ Keep movement smooth                         |
| ✓ Feet apart                             | ✓ Keep load close to your body                 |
| ✓ Leading leg slightly forward           | ✓ Reverse the procedure when lowering the load |
| ✓ Hips and knees relaxed                 |  |

### 3 DON'T

- |               |                                  |
|---------------|----------------------------------|
| ✗ Jerk        | ✗ Twist                          |
| ✗ Overstretch | ✗ Lift loads which are too heavy |



### 4 ASK FOR HELP IF REQUIRED

If the load is too heavy or you have a problem, **ask for help**

## **Mechanical aids**

Always consider using mechanical aids as they can improve productivity as well as safety.

Even something as simple as a sack truck can make a big improvement.

Frequent lifting and lowering Weights should be reduced if the operation is repeated more often. As a rough guide, reduce the weights by 30% if the operation is repeated once or twice per minute; by 50% where the operation is repeated five to eight times per minute; and by 80% where the operation is repeated more than 12 times per minute.

## **Training**

Training by the client and on the client's site should be provided so that safe manual handling and good handling techniques are used for the specific task.



## **AGENCY WORKER REGULATIONS 2010 (AWR)**

The following notes are intended as a basic guide.

Contact your branch if you want any information regarding the AWR, and if you think you have not been treated fairly. Alternatively, visit <https://www.gov.uk/government/publications> and search Agency Worker Regulations 2010– Guidance.

The Agency Worker Regulations 2010 are available at [www.legislation.gov.uk](http://www.legislation.gov.uk).

As soon as you start work at a client you are entitled to the following facilities, if the client provides them facility to permanent staff.

- access to lockers
- access to car parking
- use of shared facilities such as canteens, drinks machines, rest rooms, and toilets
- access to childcare facilities.
- access to transport services.
- access to information about job vacancies at the client.

After a 12-week qualifying period you will be entitled to either:

(a) Equal pay with no pay between assignments

Or

(b) Pay between assignments and no equality of pay

.

Equal pay means that you are entitled to the same pay, as you would have been, had you been hired directly by the client to do the same job, with the same qualifications and experience.

To complete the 12-week qualifying period you must have worked 12 weeks at the same client, with no more than 6-week gaps between periods of work. If you have a gap of more than 6 weeks at the client after the 12-week qualifying period, you will have to re-qualify.



## **MATERNITY PAY**

You may be entitled to Statutory Maternity Pay (SMP) if:

- you have worked for Masterstaff for at least 26 weeks up to and including the 15th week before your baby is due;
- your earnings are high enough;
- you are still pregnant at the 11th week before your expected week of childbirth;
- you have given Masterstaff at least 28 days' notice of when you intend SMP to start;
- you must provide medical evidence of the date your baby is due; this can be obtained by your doctor on a MAT B1 form;
- finally, you must have stopped working wholly or partly because of pregnancy, you cannot receive wages and SMP at the same time.

The amount of SMP that you receive will be based on 90% of your average earnings for the first six weeks and is then paid at a statutory set rate or 90% of your earning for the rest for the time (whichever is lower). SMP is paid for up to 39 weeks.

SMP will be paid into your bank account and will be subject to deductions for tax and national insurance.

If you do not qualify for SMP you may be entitled to claim Maternity Allowance.

## **MATERNITY LEAVE**

Temporary workers on Terms of Engagement are not entitled to Statutory Maternity Leave. The minimum amount of time off that a temporary worker must take after having a baby is 2 weeks, or 4 weeks for factory work. Once you have decided to return to work there is no right to return to the same assignment.

You are entitled to reasonable paid time off to attend ante natal appointments if you have 12 weeks qualifying service.

## **PATERNITY PAY**

You may be entitled to Statutory Paternity Pay (SPP) if:

- have worked for Masterstaff for at least 26 weeks up to and including the 15th week before the baby is due;
- your earnings are high enough;
- you are the biological father of the child or the mother's husband or partner;
- you have or expect to have responsibility for the child's upbringing

SPP is paid for 1 or 2 weeks at a statutory weekly rate or 90% of your average weekly earnings (whichever is lower).

You are also entitled to paid time off accompany a partner to up to two ante natal appointments if you have 12 weeks qualifying service.

## **PATERNITY LEAVE**

Temporary workers on Terms of Engagement are not entitled to Statutory Paternity Leave.

## **SHARED PARENTAL PAY**

You may be entitled to Shared Parental Pay (SPP) if the mother chooses to end her statutory maternity pay early.

You may be entitled to Shared Parental Pay if:

- you have worked for Masterstaff for at least 26 weeks up to and including the 15<sup>th</sup> week before your baby is due;
- your earnings are high enough;
- you share responsibility for the child
- your partner must be eligible for Statutory Maternity Pay

Shared Parental Pay is paid at 90% of your average weekly earnings or at a set statutory rate depending on which is lower.

## **SHARED PARENTAL LEAVE**

Temporary workers on Terms of Engagement are not entitled to Shared Parental Leave.

## **ADOPTION PAY**

If you are going to adopt a child, you may be entitled to Statutory Adoption Pay.

You will be entitled if:

- you have worked for Masterstaff for at least 26 weeks prior to being placed with the child;
- your earnings are high enough;
- you have given notice to Masterstaff;
- you have provided proof of adoption

Statutory Adoption Pay is paid at a set rate or 90% of your earnings, whichever is lower.

## **ADOPTION LEAVE**

Temporary workers on Terms of Engagement are not entitled to Adoption Leave.

## **FINES, PENALTIES AND CHARGES**

You will be liable to pay any fines or penalties incurred whilst working on assignment.

This is particularly relevant to drivers and includes road traffic offences, parking and congestion fines.

## **THE INTERNET, EMAILS AND MOBILE PHONES**

The law in the UK regards virtually anything published on the internet as in the public domain, even if it is addressed to friends.

Even emails text messages are not secure, as they can be forwarded on to other people.

If you publish racist, rude or offensive remarks about Masterstaff, its employees, temporary employees or temporary workers, or our Clients or people working at the client your assignment may be terminated.

## **USE OF MOBILE PHONES**

In general, the use of mobile phones during working hours is not permitted and may result in termination of your assignment. Check with your supervisor at the client before using your mobile phone.

## **USE OF MOBILE PHONES IN CLIENTS VEHICLES**

Check with your supervisor at the client before using hands free mobile phones.

## **DRUGS AND ALCOHOL**

You must not attend work under the influence of alcohol and / or drugs.

Masterstaff and its clients reserve the right to conduct alcohol and/or drug testing of workers, where appropriate, and to deny workers access to, or remove them from, any premises if such tests are positive. If you test positive, you will have your assignment terminated.



## **PRIVACY NOTICE**

Masterstaff is an Employment Business, which places temporary workers and temporary employees on temporary assignments across a range of different clients.

In order to place you as a temporary worker or temporary employee on an assignment we need to collect and hold your personal data.

Masterstaff understands that protecting the confidentiality and integrity of your Personal Data is a critical responsibility and we always take it very seriously.

This Privacy Statement sets out how we collect and handle your personal data, in a way that adheres to the principles of processing personal data, set out in the General Data Protection Regulations (2018).

### **COLLECTING YOUR PERSONAL DATA**

#### **How?**

Most of the Personal Data we collect from you is during direct interactions with you such as our registration process. This will require you to complete an application form at one of our branches, to provide us with your necessary Personal Data. We may also obtain Personal Data from external sources such as:

- National Job boards e.g. Reed/Indeed
- Cookies, when you interact with our website, we may automatically collect data about your browsing actions and patterns.
- Social media sites

#### **What?**

The Personal Data we may collect includes:

- Name
- Address
- Contact telephone
- Email address
- Biometric Data
- Date of birth
- Medical Information and History
- National Insurance Number
- Bank Details
- Eligibility to work information
- Employment history
- Professional qualifications and licences
- Ethnic Origin
- Criminal record
- Job Preferences
- Marketing Preference
- Appearance

## **Why?**

Masterstaff can collect your personal data on the legal basis is that it is required for the purposes of pursuing a legitimate interest. This legitimate interest being finding you suitable assignments in line with the contract in place between us.

We will only use your Personal Data when the law allows us.

Masterstaff may also rely on consent as the legal basis to process your Personal Data, this may be to offer you more work in the future if you have stopped working for us. In this circumstance, you can withdraw your consent to this processing of your Personal Data at any time.

If you wish to withdraw your consent at any time, please contact us on [dataprotection@swsgroup.co.uk](mailto:dataprotection@swsgroup.co.uk).

## **PROCESSING YOUR PERSONAL DATA**

Your Personal Data is stored locally on our secure database and is only accessible by employees of Masterstaff. Employees will use this data to find you suitable work and then to process your timesheets, payroll, and to invoice Clients.

Your Personal Data will be passed onto our Clients initially in order to find you work and then to enable you to continue working. It may also be passed onto other third parties such as accountants, auditors, IT systems and other professional advisors.

We may also have to disclose your Personal Data to authorities or professionals for legal reasons or in the case of a dispute.

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions, and they are subject to a duty of confidentiality.

We will not transfer your Personal Data outside the European Economic Area (EEA).

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

## **HOLDING YOUR PERSONAL DATA**

Your Personal Data will be retained for as long as is necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting or reporting requirements.

To determine the appropriate retention period for Personal Data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

## **YOUR RIGHTS**

You have the following rights concerning your Personal Data:

You have the right to request access to your data at any time. If you request access to your personal data this will be provided to you within one month.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights).

However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances

### **Rights to object to processing**

Where we are relying on a legitimate interest and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms you have the right to do so.

### **Right to Rectification**

You have the right to request the rectification of any data you believe we hold for you which is incorrect. Following receipt of such request, we will immediately rectify any errors found.

### **Right to Erasure**

You can request that we remove your personal data at any time. Following receipt of an erasure request, we will remove your data with a 24-hour period.

### **Right to request restriction of processing**

This enables you to ask us to suspend the processing of your personal data in the following scenarios:

- (a) if you want us to establish the data's accuracy;
- (b) where our use of the data is unlawful, but you do not want us to erase it;
- (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or
- (d) you have objected to our use of your data, but we need to verify whether we have overriding legitimate grounds to use it

If you wish to exercise any of these rights, please contact us on [lancaster@masterstaff.co.uk](mailto:lancaster@masterstaff.co.uk).

## **OUR CONTACT DETAILS**

Masterstaff Limited

99 King Street

Lancaster

LA1 1RH

Email: [lancaster@masterstaff.co.uk](mailto:lancaster@masterstaff.co.uk)

Tel: 01524 36855

You also have the right to lodge a complaint with the Information Commissioner's Office ("ICO") (the UK data protection regulator). For further information on your rights and how to complain to the ICO, please refer to the ICO website.

## **GENERAL COMPLAINTS**

We never want you to be unhappy whilst working at Masterstaff, and we want you to let us know if you have any work-related problems!

If you have any issues and would like to make a complaint the please follow the procedure below:

1. In the first instance please contact your Masterstaff Consultant at your local branch.
2. If your complaint can't be dealt with by them, then please contact your Branch Manager.
3. If you are still not satisfied that your complaint has been resolved then please put your complaint in writing to our Operations Director, Jon Howard at Head Office,

Masterstaff Limited

99 King Street

Lancaster

LA1 1RH

In order to contact Jon Howard after you have submitted your written complaint please call 01524 36855.

The Company will endeavour where possible to resolve all complaints, within 24 hours.

## **COMPLAINTS ABOUT YOUR PAY**

We aim to pay you accurately and on time however sometimes this is not always possible. If you have any queries or complaints about your pay, then please;

1. Contact your local Branch Manager.

We may have to delay payment whilst we investigate, this is normally because we have not received a timesheet authorised by the client.

## **MODERN SLAVERY**

As a labour provider, we are on the front line of combatting modern slavery. Masterstaff is committed to doing everything within its power to stop slavery and human trafficking in our business and in our supply chains.

If you have any queries or concerns, you can contact Masterstaff confidential email at [blackpool@masterstaff.co.uk](mailto:blackpool@masterstaff.co.uk)

## **Grievance and Complaints Procedure/Whistleblowing**

Masterstaff Ltd is fully committed to providing a quality service to all our workers. At the point of your initial registration with our company you will have received a copy of our Grievance and Complaints Procedure and our Whistleblowing Procedure. We encourage all our workers to pay particular attention to the procedure contained within the policy documentation. Our contact details in relation to the administration of these policies is clearly noted within the issued documentation.

## **ENDING AN ASSIGNMENT**

Masterstaff, the Client or you can end your assignment at any time without any notice or liability.

When your assignment reaches its end date or is terminated early, you will no longer be required at that particular Client, and there will no longer be a contractual relationship between you and Masterstaff. After this date you should continue to make contact with your local branch who will find your next suitable assignment.

Thank you for choosing to work with us at Masterstaff and for taking the time to read this handbook.

We would like to wish you every success on your assignments with Masterstaff!

If you have any queries or issues do not hesitate to call your Masterstaff Branch! (a list of branch contact details can be found on our website.)

Follow Masterstaff on Facebook and Twitter for the latest jobs and news!

## **IMPORTANT POINTS TO REMEMBER**

***Never walk out part way through a shift!!  
Always complete your shift and then talk to Masterstaff.***

***Walking out risks not being given further work.***

***Always remember you are the face of Masterstaff and as such always act in an appropriate manner in the workplace.***

***Make appointments around your shift pattern not during your normal working hours.***

***Ensure you always "Clock In/Out", "Sign In/Out" , or complete a Timesheet, in some cases you may be required to do more than one. Remember it's your money, make sure we can confirm your hours.***

***Unfortunately, we cannot offer work unless you have the correct ID.***

***Not attending your assignment without giving a valid reason means no further work will be offered.***

***STAFF IN MASTERSTAFF OFFICE OR ON YOUR  
ASSIGNMENT WILL NOT TOLERATE PHYSICAL OR  
VERBAL ABUSE.***



## **Summary Sign off Sheet**

I, the undersigned, certify that I have received the temporary worker handbook as well as an explanation and fully understand the following: -

- Health and Safety at Work
- Basic Food Hygiene
- Manual Handling
- Holidays - How they are accrued and taken.

### **Temporary/Permanent Worker**

Signed .....

Print .....

Date .....

### **Approved on behalf of MasterStaff**

I certify that the above-named individual has demonstrated a satisfactory command of English Language to understand verbal instruction and work safely.

Recruitment Consultant .....

Signed .....

Date .....