



TEMPFIX WORKER HANDBOOK

POLICIES & PROCEDURES

GENERAL STATEMENT

The role of the Temporary Workers and the duty of care that is owed to them have particular importance within the staffing industry and to our clients.

Employment businesses/agencies have a dual duty to ensure the health, safety and welfare of temporary workers within their premises and when supplying them to host employers.

Where engaging temporary staff, at any time and at any of its premises or operations, the Company must ensure that the health, safety and welfare of any temporary staff is given the same level of importance as that provided for its own staff.

Under health and safety legislation, both the employment business/agency supplying the temporary worker and the "client employer", have an obligation to safeguard the health, safety and welfare of temporary workers.

In the case of Contract for Services personnel supplied as Temporary workers to a host employer (the Client company), the Employment Business (Tempfix Solutions Limited - the Company) and the host employer (the Client Company) must ensure that adequate health and safety systems are in place and that adequate information, instruction and training is provided by the Client (host employer) at the appropriate point.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

All temporary workers are responsible to provide full, correct and clean PPE as follows:-

- White hard hat with chin strap
- Head torch (compulsory for night works)
- Safety glasses
- Gloves
- Hi viz (yellow) vest (and jacket for winter works) with red shoulder braces
- Hi viz (yellow) trousers
- Metatarsal boots OR Steel toe cap boots WITH Tarsal covers

Temporary workers must ensure that PPE is clean and in good condition at all times. Vests and Jackets should NOT display logos from any other client company. Any temporary worker arriving on site or at a Client Company depot wearing unsuitable PPE will either be asked to leave (resulting in non-payment for the shift) or will be offered to purchase PPE from them at a cost. The cost of any PPE will be recovered from wages. Please ensure that your PPE is in good condition at all times.



1. Metatarsal boots



2. Hard hat with chin strap



3. Headlamp



4. Gloves



5. Safety Glasses



6. Hi-viz Vest



7. Hi-viz trousers



8. Hi-viz jacket



WORKING TIME REGULATIONS 1998

TIMESHEETS

As a Temporary worker, it is your responsibility to confirm the hours worked each week to the Company. The working week runs from Monday to Sunday. You may complete a timesheet online on our webpage www.tempfixsolutions.co.uk OR if you have been issued with a timesheet by the TM Company you have been assigned with (please ensure that these have been signed off by a supervisor), please upload to the site at the end of the week. If for any reason you are unable to use the website to upload a timesheet or complete one, please text hours over on Sunday, but this is a last resort.

All timesheets are processed and sent to clients on Monday morning to be approved so it is imperative that they are sent by Sunday LATEST or at END OF SHIFT. Failure to provide client or web timesheets will result in either delay in payment or NON-PAYMENT.

ABSENCE OR LATENESS

If you are late or are unable to attend your placement you MUST call to advise. You are a Temporary worker but you accept assignments and if you are unable to fulfil the work then you need to call the day or night time supervisor with the TM Company in the first instance. If you are a driver and you are responsible for taking others to work then you must contact your co-workers as early as possible in order to give them an opportunity to make other arrangements for travel. You must also advise either Niki Ross or Perry Conway of the absence or lateness so that Tempfix are aware of you not being on site or your whereabouts generally. Failure to notify any of the above may result in the TM Company removing you from their requirement list AND for repeat offenders, Tempfix may no longer offer assignment for work due to unreliability for clients. Supervisor contact numbers are provided at the outset of assignments so it is imperative that these are saved for future use.

Niki Ross 07398 666 364
Perry Conway 07506 186 279
Amie Conway 07714 267 001

DRUG AND ALCOHOL POLICY

You must not be under the influence of drugs or alcohol when you report for work or during working time.

If you are taking medication or herbal remedies that may affect your work performance, or the safety, of yourself or others, you must inform the Company as soon as possible of which medication you are taking and the possible side effects.

The Company reserves the right to require you to undergo testing for alcohol or drugs in certain circumstances and prior to any assignment.

ACCIDENTS / INCIDENTS REPORTING

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) require fatal and specified injuries to workers, occupational diseases and certain dangerous occurrences to be reported directly to the appropriate enforcing authority.

Note the definition of "accident" includes acts of violence done to persons at work e.g. assault by an employee on a supervisor (or vice versa) over a work related matter.

It is your responsibility to ensure that all accidents, incidents, near misses and environmental issues

however small are reported in accordance with Company Procedures

All dangerous occurrences and potential hazards, including risks to the environment, should be reported immediately to your immediate supervisor and your contact at Tempfix Solutions Limited so that necessary actions can be taken.

ACCIDENT PROCEDURE

- Report all accidents no matter how minor, near misses and occupational ill health to your immediate supervisor or manager
- Ensure that all relevant details are entered into the site accident book as soon as possible and any injury treated by a First Aider
- The accident should then be reported to the Tempfix Solutions Limited (as soon as possible) either by yourself or a representative of the Client that you are on contract to.
- A representative of Tempfix Solutions Limited will then forward brief details of the accident together with your details, and the contract you are on, IMMEDIATELY to the Health and Safety department either by email.
- The accident will then be investigated by the H&S department to ensure that ALL regulatory requirements are met.
- An accident report will be completed for the H&S Manager with brief details being entered onto your record card.

HEALTH & SAFETY

The Company will do all in its power to ensure your well being and safety whilst at work. However any action by you which endangers the health and safety of yourself and others whilst at work may lead to action being taken which could result in the termination of your contract.

In order that the most satisfactory and safe working environments are created and maintained within the Company's and Client's premises and sites, published safety and fire rules and procedures must be observed at all times.

All accidents, no matter how slight, must be reported and entered into the accident book and any potential hazard, including environmental risk or unsafe condition must be reported to your immediate Manager or Supervisor and Tempfix Solutions Limited representative.

COMPLAINTS

Where you have a complaint relating to any aspect of your engagement provided by Tempfix Solutions Limited you should follow the procedure set below:

- You should first raise the matter with Niki Ross or Perry Conway. This should be done in confidence giving full details to allow him/her to fully consider your complaint.
- Should Tempfix Solutions Limited fail to resolve the matter within three working days of you raising the matter, you should refer the matter in writing to deal with your complaint.
- Full details of your complaint, together with all related correspondence will be filed in your Personal File unless you request in writing that this is not to be done.

EQUAL OPPORTUNITIES AND DIVERSITY

What this policy covers

The Company recognises the benefits of a diverse workforce and is committed to providing a working environment that is free from discrimination.

The Company will seek to promote the principles of equality and diversity in all its dealings with

employees, workers, job applicants, clients, customers, suppliers, contractors, recruitment agencies and the public.

All employees and those who act on behalf of the Company are required to adhere to this policy when undertaking their duties or when representing the Company in any other guise.

Your entitlements and responsibilities

Unlawful discrimination

Unlawful discrimination of any kind in the working environment will not be tolerated and the Company will take all necessary action to prevent its occurrence.

Specifically, the Company aims to ensure that no employee, temporary worker or job applicant is subject to unlawful discrimination, either directly or indirectly, on the grounds of gender, gender reassignment, race (including colour, nationality, caste and ethnic origin), disability, sexual orientation, marital status, part-time status, pregnancy or maternity, age, religion or belief, political belief or affiliation or trade union membership. This commitment applies to all aspects of employment, including:

- recruitment and selection, including advertisements, job descriptions, interview and selection procedures
- training
- promotion and career-development opportunities
- terms and conditions of employment, and access to employment-related benefits and facilities
- grievance handling and the application of disciplinary procedures
- selection for redundancy

Equal opportunities practice is developing constantly as social attitudes and legislation change. The Company will review all policies and implement necessary changes where these could improve equality of opportunity.

Recruitment of ex-offenders

The Company actively promotes equality of opportunity for all candidates, including those with criminal records where appropriate.

The Company requires you to provide details of any criminal record at an early stage in the application process. Any such information should be sent in a separate confidential letter to the designated person. Only those who need to see it as a formal part of the recruitment process will have access to this information.

Having a criminal record will not necessarily prevent you from being appointed.

Any recruitment decision will depend on the nature of the position and the circumstances and background of the offence(s). The Company will discuss with you the relevance of any offence to the job in question.

If you fail to reveal any information relating to disclosures in accordance with the Company Disclosures Policy, this may lead to the withdrawal of an offer of assignment.