



# AGENCY WORKER HANDBOOK



# Agencies do not take money for work.



If you have been approached by anyone asking for money to get you a job please call our worker protection team on 0161 244 9044 or email [helpline@resolvepersonnel.co.uk](mailto:helpline@resolvepersonnel.co.uk).

## Know your rights.

It is illegal for agencies to charge to register.

It is illegal for agencies to charge to find you a job.

It is illegal for agencies to charge for work.

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## **WELCOME TO RESOLVE PERSONNEL**

We are pleased that you have chosen to work for Resolve Personnel. With our expertise in specialist markets and a reputation for supplying the highest calibre of temporary and permanent personnel, we recognise that our success and reputation depends upon you.

This booklet will help you in preparing for and undertaking temporary assignments in addition to answering some of your questions. This booklet can only cover the main points, so if you have any further queries or need any help please contact your local Resolve Personnel branch.

We look forward to a mutually rewarding business relationship.

## **CONFIDENTIAL HELP LINE**

Resolve Personnel have made available to all workers a help line number on which you can contact us in complete confidence with any grievances you may encounter whilst working for Resolve Personnel. Please call 0161 244 9044 (charged at national call rates). If your call cannot be answered by a member of the helpline team, please leave a message along with your name and telephone number that you wish to be contacted on.

You can also contact us by writing to;

Workers Support Department  
20 St Petersgate  
Stockport  
SK1 1HD

Email: [help@resolvepersonnel.com](mailto:help@resolvepersonnel.com)

## **YOUR RESPONSIBILITY TO RESOLVE PERSONNEL AND OUR CLIENTS**

We will always endeavour to offer you suitable assignments and we expect our drivers to maintain a high level of professionalism and conduct.

If, for any reason, you are unable to fulfil a booking please contact us immediately so that we can arrange a replacement.

If any of your circumstances change, please inform us. This could be a change of address, a new phone number, a new skill learnt, any other change in your details or wellbeing.

In order to continually improve our service, we will ask you to provide feedback on your assignments and the quality of our service. Clients may also complete assessment forms after each assignment.

You should follow the dress code requirements for each client, seeking guidance from your local branch contact.

At the end of your assignment please make sure that you take all personal belongings with you and return anything issued to you by the client e.g. security passes, uniforms etc.

Anyone from non EU countries must have a valid Visa or IND card to be able to work in the UK.

## **REGISTRATION**

This handbook includes mini versions of some of the documents you signed at registration. Please find these in the appendices 1-4. If you would like further advice or information on these documents, please contact your branch.

Please note that your agency does not need to keep your passport or identity documents and has no right to hold them. However, they may take copies for your personnel file. **If someone refuses to return your passport please contact the Resolve Personnel help line 0161 244 9044 (charged at national call rates) in the first instance.**

## **TOTAL QUALITY**

An organisation's existence depends upon its customers, so satisfying their requirements must be its main aim. This can only be done by putting quality into everything we do.

### **Customers expect quality because;**

- They want a reliable service
- They want it to meet their requirements
- They want value for money

### **Quality is important to you because;**

- You want job satisfaction
- You want to enjoy your work
- You want to do a good job
- You want respect

### **This quality matters to both our clients and to Resolve Personnel because;**

- Our customers demand it
- Our future success depends on it

## **INTERNAL CUSTOMER-SUPPLIER SATISFACTION**

Any company is a complicated chain of activities with people depending on the quality of work they receive from others.

Within a company, every individual has their own internal customers who depend upon you to do your job right first time. It only takes one small hiccup to make the whole chain fall apart.

- Quality is the responsibility of everyone
- Get things right first time, every time
- Quality is achieved by preventing things from going wrong

## **WAGES**

You will be paid at least the national minimum hourly rate for your service which will be paid to you on a weekly basis in arrears.

## **NATIONAL MINIMUM WAGE**

Everyone working in the UK is entitled to be paid the National Minimum Wage (NMW) or where age applicable National Living Wage. You can be paid more than NMW but you must not be paid less.

The rates are fixed by law. There are different rates depending on your age. To find out the current National Minimum Wage Rates please look on - [www.gov.uk/national-minimum-wage-rates](http://www.gov.uk/national-minimum-wage-rates) or ask your Resolve Personnel representative who will be able to supply you with the current rates.

If you think you are being underpaid by your agency or want advice or information about the NMW you can call the Resolve Personnel helpline number 0161 244 9044 (charged at national call rates) in the first instance, they will endeavour to resolve any problems or answer any questions.

## **DEDUCTION FROM WAGES**

Other than PAYE TAX and National Insurance (NI) contributions agencies can only make deductions from your wages if you have agreed in writing beforehand to the deductions being made or if the law or your contract with your agency allows or requests the deductions. The things for which you can expect your agency to make deductions without needing your agreement include:-

## **TAX AND NATIONAL INSURANCE**

In almost all cases your agency must deduct money from your wages for National Insurance contributions.

Once working for Resolve Personnel, please ensure that you provide your P45 or complete a P46.

If you are liable to pay National Insurance you will need a UK National Insurance number. If you do not have a National Insurance number, you should contact Jobcentre Plus at [www.gov.uk/apply-national-insurance-number](http://www.gov.uk/apply-national-insurance-number) (Jobs and Benefits office in NI) to apply for one. Your agency will still deduct NI even if you have not registered using an emergency NI code.



Some agencies may offer you a job without paying National Insurance or tax (known as 'cash in hand'). This is against the law. Please report this to us on 0161 244 9044 (charged at national call rates).

## **UK TAX**

UK tax is also payable on your wages for UK work. Resolve Personnel will make the necessary arrangements and deduct the money (for UK Tax) from your wages.

If you have not earned over the Tax threshold whilst working in the UK and you are planning on returning to your home country you may be entitled to a rebate, please contact the HMRC on 0300 200 3319 (or +44 135 535 9022 if you are calling from abroad).

When calling the HMRC you will need your national insurance number to hand and the company PAYE number you have been working for. These details will be on your P45. Please check your pay slip to see who you are paid by and contact this payroll company for your P45. This may not always be Resolve Personnel it may be a third party so please check your payslip for the information. You should seek proper accountancy advice on this matter to determine if and what you may be entitled to claim. You may find the following websites helpful.

<http://www.hmrc.gov.uk/incometax/personal-allow.htm>

<http://www.hmrc.gov.uk/incometax/refund-reclaim.htm>

<http://www.hmrc.gov.uk/agents/index.htm>

## **OBTAINING A NATIONAL INSURANCE NUMBER**

If you do not currently hold a National Insurance Number you will need to make an appointment with the Job Centre Plus. More information on obtaining a National Insurance Number can be found on [www.gov.uk/apply-national-insurance-number](http://www.gov.uk/apply-national-insurance-number). If you have any problems please speak to your Resolve Personnel contact.

## **BANK ACCOUNT**

Your money will be paid into your personal bank account, therefore if you do not have a bank account on your registration, please speak to a Resolve Personnel representative and they will advise you on what to do next. Please be aware that you will need to have an original ID or passport and proof of address to able you to open a bank account in the UK.

## **EU DRIVERS HOURS RULES – MAIN LIMITS FOR DRIVERS**

If you are driving and are subject to EU Drivers hours rules please ensure you are familiar with the VOSA guide on Rules on Drivers hours and Tachographs (revised 2011), a full version can be found on: <https://www.gov.uk/government/collections/drivers-hours-rules-and-guidance>

The current limits on drivers' hours as specified by the EU rules are summarised in the following table.

Breaks from driving	A break of no less than 45 minutes must be taken after no more than 4.5 hours of driving. The break can be divided into two periods – the first at least 15 minutes long and the second at least 30 minutes – taken over the 4.5 hours.
Daily driving	Maximum of 9 hours, extendable to 10 hours no more than twice a week.
Weekly driving	Maximum of 56 hours.
Two-weekly driving	Maximum of 90 hours in any two-week period.
Daily rest	Minimum of 11 hours, which can be reduced to a minimum of 9 hours no more than three times between weekly rests. May be taken in two periods, the first at least 3 hours long and the second at least 9 hours long. The rest must be completed within 24 hours of the end of the last daily or weekly rest period.
Multi-manning daily rest	A 9-hour daily rest must be taken within a period of 30 hours that starts from the end of the last daily or weekly rest period. For the first hour of multi-manning, the presence of another driver is optional, but for the remaining time it is compulsory.
Ferry/train daily rest	A regular daily rest period (of at least 11 hours) may be interrupted no more than twice by other activities of not more than 1 hour's duration in total, provided that the driver is accompanying a vehicle that is travelling by ferry or train and has access to a bunk or couchette.
Weekly rest	A regular weekly rest of at least 45 hours, or a reduced weekly rest of at least 24 hours, must be started no later than the end of six consecutive 24-hour periods from the end of the last weekly rest. In any two consecutive weeks a driver must have at least two weekly rests – one of which must be at least 45 hours long. A weekly rest that falls across two weeks may be counted in either week but not in both. Any reductions must be compensated in one block by an equivalent rest added to another rest period of at least 9 hours before the end of the third week following the week in question.

## **WORKING TIME REGULATION**

The regulations say 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 from time to time, companies may want you to work for longer hours. For this reason we may ask you to work for more than 48 hours a week on average, though of course you are under no obligation to do so. You should note that the maximum 48 hour week is an average number of hours, that average is worked out 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. It is also important to remember that if you have been working for us less than 17 weeks, the hours you work are averaged over the actual number of weeks you have been working. You may opt out of the 48 hour regulation at any time.

## **DAILY REST**

You are entitled to 11 hours rest from work in each 24 hour period as 13 hours is the maximum you can work per day. If you are under the age of 18 you are entitled to 12 hours rest from work you must take this time off as 8 hours is the maximum you can work per day.

## **WEEKLY REST**

You are entitled to at least 1 day off a week, or 2 days off in any 2 consecutive weeks. If you are under the age of 18, you are entitled to 2 days off per week.

## **REST BREAKS**

The company to which you are assigned will allow you a break from work of at least 20 minutes if your assignment lasts for more than 6 hours a day. If it is practicable, you may take this away from your work station. Make arrangements with the client about rest/lunch breaks. If you are under 18 you are entitled to a rest break of 30 minutes if your assignment lasts for more than 4.5 hours. These rest breaks are normally unpaid. A weekly rest period that falls in 2 weeks may be counted in either week, but not in both.

## **NIGHTSHIFT**

A worker should only work on average, 8 hours per 24 hour period. Night shift work is generally regarded as any time between 10pm - 6am.

You would determine if a worker was a night worker if they worked at least 3 hours during the night time period (10pm-6am).

## **RECORDING HOURS**

As a responsible and compliant driving agency we take driver health and safety seriously. Whilst it is your legal responsibility to ensure that you work within the Drivers Hours Rules, we also do everything possible to record and manage the hours that you work. But to do this thoroughly and accurately we rely upon you recording all of the hours, POA, and breaks that you take, whilst on an assignment for us. Just as importantly we also rely upon you telling us about any other work that you undertake as this impacts upon the accuracy of our recorded information.

If you are in any doubt about the hours that you have worked, or more importantly the rest breaks that you must take, or the number of hours that you can legally work, then please speak to us and we will do everything possible to help, but please remember that the law is quite clear and that the legal responsibility for the hours that you work rest with you.

## **ATTENDANCE/CLOCKING IN**

You must clock or sign in on arrival at work. You must also remember to clock or sign out properly at the end of your shift. You must not clock or sign anyone else in or out. You must use the Resolve Personnel timesheet provided and submit a signed copy back to your Resolve Personnel branch.

It is vitally important that you sign/clock in and out and complete your timesheet, as these systems are used to generate your pay and is also used for fire evacuation purposes. If you are using a manual signing in system, please ensure your name is readable and in capital letters.

If you are going to be late or absent, please contact your Resolve Personnel representative on the telephone numbers provided, as early as possible.

## **ABSENTEEISM**

Once you have confirmed that you are working on a particular day, it is expected that you will attend. Any unauthorised absence could lead to disciplinary action being taken.

## **STATUTORY SICK PAY**

Workers whose weekly wage exceeds the National Insurance Lower Earnings Limit are entitled to claim Statutory Sick Pay (SSP). This is only payable following three days consecutive illness. No payment is made for up to three days of absence through sickness.

## **HOLIDAYS**

You are entitled to 5.6 working weeks paid holiday a year. So if you have a contract for a year's work and work five days a week you are entitled to 28 days paid holiday. If your contract is for six months and you work five days a week you are entitled to 14 days paid holiday. These days may include bank/public holidays; please refer to your contract.

The Company's holiday year commences on the Company's financial year week 1 each year and concludes on week 52 each year, for the avoidance of doubt week numbers are displayed on your pay slip. Unused entitlement cannot be carried over into the following year.

Workers who leave or join the Company during the holiday year are entitled to a pro-rata holiday allowance, based on how much of the year they have worked for the Company.

Workers who leave and have not fully used their pro rata entitlement will be reimbursed by payment in lieu.

In the event that a worker has not used up their entitlement at the end of the holiday year, they will lose all unused entitlement. Please note that you cannot save up your holiday entitlement to receive it as a payment in lieu at the end of the holiday year.

### **IF YOU WANT TO TAKE HOLIDAY**

You must give your Resolve Personnel representative advance notice that you want to take holiday. This notice should be at least twice as long as the amount of holiday you want to take (for example, you should give two weeks' notice for one week's holiday). You will need to complete a holiday request form and this will then be authorised by the Branch Manager.

Your agency can refuse permission for your holiday as long as they give you notice which is at least as long as the holiday requested (so to refuse a request for a week's leave, they would have to tell you a week in advance).

Your contract may set out other rules about when you can take your holiday. This is allowed so long as the rules don't effectively prevent you from taking holiday at all.

### **IF YOUR AGENCY WANTS YOU TO TAKE HOLIDAY**

Your agency can decide when some or all of your holidays must be taken. For instance, they may require you to take some of your holiday to cover the bank holidays, or may require the whole company to take holiday during a Christmas shutdown. This may be in your contract of employment, or it may be normal practice built up over time. An agency has to give the same amount of notice as you do.

**Please advise us if you have been prevented from using your holiday by contacting your Branch or by contacting our helpline number 0161 244 9044, to be charged at a national call rate.**

### **PREGNANT WORKERS**

Resolve Personnel would like to highlight that any female workers who are pregnant and working, must inform their Resolve Personnel supervisor immediately. We can then arrange for a Risk Assessment form to be completed to ensure you or your unborn baby's health are not put at risk. There may be some areas of a factory or tasks that are deemed unsafe for you. It is our duty to place you in a safer and more suitable area while pregnant.

You will receive a MATB1 form on your 20 week check up with your midwife, please complete this and send to your Resolve Personnel office, taking a copy for yourself. This will be forwarded to the payroll team to process and calculate maternity pay if due.

You are not entitled to maternity leave, however female workers that meet the qualifying criteria for statutory maternity pay will receive this for a period of up to nine months, whilst not working. Workers need to discuss all arrangements with their manager prior to beginning this period.

### **PATERNITY PAY**

Expectant and new fathers who meet the qualifying terms in relation to paternity pay, are entitled to be paid for two weeks whilst not working at the same rate as statutory maternity pay.

Paternity must be taken within the first eight weeks of the child's birth.

Workers are required to show the company's management a relevant MAT B1 when making a request for paternity pay.

### **HARASSMENT AT WORK**

It is the policy of Resolve Personnel that harassment will not be permitted or condoned.

Resolve Personnel defines harassment as consisting of unwelcome, offensive, abusive, belittling or threatening behaviour. It is usually based on some real or perceived difference such as sex, race or disability, which may lead to the individual being offended, humiliated, intimidated or disadvantaged.

The company recognises the Protection from Harassment Act of 1997, whereby it is unlawful to pursue a course of conduct, which amounts to harassment of another and where the person in question knows or ought to know what amounts to harassment of another.

Resolve Personnel will not tolerate any forms of sexual and racial harassment and seeks to ensure that the working environment is sympathetic to all workers.

The company recognises that it is unlawful to treat someone unfairly because of their gender, skin colour, nationality or disability.

If you feel you are being harassed at your place of work, please report this to your Co-ordinator of Branch Manager.

## **SEXUAL HARASSMENT**

Sexual harassment at work is unlawful, the harasser may be held liable for any unlawful actions. Women and men have the right to work in an environment free from sexual intimidation.

Sexual harassment takes many forms, from relatively mild sexual banter to actual physical violence. Staff may not always realise that their behaviour constitutes sexual harassment but they must recognise that what is acceptable to one person, may not be acceptable to another. Sexual harassment is described as any form of behaviour, which makes a reasonable person feel that someone else is treating them as a sexual object or demeaning that person because of their sexual orientation.

Some examples include:

- Insensitive jokes or pranks
- Lewd comments about appearance
- Unnecessary body contact
- Displays of sexually offensive material
- Requests for sexual favours
- Speculation about a person's private life and sexual activities
- Threatened or actual sexual violence
- Threat of dismissal, loss or promotion etc for refusal of service



## **RACIAL HARASSMENT**

Racial harassment at work is unlawful and, as sexual harassment, the harasser may be held liable. All staff have the right to work in an atmosphere free from racial intimidation. Racial harassment is described as any hostile or offensive act of expression (or incitement to commit an act or expression) by a person of one racial or ethnic origin against a person or another, where the grounds for such behaviour are racial.

Grounds for racial harassment are identified by The Commission for Racial Equality as the grounds of race, colour, and nationality including citizenship or ethnic or national origins. Intentional racial harassment is a criminal offence.

Racial harassment can take many forms, from relatively minor abuse to actual physical violence.

Examples of harassment include:

- Insensitive jokes related to race
- Pranks
- Deliberate exclusion from conversations
- Abusive or insulting words or behaviour
- Displaying words or pictures

## **WORKPLACE BULLYING**

Workplace bullying or harassment is behaviour which is intended to create, or which results in, a working environment which is offensive, hostile or intimidating.

Although typically the initiator of such behaviour is in a position of power or authority this does not have to be the case.

Workplace harassment or bullying can occur to, or be initiated by, a single person or a group of people. Resolve Personnel seeks to create a working environment in which people are able to realise their full potential and therefore cannot condone workplace bullying. Complaints of bullying or harassment will be dealt within accordance with the procedure set out under this code.

## **GRIEVANCE PROCEDURE FOR WORKERS ENGAGED ON CONTRACTS FOR SERVICES.**

If you have any issues relating to your assignment or the services provided by Resolve Personnel, these issues should be raised in the first instance with your on-site coordinator or branch manager. A Resolve Personnel representative may wish to meet with you to discuss the matter further.

If you disagree with the outcome of the complaint or do not feel that the matter has been adequately resolved then you can, should you wish, escalate this matter by referring your complaint to the Resolve Personnel Workers Support team in confidence write to us at the following address :-

Workers Support Department  
Resolve Personnel  
20 St Petersgate  
Stockport  
SK1 1HD

## **DISCIPLINARY PROCEDURE FOR WORKERS ENGAGED ON CONTRACTS FOR SERVICES.**

Whilst you are working on an assignment, its continuation is subject not only to the continued requirements of the client for you to provide services but also the Client being happy with your performance and conduct. Accordingly as set out in your temporary workers agreement there are certain standards which need to be met.

If we are advised by a client that they have some concerns regarding these standards or your performance, we may, if the client wishes you to continue in the assignment, ask that you meet with us to discuss such matters. If we and/or our client feel it necessary we may notify you that in order for the client to require your assignment to continue, or in order that we may meet our contractual obligations to the client, there will need to be an improvement in your conduct or performance.

## GENERAL INFORMATION

Resolve Personnel are committed to ensuring good health and safety practises, and in conjunction with our clients, wish to ensure that our temporary workers are not subject to any hazards or risk that may result in injury or disease. Therefore you must comply with the health & safety rules on each site.

- You must not become involved in Horseplay or practical jokes
- You must follow all rules pertaining to no smoking areas

## HEALTH & SAFETY SIGNS

You will see signs around the assignment company's place of work which maybe unfamiliar to you. If you are in doubt, ask what the sign means. Below are the most common signs that you could see on your assignments and what they mean.

Prohibited ie: **DON'T**



Pedestrians prohibited



No naked flames



No smoking

Warning ie: **BEWARE**



Caution  
fork-lift trucks  
operating



Poison



Danger high  
voltage

Safe condition ie: **THE SAFE WAY**



First aid



Eye wash

Mandatory ie: **MUST DO**



Protective  
footwear must  
be worn



Safety gloves  
must be worn

## **WORKING PRACTICES**

- You must not operate any item of equipment unless trained and authorised to do so.
- You must not remove any guarding from equipment used or deviate from your authorised usage of equipment.
- You must report immediately any equipment defect, and never attempt to repair.
- You must undertake all duties as instructed and never deviate.

## **HAZARDS/WARNING SIGNS AND NOTICES**

- You must comply with all hazard/warning signs and notices displayed on the premises (some shown on previous page).

## **WORKING CONDITIONS/ENVIRONMENT**

- You must make proper use of all equipment and facilities provided to control working conditions/environment.
- You must keep you and your work areas clean and tidy.
- You must dispose of waste/scrap in the appropriate receptacles.

## **HEALTH**

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

## **SICKNESS, FLU/SWINE FLU, COUGHS, COLDS & ILLNESSES.**

Advice to staff - If you think you have flu

**IF YOU HAVE SYMPTOMS OR FEEL ILL PLEASE STAY AT HOME  
IN THE FIRST INSTANCE SO AS NOT TO INFECT FELLOW  
WORKERS**

Fur further information on Pandemic Flu, online diagnosis or help please visit following websites:

<http://www.nhs.uk/symptomcheckers/Pages/Symptoms.aspx>  
[www.gov.uk/pandemic-flu](http://www.gov.uk/pandemic-flu)

As part of Resolve Personnel's measures to prevent outbreaks of any sickness in our workforce, we are taking some specific steps to ensure all staff have been updated with relevant information, which all staff should follow.

## **Prevention**

To reduce the risk of catching or spreading any virus you should:

- Cover your mouth and nose when coughing and sneezing, using a tissue.
- Throw the tissue away quickly and carefully.
- Maintain good basic hygiene, wash your hands regularly with soap and water.
- Avoid touching the face with the hands, including avoiding licking the fingers to sort paper.
- Use alcohol gels and wipes if hand washing facilities are not easily available.
- Clean surfaces (like door handles and phone handsets, computer keyboards) frequently with an antibacterial cleaning product.

## **If you get the flu or any other virus**

Catching swine flu, or influenza A (H1N1), will feel like seasonal flu, the advice given by the NHS and Resolve Personnel is:

- Stay at home and rest.
- Contact your branch and co-ordinator and place of work immediately and let them know you are sick and unable to work.
- You may take medicines like aspirin, ibuprofen or paracetamol (following the instructions – remember children under 16 should not be given aspirin or readymade flu remedies).
- Drink plenty of fluids.
- Check your symptoms by going to the NHS flu symptom checker. This can be found on - <http://www.nhs.uk/symptomcheckers/Pages/Symptoms.aspx>

If after being in contact with your GP or NHS (tel. 111) you are subsequently diagnosed as having swine flu or any infectious illness you must ensure you are 100% fit and well before returning to work.

Before returning to work after any absence due to illness, you must give to your Resolve Personnel co-ordinator a note from your doctor stating you are fit to return to work.

**If you come into contact with someone diagnosed as having Swine flu.**

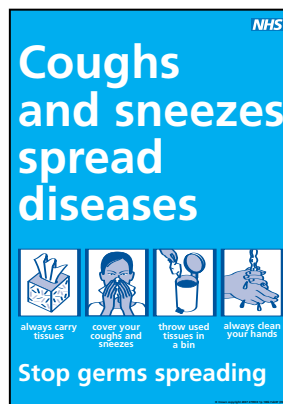
Please seek advice by telephoning your GP or NHS (tel. 111).

You should advise you co-ordinator, branch and immediate supervisor at your place of work. You should keep a close eye for any symptoms. If you feel unwell or develop a temperature you must stop work immediately, report the illness to your supervisor and Resolve Personnel coordinator/branch and go home then follow the above instructions for diagnosis.

Symptoms may be as followings :-

- |                       |                      |
|-----------------------|----------------------|
| • Fever               | • Cough              |
| • Shortness of breath | • Headache           |
| • Sore Throat         | • Tiredness          |
| • Aching muscles      | • Chills             |
| • Sneezing            | • Runny nose         |
| • Loss of appetite    | • Limb or joint pain |
| • Sickness            | • Diarrhoea          |

If you are at your place of work when any of these symptoms occur please report immediately to your team leader, supervisor and Resolve Personnel co-ordinator.



## **YOUR RESPONSIBILITIES UNDER HEALTH AND SAFETY REGULATIONS**

- You must not misuse any machinery or equipment provided to safeguard your own health, safety and welfare or that of people coming in to contact with you or your work.
- When using machinery and appliances you must safeguard your own health and safety and that of persons who come in to contact with you or your work.
- You are breaking the law if you intentionally and without reasonable cause do anything to cause danger to yourself or others.
- You must co-operate with our clients in order to comply with the duty or requirements specified by health and safety regulations.
- You must follow all rules and regulations to ensure your own health and safety.
- You must not attempt to carry out work of a dangerous nature or operate machines unless you have been suitably trained.
- You must learn the appropriate safe working methods for the duties you are required to undertake and use them at all times.
- If you are in doubt about any instructions, regulations or rules, ask for further guidance from your supervisor before starting work.

## **ACCIDENT REPORTING**

If you are unfortunate and have an accident at work you must see the company first-aider, irrespective of how minor the injury, and ensure that details are entered into the company accident book.

You should also report any 'near miss' situations, where an injury could have occurred and any incidents in which damage is caused to property.

All kinds of injuries should be reported immediately especially any injury requiring hospital treatment or admittance to hospital; broken bones, amputation of limbs or fingers, eye injury, electric shock, loss of consciousness.

If any member of the public is injured as a result of your own activities or those of the client for whom you are working this must also be reported.

You must report details of any accidents to Resolve Personnel as well as the client.

### **PERSONAL PROTECTIVE EQUIPMENT (PPE)**

When offering you work we will inform you of any personal protective equipment you are required to take to your assignment, this can be provided by Resolve Personnel.

If you arrive for work at any time without the required safety clothing you will be turned away.

You will also be informed of any personal protective equipment that will be provided by the company you are to work for. You must ensure that you receive all items of protective clothing you were told to expect before commencing work.

You must wear protective equipment where required.

Any personal protective equipment provided to you must be returned to Resolve Personnel at the end of any assignment.

If you already have your own PPE and wish to use this for an assignment we will ask you to sign a PPE waiver form to confirm to us that you are happy to use your own. We will also want to inspect the PPE to ensure it is suitable for your assignment.

### **WAREHOUSE SAFETY**

Every year, poor health and safety practices in the workplace lead to hundreds of accidents causing injury and even death.

The transport and distribution industry can be particularly dangerous. Accidents involving vehicles in the workplace kill around 70 people a year and cause more than 20,000 reportable injuries, over a third



of which involve lift trucks. More than a third of workplace accidents leading to three or more days off work result from manual handling accidents.

Such injuries cause suffering for those involved and their dependents, and often incur heavy costs for the agency's business. Even an accident not causing injury may result in costly damage to vehicle, buildings or goods. Yet most, if not all, are entirely preventable.

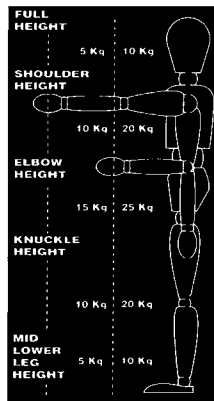
## WEIGHT GUIDELINES

There is no such thing as a completely 'safe' manual handling operation but the guidelines here will reduce the risk of accidents. It must be remembered, however, that these are guidelines and not legal limits.

Each box shows the guideline weight for lifting and lowering and will give reasonable protection to nearly all men and to between half to two thirds of women. To provide similar protection to nearly all women, reduce the guideline weights by about a third.

It is also important to:

- reduce the weights by 10% if the handler turns through 45° and 20% for 90° turns
- reduce the weight by:
  - 30% if the operation is repeated once or twice per minute
  - 50% if the operation is repeated five to eight times per minute
  - 80% if the operation is repeated more than 12 times per minute



## **SAFE MANUAL HANDLING**

### **Remember**

- Where possible manual handling should be avoided by the use of a trolley or other device
- Good manual handling at all times will help to prevent health problems occurring
- Wear suitable protective clothing, such as boots, gloves and overalls

### **BEFORE COMMENCING ANY LIFT, ASK YOURSELF**

- Can I avoid manual handling by the use of a trolley or other device?
- If manual handling is required, am I capable of this single person lift? If not arrange for a two-person lift. \*
- Are there any trip hazards in the carrying route?
- Can these trip hazards be removed prior to a lift?
- Are there any restricted width or height areas in the carry route?
- Are there any falling hazards?
- Can the vehicle to be loaded/unloaded be brought closer?
- Are there any factors that could affect safety (i.e. humidity, delivery area, etc)?

\* If you think you require further information or training reminders on correct manual handling techniques, refer to the following sections or inform your Resolve Personnel contact.

## **WHY SHOULD I LEARN THE RIGHT WAY TO MOVE AND LIFT THINGS?**

Every year thousands of injuries are caused by not lifting and carrying correctly. Learning the right way to handle objects will ensure that you stay fit and healthy and avoid any injuries or accidents. Common injuries are;

- Ruptured discs
- Sprained ligaments
- Sprained and inflamed tendons
- Muscular injuries
- Trapped nerves
- Hernias
- Fractures
- Cuts and crushing to parts of the body, for example when a load is dropped onto fingers or feet

Some injuries occur immediately but many develop gradually. Most will cause significant pain and result in absence from work.

## **HOW TO PREVENT INJURIES**

As with all health and safety issues, the simplest way of preventing injuries from occurring is to eliminate the hazard. In this case the hazard is the need to carry out manual handling. This cannot be avoided in a warehouse/removals environment. In this case the task involved needs to be assessed, deciding which risks are associated with the task and how they can be reduced or eliminated.

## **THE FOLLOWING POINTS NEED TO BE CONSIDERED WHEN ASSESSING THE JOB;**

- The task to be carried out.
- The load to be moved.
- The environment in which the handling is taking place.
- The capability of the individual involved in the manual handling.
- The next section of the workbook is designed to help you know what to look for and ensure that you are capable of carrying out the tasks assigned to you.

a) **THE TASK**

- Carry loads close to the body because lifting and carrying at arms length increases the risk of injury.
- Avoid awkward movements such as stooping or twisting.
- Try not to lift from the floor or from above shoulder height.
- Plan ahead-use teamwork where the load is too heavy for one person.

b) **THE LOAD**

- Try to reduce the weight of the load, try not to carry too much at any one time.
- Make sure you have a firm grip of the load.
- Ensure sharp edges are covered up; use a blanket or a sheet.
- Wear suitable protective equipment such as gloves, footwear and overalls.

c) **THE ENVIRONMENT**

- Remove obstructions and ensure that you have a clear path to your destination.
- Ensure that the floors are not slippery or loose.

d) **THE INDIVIDUAL (YOU)**

- Never attempt to lift anything unless you have been trained to do so.
- Always ensure that you are capable of undertaking the task.

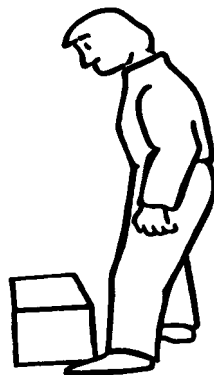
## **CORRECT LIFTING**

Remember correct manual handling must be followed to minimise the risk of injury. The techniques below should be followed at all times, even at home.

### **1. PLANNING AND PREPARATION**

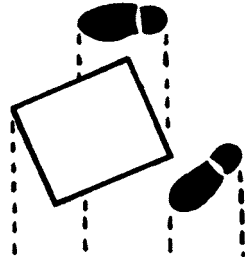
**Think! Think! Think** about what you are going to lift and plan the lift. This only takes a few seconds.

- Consider what you will be lifting, where you will put it and how you are going to get there?
- Assess the weight and centre of gravity of the load, is it weighted to one side?
- Assess the size of the load, can you grip it safely and still see where you are going?
- Assess whether or not you can safely lift the load on your own. Remember to ask for help.
- If more than one person is involved in the lift then plan and discuss together. Someone has to take the lead.
- Plan your route, remove obstructions and ensure that the floor is safe.
- Make sure you are wearing the right protective equipment to carry out the task.
- Ensure that you can maintain a firm grip.
- Consider taking a rest stage when moving a heavy load, remember to avoid putting the load on the floor.
- Avoid carrying unsafe loads. If in doubt re-package.



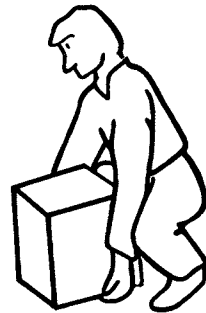
## 2. POSITION

Stand with your feet apart and your leading leg forward. Your weight should be even over both feet. Position yourself (or move the load) so that the heaviest part is next to you. If the load is too far away. Move toward it or bring it nearer before starting to lift.



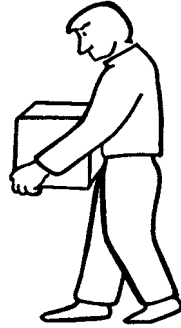
## 3. THE LIFT

- Always use the correct lifting posture.
- Bend the knees slowly, keeping the back straight.
- Tuck the chin in on the way down.
- Lean slightly forward if necessary and get a good grip.
- Keep the shoulders level, without twisting or turning from the hips.
- Try to grip with the hands around the base of the load.
- Bring the load to waist height, keeping the lift as smooth as possible.



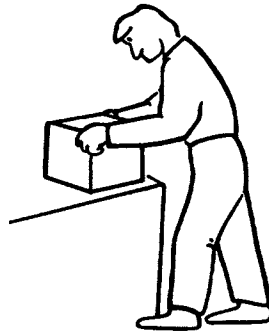
#### **4. MOVE THE LOAD**

- Move the feet, keeping the load close to the body.
- Proceed carefully, making sure that you can see where you are going.
- Avoid twisting the body, stooping or leaning back.



#### **5. LOWER THE LOAD**

- Lower the load, reversing the procedure for lifting.
- Avoid crushing fingers or toes as you put the load down.
- Position and secure the load after putting it down.



**REMEMBER TO REPORT ANY PROBLEMS IMMEDIATELY**

#### **OTHER LIFTING TECHNIQUES**

##### **1. Reaching Overhead**

- Try to assess the weight of the object first.
- Use a step stool or ladder and never reach above your shoulders.
- Slide the load close to the body. Be sure to keep a solid footing and a firm grasp.
- Let your arms and legs do the work. Ensure that you have a safe place to put the load.

## **2. OVERSIZED OR HEAVY LOADS (TWO PERSON LIFT)**

- Work as a team; use a two-person lift.
- Make sure one person directs the lift.
- Lift at the same time.
- Keep the load level when carrying.
- Move smoothly together and unload at the same time.

## **3. BAGS AND SACKS**

- Assume the safe lifting position.
- Grasp the load at opposite top and bottom corners.
- Power your body up with your legs and use your arms to raise the load to rest on your hip.
- Fully stand and move the load to rest on your shoulder.

## **4. LONG OBJECTS**

- Carry lumber, pipe and other long objects over the shoulder.
- Be careful ends don't hit anyone or anything.



## Safe Lifting Reminders

From the list below put a tick against the things you think are good lifting techniques and a cross against those you think should be avoided.

	x	✓
Think and plan before you lift		
Twist while carrying or lifting		
Bend at the waist		
Squat — bend at the knees		
Ensure you have a firm grip		
Position yourself		
Lift with your back		
Keep the shoulders level		
Position and secure the load		
One person in charge of two-person lift		
Carry the load at arms length		
Clear your route/check route		
Reach over your shoulders		
Pull any load		
Carry the load close to your body		

**Total number correct**

## **HEALTH AND SAFETY AT WORK**

Your agency and the employment agency are required by law to ensure a good standard of health and safety for you and give you any training you need to do your work safely. If you are worried, raise the issue initially with your branch. If no action is taken or you are unhappy with the action taken, you can contact the Resolve Personnel helpline number 0161 244 9044 (charged at national call rates). We will endeavour to resolve the problem or take this matter further on your behalf.

## **REGISTERED**

### **Assignments**

Once you have registered with Resolve Personnel we will immediately take up references. These are taken up verbally wherever possible in order to speed the process of finding you a suitable assignment.

### **Assignment Briefing**

When we have found a suitable assignment for you we will give you the details and check your availability and confirm you are happy to accept. We will also advise you of your hourly rate and hours of work, along with all Health & Safety information prior to commencing an assignment. Once you have accepted, we will confirm your details with the client. It is important you complete an assignment if you choose to accept it.

### **Assignment Preparation**

We will give you the full details of your assignment together with the working environment and the dress code. We will also advise you who you should report to as well as instructions on how to get there. It is important you are punctual and work the full hours.

### **On assignment**

Remember - help us to help you by staying in touch and keeping us informed as to how you are getting on. Your Resolve Personnel consultant will always be available to offer you any advice or encouragement and to deal with any queries you may have.

### **Client assignment changes**

If the client informs you of any change in your job specification or tells you that your assignment will be shorter or longer than originally planned, please inform your Resolve Personnel Consultant immediately who will confirm any changes.

### **Quality service levels**

We are committed to meeting your needs and in the same way we are also committed to supplying a quality service to our clients. As our ambassador you are representing Resolve Personnel and we ask you to act and dress in a professional and business like manner at all times in keeping with your working environment. Help us to help you!

Remember, if you can't attend work, you must inform your Resolve Personnel representative immediately. If you do not turn up to work without informing your Resolve Personnel representative, you may face disciplinary action.

### **DRIVER TRAINING**

To find out more about Driver CPC training or indeed any other form of Driver Training, please speak with your local Resolve Personnel branch.

### **MOBILE PHONES POLICY**

The use of mobile phones in certain circumstances produces a risk not only to the user but also to others in the vicinity, when the attention of the user may be distracted.

In order to reduce the risk, the following policy must be adopted.

- The use of hand-held mobile phones whilst driving is illegal and drivers must not use a hand-held mobile phone under any circumstances whilst driving, as this presents a danger not only to the driver but also to other road users.
- Where it becomes necessary to use a hands-free mobile, drivers should consider bringing their vehicle to a stop at a safe location, giving due regard to the classification of the road conditions at the time.
- Should the facility allow, drivers should consider switching off their mobile phone whilst driving and activate the voice mail facility on the mobile phone. This will allow messages to be delivered at a convenient time when conditions allow.
- Where stipulated, certain vehicle manufacturers indicate that mobile phones without an external aerial attached should not be operated under any circumstances within their vehicles due to the

possible effects on vehicle electronics and other devices, e.g. air bags. Vehicle handbooks should be referred to for further information.

- Due to the potential lapse of concentration which would place an individual, and others, at risk, mobile phones should not be used whilst operating any item of work equipment or whilst undertaking servicing or repair of vehicles.

- Mobile phones should not be operated under any circumstances in potentially flammable or explosive atmospheres. This includes areas for storage of flammable liquids, including petrol station, and storage areas for explosive devices e.g. air bags.

With regards to possible health effects from radiation whilst using mobile phones no prescriptive and definitive information has yet been produced.

## **SMOKE-FREE POLICY**

### **Purpose**

This policy has been developed to protect all employees, service users, customers and visitors from exposure to second-hand smoke and to assist compliance with the smoke-free provisions of the Health Act 2006.

Exposure to second-hand smoke, also known as passive smoking, increases the risk of lung cancer, heart disease and other illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not completely stop potentially dangerous exposure.

### **Policy**

All of our workplaces are smoke-free and all of our workers have a right to work in a smoke-free environment.

Smoking is prohibited throughout the entire workplace with no exceptions. This includes all company vehicles used by one or more persons and those privately owned vehicles used for business purposes if other workers have to travel in that vehicle. This policy applies to everyone.

### **Implementation**

All employees are obliged to adhere to, and to facilitate the implementation of the policy.

Appropriate 'No Smoking' signs will be clearly displayed at or near the entrances to the premises, and in company vehicles provided to individuals for business and personal use. 'No Smoking' signs will also be provided to workers who use their own vehicles for business purposes and these will be displayed in their vehicles.

### **Non – compliance/Resolve Personnel Temporary workers**

All temporary workers are required to adhere to this policy as outlined above. Failure to comply with this policy will result in the client's discretion to end your temporary assignment.

### **DRUGS, CONTROLLED SUBSTANCES AND ALCOHOL POLICY**

Resolve Personnel operates a strict zero tolerance policy on the use of drugs, controlled substances and alcohol.

Temporary workers are strictly forbidden from driving or working while under the influence of drugs, alcohol or any controlled substances unless prescribed by a Doctor and have no adverse affect upon your ability to perform your duties in line with current health and safety regulations.

Neither should they sell, distribute or possess any drugs or alcohol while working on a Resolve Personnel assignment.

All Resolve Personnel temporary workers are required to adhere to this policy. Failure to comply will result in immediate termination of your temporary assignment, and any further work with the organisation.

### **WORKPLACE PENSION**

Once a company reaches their 'auto enrolment' date they must then enrol workers in to a Workplace Pension Scheme if they meet certain criteria.

Please visit the link provided to understand how 'auto enrolment' affects you

<https://www.gov.uk/workplace-pensions>

## **TRADE UNION MEMBERSHIP**

Resolve Personnel currently has no collective bargaining arrangements with any Trade Unions. However the Company fully accepts that workers are free to join a Trade Union of their choice and will comply with legal obligations to work with Trade Union representatives in pursuance of the Union's statutory rights concerning their members' interests.

## **ACCESS TO HEALTHCARE**

If you make National Insurance Contributions, you are generally entitled to free treatment from the UK National Health Service, however certain costs are due from patients for prescribed medicines, dental treatment and some optician fees.

If you are paying UK Tax and National Insurance you may be able to claim maternity benefit or incapacity (sickness) benefit if, for health reasons, you are unable to work for four or more consecutive days. Contact your Jobcentre Plus office in the UK to find out more.

You will need a National Insurance number to make a claim. If you are not paying UK contributions and become sick or pregnant contact your local Jobcentre Plus (Jobs and Benefits office NI) for advice about State benefits or visit [www.gov.uk/contact-jobcentre-plus](http://www.gov.uk/contact-jobcentre-plus).

## **WILL I BE CHARGED A FEE?**

Resolve Personnel operate a strict 'No Fees Charged' Policy. So please inform us on our helpline number 0161 244 9044 (charged at national call rates) if you are ever asked to pay anyone money for finding you work. Please also advise if any other agencies or independent person has charged you money to find work within Resolve Personnel. Your call will be confidential and you can leave information anonymously.

Employment agencies in the UK cannot charge you fees for simply finding you work or putting you on their books. They are meant to make their money from user companies who need workers, not from those seeking work. There are some exceptions to this rule in the entertainment and modelling sectors. They also cannot insist that you buy other products or services such as CV writing or training. Where the agency provides other services you have a right to withdraw from those services subject to a period of notice.

## **CAN I CHANGE TO A DIRECT CONTRACT WITH THE USER COMPANY?**

Yes, if you have been offered a permanent position by the client.

## **CAN I CHANGE TO A DIFFERENT JOB?**

Yes. Your nearest Jobcentre Plus, or Jobs and Benefits office can help you find permanent or temporary work. Remember that you will have to re-register with the Home Office under the Worker Registration Scheme if you change jobs.

## **HUMAN TRAFFICKING**

Human trafficking – the action of recruitment, movement or receipt of a person by coercion or deception for the purpose of exploitation such as prostitution, slavery or forced labour – is illegal. The Government is committed to identifying and supporting victims of all forms of human trafficking, men, women and children. If you think that you or someone you know has been trafficked, you should contact Crimestoppers on 0800 555 111. Your call will be confidential and you can give information anonymously. Or get in touch with your local police force.

## **VICTIM SUPPORT:**

If you are the victim of a crime in the UK you may want to contact the Police, or seek help on the Victim Support website:

999 – Police emergency number

101 – Police non-emergency number

[www.police.uk](http://www.police.uk)

[www.victimsupport.org.uk](http://www.victimsupport.org.uk)

For advice on consumer issues go to [www.adviceguide.org.uk](http://www.adviceguide.org.uk) which is a government funded telephone and online service.

## **PUBLIC TRANSPORT:**

For bus and train information, please contact Traveline, a free telephone service that will tell you how to get from your given destination to where you want to go.

0871 2002233

If your destination is within walking distance the link below can show the best way of getting there.

[www.walkit.com](http://www.walkit.com)

### **DISCLAIMER**

The information contained in this booklet is intended to provide general guidance only.

At the time of printing the information within this booklet was correct, however the information is subject to change. Any changes will be notified to workers (except for minor changes) and the date they take effect.



# APPENDICES 1

	Name:	<div>Passport Photo</div>  <div>(If applicable)</div>
	Applicant No:	
	Date:	

## Industrial APPLICATION FORM

Resolve is committed to supporting all their workers, protecting them from any form of exploitation and operating in accordance with UK legislation.

As part of this commitment we inform all new recruits that it is against UK law to ask workers to pay anything in order to gain work in the UK. As of April 2009 this also extends to paying money to people outside of the UK to gain work in the UK. Resolve does not utilise or associate with companies in or outside the UK who charge jobseekers to help gain work placements.

For this reason we would ask workers who have been asked to pay any money to any individual, company or agency to enable them to find work with Resolve, to inform us below or if you prefer you can inform Resolve directly by calling on 01612 44 90 44. Please supply full details of any such payments and who you have paid monies to and leave your contact information.

☐ I hereby confirm I have not paid any monies to Resolve or any company associated to Resolve to gain work placements in the UK and agree to inform Resolve should I be approached by any person in the future asking for similar requests. I understand I may have to pay UK government agencies such as the Home Office to gain a workers permit in the UK which I am required to pay a fee for, Resolve may apply for this on my behalf and request the required fee.

Signed \_\_\_\_\_ Print Name \_\_\_\_\_

Dated \_\_\_\_\_

I have been charged to gain work in the UK below are all the detail of the charge and the person I have paid:

Name of person I paid : \_\_\_\_\_

Name of Agency I paid : \_\_\_\_\_

Date paid : \_\_\_\_\_

Amount paid in GBP: £ \_\_\_\_\_

Address of person or agency I paid : \_\_\_\_\_

\_\_\_\_\_

Contact telephone numbers and email for the person or agency I paid : \_\_\_\_\_

\_\_\_\_\_

I hereby give Resolve permission to contact the above to follow investigate on my behalf.

Signed \_\_\_\_\_ Print Name \_\_\_\_\_

Dated \_\_\_\_\_

1 of 5

RES-AFI-13-V1

**Personal Details****MANDATORY, PLEASE COMPLETE ALL SECTIONS IN BLOCK CAPITALS**

Surname (Mr/Mrs/Miss/Ms) \_\_\_\_\_

Forenames \_\_\_\_\_

Permanent address \_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Telephone (home): \_\_\_\_\_ (mobile): \_\_\_\_\_

Email address: \_\_\_\_\_

**Your Payslip will be emailed to this address.**

Sex: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

**Alternative/Next of Kin:** \_\_\_\_\_

Contact Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Contact Address: \_\_\_\_\_

\_\_\_\_\_ Contact No: \_\_\_\_\_

National Insurance Number: ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐Do you hold a full current UK driving licence? YES ☐ NO ☐

Give details of any endorsements: \_\_\_\_\_

Do you have regular use of a car ☐ motorcycle ☐ bicycle ☐Do you have any convictions, other than those spent? YES ☐ NO ☐

(if 'YES') please give details: \_\_\_\_\_

Are you a Student? YES ☐ NO ☐ P38 Completed: YES ☐ NO ☐

Nationality (this information is required by The Employment Agencies Act): \_\_\_\_\_

**To be completed by non-British and Non-EC nationals only**

Date of entry into the UK \_\_\_\_\_

Do you require a work permit? YES ☐ NO ☐

If yes, what type and expiry date: \_\_\_\_\_

**Banking Details**

Bank/Building Society: \_\_\_\_\_ Account No: \_\_\_\_\_

Sort Code: \_\_\_\_\_ Building Society Reference No: \_\_\_\_\_

Name of Account Holder: \_\_\_\_\_

Is this your personal account? YES ☐ NO ☐ Pay Type: PAYE ☐ Composite Company ☐ Ltd Company ☐

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### Work Requirements

Please indicate days and hours that would suit you better: (Please tick)

MON	TUES	WED	THURS	FRI	SAT	SUN
DAYS		EVENINGS		NIGHTS		ROTATING SHIFTS

Other information relevant to your application: \_\_\_\_\_

### Qualifications & Experience

#### Professional Qualifications

Name of Professional Body	Membership Grade	Was Membership gained by examination	Date

#### Further/Secondary Education

Name of School/College	Subject	Qualification (GCE, CSE, GCSE etc.)	Grade	Date

### Employment History

#### Previous Employer

Name of Previous Employers	Position Held	To	From	Salary/Rate of Pay	Reason For Leaving

#### Recent Assignments

Agency	Client	Contact	Job Type	Pay Rate

## Referees

**Please give name of present employer and next most recent employer. College/School leavers should give the name of lecturers/teachers as appropriate.**

**If this is not possible, please give names of persons best able to write a reference in support of your application.**

**You should not give friends/relatives as referees.**

Company: \_\_\_\_\_

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Postcode: \_\_\_\_\_

Tel No: \_\_\_\_\_

Dates of Employment: \_\_\_\_\_

Company: \_\_\_\_\_

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Postcode: \_\_\_\_\_

Tel No: \_\_\_\_\_

Dates of Employment: \_\_\_\_\_

## Criminal record and security checks

This information will be used to identify appropriate opportunities for you and NOT as a short listing tool in the recruitment process

**Do you hold a Criminal Records Bureau Disclosure or overseas police check carried out within the last 3 years?**

If yes, please give details

Yes/No

**Have you ever been convicted of a criminal offence which is not spent under the Rehabilitation of Offenders Act 1974?**

If yes, please give details

Yes/No

You may be offered an opportunity to work within an environment or establishment where you may come into contact with children or other vulnerable groups, or your profession/occupation may fall within certain excepted categories. Where this is likely to apply, the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 requires us to ask you for additional information.

A criminal record check from the Criminal Records Bureau may be required where this type of work is sought.

**Do you have any previous convictions, whether or not they are "spent" within the Act, including any cautions, reprimands, final warnings, bind-overs or any convictions from overseas?**

If yes, please give details

Yes/No

**Do you hold any form of current security clearance?**

Yes/No

Date granted

Expiry date

Level of clearance

Place of work when granted

I confirm that the information I provided on this form and within my CV, if applicable, is both truthful and accurate. I have omitted no facts that could affect my future work placement. I understand that any engagement entered into is subject to documentary evidence of my right to work in the UK, verification of any professional qualifications and, in the case of temporary assignments, subject to satisfactory references. I expressly consent to any sensitive or personal data, disclosed as part of my application, being used in connection with the search for work, subject to the relevant Data Protection legislation.

I will inform Resolve immediately of any circumstances that may affect my work, such as changes to health, subsequent pending prosecutions or convictions, which may arise whilst I am registered for permanent or temporary work. I understand that Resolve has the right to request a Criminal Records Bureau Disclosure where they consider it necessary and that any details from this, or any other police checks provided, may be forwarded to a potential employer.

Signed \_\_\_\_\_ Print name \_\_\_\_\_ Date \_\_\_\_\_

### 48 Hour Waiver

The Working Time regulations 1998 ('the regulations') require the Company to limit your average weekly working time to 48 hours unless you agree with the company that the limit shall not apply to you.

The Company wishes to have an agreement with you. It proposes an agreement (which shall apply until terminated by notice) on the basis that:

1. the 48 hour limit on average weekly working time will not apply to you;
2. you may terminate the agreement (so that the 48 hour time limit would apply to you) by giving the person at the Company to whom you usually report 3 month's written notice

Under the Regulations, the Company must keep records relating to your working time. This is the case whether or not you reach an agreement with the Company about waiving working time limits.

If you accept the Company's proposal, please tick and sign below. This document will then be a record of agreement between you and the Company.

☐ I agree

☐ I disagree

Signed \_\_\_\_\_ Date: \_\_\_\_\_

Print Name \_\_\_\_\_

### Data Protection & Declaration

#### Use of Personal Information

I fully consent to my agency using personal information and data concerning myself in the legitimate pursuit of the company's interests.

This includes the supply of such information to third parties outside of the company who are engaged in legitimate business activities with my agency's business.

I also accept that should I wish to rescind this agreement I shall give my agency a minimum of three months notice.

#### Declaration

I declare that I have answered the questions honestly and fully. I realise that any false or incomplete statement on my part will render me liable to my registration or temporary work being withdrawn. I agree that the information given on this form may be used for registered purposes under the data protection legislation. I declare I have been supplied with the agency workers handbook and health and safety information.

Signed \_\_\_\_\_ Date: \_\_\_\_\_

## APPENDICES 2

### TO ALL WORKERS

AS AN EMPLOYEE OF RESOLVE PERSONNEL YOUR NET WAGES WILL BE PAID TO YOU VIA THE BACS WAGES SYSTEM. FOR YOUR CONVENIENCE YOUR WEEKLY PAY WILL BE TRANSFERRED AUTOMATICALLY TO YOUR BANK ACCOUNT SO YOU CAN DRAW ON YOUR MONEY ON A FRIDAY. WE THEREFORE REQUIRE CONFIRMATION OF YOUR BANK OR BUILDING SOCIETY AS FOLLOWS: -

PAYROLL NUMBER: (Found on payslip Reg. No)

.....

MR        MRS        MISS        MS        (Delete as applicable)

YOUR FULL NAME:

YOUR FULL ADDRESS:

POSTCODE:

TEL NUMBER:

NATIONAL INSURANCE NUMBER:

DATE OF BIRTH:

NAME OF BANK OR BUILDING SOCIETY:

BANK ADDRESS:

IS THE ACCOUNT IN YOUR NAME?                      YES                      NO  
(Delete as applicable)

IF NO WHOSE NAME IS THE ACCOUNT IN?

YOUR ACCOUNT NUMBER: \_\_\_\_\_ (8 Figs)

SORT CODE: \_\_\_\_/\_\_\_\_/\_\_\_\_ (6figs)

IF BUILDING SOCIETY REF. NO:

This information must be handed to your supervisor or temporary controller or to your pay clerk.

If you do not already have a bank account please arrange to open an account as soon as possible. If you experience any difficulties please discuss them with your supervisor, tempory controller or pay clerk in the first instance. If you change your bank or building society account for any reason, let your pay clerk know straight away, so that there will be no mistakes with the payment of your wages.

If you do not have a P45 to hand please fill in a P46 Tax form to avoid any tax problems.

DATE

WORKER SIGNATURE

## APPENDICES 3



### Starter Checklist

#### Employee's personal details

Last name or family name

First name(s)

Are you male or female? ☐ Male ☐ Female

Date of birth *eg dd mm yyyy*

Home address

Address line 1

Address line 2

Address line 3

Address line 4

Postcode  
(if your address is in the UK)

National Insurance number

Employment start date  
*eg dd mm yyyy*

#### Employee statement

You need to select **only one** of the following statements  
**A, B or C.**

- ☐ **A** - This is my first job since last 6 April and I have not been receiving taxable Jobseeker's Allowance, Employment and Support Allowance, taxable Incapacity Benefit, State or Occupational Pension.
- ☐ **B** - This is now my only job but since last 6 April I have had another job, or received taxable Jobseeker's Allowance, Employment and Support Allowance or taxable Incapacity Benefit. I do not receive a State or Occupational Pension.
- ☐ **C** - As well as my new job, I have another job or receive a State or Occupational Pension.

I have a Student Loan which is not fully repaid and I left a course of UK higher education before last 6 April and I received my first Student Loan instalment on or after 1 September 1998. ☐ No ☐ Yes

Select 'No' if you are repaying your Student Loan direct to the Student Loans Company by agreed monthly payments.

Please print your name or sign here after you have printed the form.

Full name

Date *eg dd mm yyyy*

## **IMPORTANT**

You must read and understand the Agency Workers Handbook. The Handbook is not a contract for services and should not be deemed as such.







# Agencies do not take money for work.



If you have been approached by anyone asking for money to get you a job please call our worker protection team on 0161 244 9044 or email [helpline@resolvepersonnel.co.uk](mailto:helpline@resolvepersonnel.co.uk).

## Know your rights.

It is illegal for agencies to charge to register.

It is illegal for agencies to charge to find you a job.

It is illegal for agencies to charge for work.



[www.resolvepersonnel.co.uk](http://www.resolvepersonnel.co.uk)

