

SMART GROUP RECRUITMENT SOLUTIONS TEMPORARY WORKERS HANDBOOK CONTENTS

1. Introduction

- 1.1 Introduction to Handbook
- 1.2 REC Code of Practice
- 1.3 Smart Group Recruitment Solutions Company History
- 1.4 Information on the services Smart Group Recruitment Solutions provide

2. Policies

- 2.1 Guidance on Health & Safety for Workers
- 2.2 Equal Opportunities Policy
- 2.3 Information Security and data Protection Policy
- 2.4 Complaints Policy & Procedure

3. Statutory Rights

- 3.1 Working Time Regulations
- 3.2 National Minimum Wage
- 3.3 SSP
- 3.4 Other statutory Benefits for Workers

4. Branch Information

- 4.1 Branch Hours
- 4.2 Addresses and contact numbers
- 4.3 Website & Email address

5. Useful Information

- 5.1 Timesheets
- 5.2 Information on payment of wages
- 5.3 Holiday Payment
- 5.4 Leaving Smart Group Recruitment Solutions
- 5.5 Do's and Don'ts of temping

1. INTRODUCTION

1.1 Introduction to the 'Temporary Workers Handbook

As a member of our temporary team you are an invaluable asset to our business. To help you during your time with Smart Group Recruitment Solutions we have put together this temporary workers handbook, which we would like you to read through and follow whenever you temp for us.

DON'T FORGET WHEN YOU TEMP FOR US YOU REPRESENT SMART GROUP RECRUITMENT SOLUTIONS.

All Smart Group Recruitment Solutions temporary workers are engaged under a *contract for services* and this means you are workers and not employees and therefore not entitled to the same legal rights and obligations as employees. However as temporary workers you do have certain protections & rights and this handbook details these and Smart Group Recruitment Solution's policies.

For more information on workers rights please refer to the following websites:-

1.2 REC Code of Practice

Smart Group Recruitment Solutions are a corporate member of the REC (The Recruitment & Employment Confederation) and as such follow the REC Code of Good Recruitment Practice.

The REC Code of Good Recruitment Practice has been created in consultation with industry stakeholders to ensure that all members of the REC conduct their businesses ethically and to the highest standards and to promote good practice within REC membership. The REC will offer guidance, legal advice and training to members to help achieve these standards. The Code is binding on all individual and corporate members of the REC and their subsidiary/associate companies. Where a member operates in a sector or sectors covered by the REC's specialist divisional codes of practice, the requirements of the relevant code or codes are also binding. A breach of this Code or the specialist division codes will be dealt with under the Complaints and Disciplinary procedures of the REC.

1.3 Smart Group Recruitment Solutions Company History

Smart Group Recruitment Solutions (the trading name of Smart Recruitment Solutions (Swindon) Limited) is a wholly owned subsidiary of Wise Employment (Swindon) Limited, an independent company. Smart Group Recruitment solutions was established in April 1999 and has grown to 5 branches to include; Christchurch, Bournemouth, Poole, Dorchester and Yeovil.

Established in 1991, Wise Employment has enjoyed ongoing success by offering both a truly personal service and a totally modern approach. Wise Employment specialises, through separate divisions in the supply of all categories of Office, Industrial, Driving and Catering staff. With a branch network of 16 branches in Barnstaple, Basingstoke, Bracknell, Bristol, Cardiff, Exeter, Gloucester, Maidenhead, Manchester, Paignton, Plymouth, Swindon, Taunton, Torquay, Truro and Wokingham the acquisition of Smart Group Recruitment Solutions will add significantly to the strength of the business and enable us to further develop our service whilst retaining a very personal and tailored approach.

1.3 Teams within Smart Group Recruitment Solutions

Smart Office Team – East Dorset and Hampshire

Based in two locations one in the centre of Bournemouth and one in Christchurch in the high street on Bargates. Both locations provide temporary and permanent opportunities in office personnel across the whole of the Poole, Bournemouth, New Forest and Christchurch areas.

Smart Office Team – West Dorset & Somerset

Based in two locations one in High West Street in Dorchester and one in Yeovil opposite the Henstridge Hill Car Park. Both locations provide temporary and permanent opportunities in office personnel across the whole of the Dorchester, Weymouth, Blandford, Yeovil and Bridport areas.

Smart Industrial Team – East Dorset & Hampshire

Operating from our two "walk in" locations in Bournemouth and Poole town centres, the industrial division specialises in providing temporary and permanent and semiskilled staff to manufacturing companies within the Poole, Bournemouth and Christchurch areas.

Smart Industrial Team – West Dorset and Somerset

Operating from our two "walk in" locations in Dorchester and Yeovil town centres, the southwest industrial division specialises in providing temporary and permanent skilled and semiskilled staff to manufacturing companies within the Dorchester, Weymouth, Blandford and Yeovil areas/

Smart Technical Team

Located in two of our offices, Poole town centre (opposite the Job Centre), and Yeovil town centre (opposite Henstridge Hill Car Park) the Technical division are experts in skilled "Blue Collar" trades. This team sources workers nationwide for the whole of Dorset & Somerset and are seen as market champions within these industries. Typical positions include; CNC Turners, Millers, Welders, CNC programmers, CNC Operators, Carpenters, Electricians. The majority of the jobs are temporary but many lead to permanent.

2. POLICIES

2.1 Guidance of Health & Safety for Workers

General information

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 the equipment.
- You must report immediately any equipment defect, and never attempt repair.
- You must undertake all duties as instructed and never deviate.

Hazard/Warning Signs & Notices

- You must comply with all hazard/warning signs and notices displayed on the premises.

Working Conditions/Environment

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

Protective Clothing & Equipment

- You must wear protective equipment where required.
- You must never obstruct any fire escape route, fire equipment or doors.

Accidents

- You must see the first aider for any injury you may receive, irrespective of how minor, and ensure details are entered into the accident book.
- You must report any incident in which damage is caused to property to both Smart Group Recruitment Solutions and the client.
- You will be required to sign Smart Group Recruitment Solutions Accident Book, which is held in each branch. The Company is obliged by law to keep a record showing details of all accidents, which occur on the premises. Therefore all accidents, however minor, to both employees and

customers must be reported immediately. If any accidents are serious to warrant hospital treatment these must also be reported to the local authority. A RIDDOR form must be completed by the client Health & safety officer.

- You must report any medical condition to Smart Group Recruitment Solutions and the client that could affect the safety of yourself or others. (i.e. epilepsy, diabetes etc)
- You must not become involved with horseplay, or practical jokes.
- You must follow all rules pertaining to no smoking areas.

Your responsibility

All employees and workers have a duty in law to act responsibly and to take reasonable care for the health and safety at work of both themselves and their colleagues. This duty can be carried out by:

- Working safely and efficiently;
- Using any protective equipment provided and meeting statutory obligations;
- Reporting incidents that have lead to injury or damage;
- All such incidents must be recorded and copied to the branch manager using the internal report form.
- Adhering to the Company procedures for securing a safe workplace. Individuals will be nominated to undertake health and safety duties as required.

2.2 Equal Opportunities Policy

1. General

Smart Group Recruitment Solutions is committed to a policy of equal opportunities for all employees, workers and applicants and shall adhere to such a policy at all times and will review on an ongoing basis all aspects of recruitment to avoid unlawful or undesirable discrimination. Smart Group Recruitment Solutions will treat everyone equally irrespective of sex, sexual orientation, gender reassignment, marital or civil partnership status, age, disability, colour, race, nationality, ethnic or national origin, religion or belief, political beliefs or membership or no membership of a Trade Union or spent convictions, and places an obligation upon all staff to respect and act in accordance with the policy.

Smart Group Recruitment Solutions is committed to providing training for all its' staff in equal opportunities practice.

Smart Group Recruitment Solutions shall not discriminate unlawfully when deciding which candidate/temporary worker is submitted for a vacancy or assignment, or in any terms of employment or terms of engagement for temporary workers.

Smart Group Recruitment Solutions will ensure that each candidate is assessed only in accordance with the candidate's merits, qualifications and ability to perform the relevant duties required by the particular vacancy.

Smart Group Recruitment Solutions will not accept instructions from clients that indicate an intention to discriminate unlawfully.

2. Discrimination

Unlawful discrimination occurs in the following circumstances:

2.1. Direct discrimination

Direct discrimination occurs where one individual treats or would treat another individual less favourably on grounds of sex, sexual orientation, gender reassignment, marital or civil partnership status, disability, colour, race, nationality, ethnic or national origin, religion or belief, political beliefs, age (“the protected categories”).

It is unlawful for a recruitment consultancy to discriminate against a person on the grounds that they are members of a protected category. •

- in the terms on which the recruitment consultancy offers to provide any of its services;
- by refusing or deliberately omitting to provide any of its services;
- in the way it provides any of its services.

Direct discrimination would also occur if a recruitment consultancy accepted and acted upon a job registration from an employer which states that certain persons are unacceptable because they are members of a protected category, unless one of the exceptions applies, for instance, the job demands a genuine occupational requirement.

2.2. Indirect Discrimination

A claim of indirect discrimination arises when an employer applies a provision, criterion or practice generally, but which is such that a proportion of persons in a protected category who can comply with it is considerably smaller than the proportion of persons who are not in that protected category.

Indirect discrimination would also occur if a recruitment consultancy accepted and acted upon an indirectly discriminatory instruction from an employer.

If the vacancy falls within the definition of a genuine occupational requirement or any other statutory exception Smart Group Recruitment Solutions will not deal further with the vacancy unless the client provides written confirmation of the genuine occupational requirement

3. Disabled Persons

3.1 Direct Discrimination

Direct discrimination against a disabled person occurs where, if for a reason which relates to the person's disability, an individual:

- Treats him/her less favourably than he treats, or would treat others to whom that reason does not or would not apply; and
- The employer cannot show that the treatment in question is justified;

Or

- If on the ground of a disabled person's disability, he treats the disabled person less favourably than he treats or would treat a person not having that particular disability, whose relevant circumstances, including his abilities, are the same as, or not materially different from, those of the disabled person. This type of direct discrimination can never be justified.

3.2 Duty to make reasonable adjustments and to provide auxiliary aids and services

This is a similar protection to indirect discrimination in the other protected categories. Where a provision, criterion or practice applied by or on behalf of an employer, or any physical feature of the employer's premises, places a disabled person at a substantial disadvantage in comparison with persons who are not disabled, it will be the duty of an employer to take such steps as are reasonable, in all the circumstances of the case, to remove the provision, criterion, practice or physical feature.

Smart Group Recruitment Solutions will not discriminate against a disabled job applicant or employee on the grounds of disability •

In the arrangements i.e. application form, interview and arrangements for selection for determining to whom a job should be offered or

- In the terms on which employment or engagement of temporary workers is offered; or
- By refusing to offer, or deliberately not offering the disabled person a job for reasons connected with their disability; or
- In the opportunities afforded to the person for receiving any benefit, or by refusing to afford, or deliberately not affording him or her any such opportunity; or
- By subjecting him or her to any other detriment (detriment will include refusal of training, transfer, demotion, reduction of wage, or harassment).

Smart Group Recruitment Solutions will accordingly make career opportunities available to all people with disabilities and every practical effort will be made to provide for the needs of staff, candidates and clients.

Wherever possible Smart Group Recruitment Solutions will make reasonable adjustments to hallways, passages and doors in order to provide and improve means of access for disabled employees and workers. However, this may not always be feasible.

4. Age Discrimination

Age discrimination will become unlawful from October 2006, Smart Group Recruitment Solutions will encourage clients not to include any age criteria or other subjective criteria in job specifications and every attempt will be made to persuade clients to recruit on the basis of competence and skill and not age.

Smart Group Recruitment Solutions is committed to recruiting and retaining employees whose skills, experience, and attitude are appropriate to the requirements of the various positions regardless of age. As far as is reasonably possible, no age requirements will be stated in any job advertisements on behalf of the company.

Smart Group Recruitment Solutions will request age as part of its recruitment process but information will not be used as selection, training or promotion criteria or in any detrimental way and is only for compilation of personal data, which the company holds on all employees and workers.

5. Part-Time

Workers

This Equal Opportunities Policy also covers the treatment of those employees and workers who work on a part-time basis. Smart Group Recruitment Solutions recognises that it is an essential part of this policy that part time employees are treated on the same terms as full time employees (albeit on a pro rata basis) in matters such as rates of pay, holiday entitlement, maternity leave, parental and domestic incident leave. Smart Group Recruitment Solutions also recognises that part time employees must be treated the same as full time employees in relation to training and redundancy situations.

6. Harassment

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

This policy prohibits unlawful harassment by any employee or worker of Smart Group Recruitment Solutions.

Examples of prohibited harassment are: •

Verbal or written conduct containing derogatory jokes or comments,

- Slurs or unwanted sexual advances
- Visual conduct such as derogatory or sexually orientated posters,
- Photographs, cartoons, drawings or gestures,
- Physical conduct such as assault, unwanted touching, or any interference because of sex, race or any other protected basis,
- Threats and demands to submit to sexual requests as a condition of continued employment or to avoid some other loss, and offers of employment benefits in return for sexual favours

• **Retaliation for having reported or threatened to report harassment.**

If you believe that you have been unlawfully harassed, you should make an immediate report to the manager of your local Smart Group Recruitment Solutions Office followed by a written complaint as soon as possible after the incident. Your complaint should include:

- Details of the incident
- The name or names of the individual or individuals involved
- The name or names of any witness or witnesses

Smart Group Recruitment Solutions will undertake a thorough investigation of the allegations. If it is concluded that unlawful harassment has occurred, remedial action will be taken.

7. Gender Reassignment

Smart Group Recruitment Solutions recognises that any employee or worker may wish to change their gender during the course of their employment with the Company.

Smart Group Recruitment Solutions will support any employee or worker through the reassignment provided that full medical counseling has been undertaken and Smart Group Recruitment Solutions has access to any relevant medical reports.

Smart Group Recruitment Solutions will make every effort to try and protect an employee or worker who has undergone, is undergoing or intends to undergo gender reassignment, from discrimination or harassment within the workplace. All employees and workers will be expected to comply with Smart Group Recruitment Solutions policy on harassment in the workplace. Any breach of such a policy will lead to the appropriate disciplinary sanction.

Where an employee is engaged in work where the gender change imposes genuine problems Smart Group Recruitment Solutions will make every effort to reassign the employee or worker to an alternative role in the Company. Any employee or worker suffering discrimination as the result of their gender reassignment should make recourse to the Company's complaints procedure. Any discrimination complaint will be investigated fully.

2.3 Information Security and Data Protection Policy

Smart Group Recruitment Solutions processes personal data in relation to its own staff, work seekers and individual client contacts. It is vitally important that we abide by the principles of the Data Protection Act 1998 set out below.

Smart Group Recruitment Solutions holds data on individuals for the following general purposes:

- Staff Administration
- Advertising, marketing and public relations
- Accounts and records
- Administration and processing of work seekers personal data for the purposes of work finding services

The Data Protection Act 1998 requires Smart Group Recruitment Solutions as data controller to process data in accordance with the principles of data protection. These require that data shall be:

1. Fairly and lawfully processed
2. Processed for limited purposes
3. Adequate, relevant and not excessive
4. Accurate
5. Not kept longer than necessary
6. Processed in accordance with the data subjects rights
7. Kept securely
8. Not transferred to countries outside the European Economic Area without adequate protection.

Personal data means data, which relates to a living individual who can be identified from the data or from the data together with other information, which is in the possession of, or is likely to come into possession of, Smart Group Recruitment Solutions.

Processing means obtaining, recording or holding the data or carrying out any operation or set of operations on the data. It includes organising, adapting and amending the data, retrieval, consultation and use of the data, disclosing and erasure or destruction of the data. It is difficult to envisage any activity involving data, which does not amount to processing. It applies to any processing that is carried out on computer including any type of computer however described, mainframe, desktop, laptop, palm top etc.

Data may only be processed with the consent of the person whose data is held. By instructing Smart Group Recruitment Solutions to look for work and providing us with personal data contained in a CV, work seekers will be giving their consent to processing their details for work finding purposes.

Data in respect of the following is "sensitive personal data" and any information held on any of these matters will not be passed on to any third party without the express written consent of the individual:

- Any offence committed or alleged to be committed by them
- Proceedings in relation to any offence and any sentence passed
- Physical or mental health or condition
- Racial or ethnic origins
- Sexual orientation
- Political opinions
- Religious beliefs or beliefs of a similar nature
- Whether someone is a member of a trade union

Data subjects, i.e. those on whom personal data is held, are entitled to obtain access to their data on request and after payment of a fee. All requests to access data should be referred to your local Smart Group Recruitment Solutions Office.

2.4 Complaints Policy and Procedure

Complaints Policy

Smart Group Recruitment Solutions is committed to providing a high level service to our candidates and workers. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

Complaints Procedure

If you have a complaint, please contact the Branch Manager of your local Smart Group Recruitment Solutions Branch. You can either call or write to him/her at the branch address in section 4.2

VERBAL COMPLAINT

1 Once you have spoken to the branch manager of your respective office your complaint will be fully investigated with all parties involved.

2 We will then respond to you verbally with the outcome of the complaint and any actions taken within 48 hours.

3 If at this stage you are still unhappy with the outcome you can move to the written stage of the complaints procedure.

WRITTEN COMPLAINT

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 7 days of us receiving your complaint.

2. We will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 7 days of your reply.

3 We will then investigate your complaint.

4 Smart Group Recruitment Solutions will then invite you to meet their representative to discuss and hopefully resolve your complaint. We will do this within 7 days of the end of our investigation.

5 Within 2 days of the meeting we will write to you to confirm what took place and any solutions agreed with you.

If you do not want a meeting or it is not possible, we will send you a detailed reply to your complaint. This will include suggestions for resolving the matter. We will do this within 7 days of completing the investigation.

6 At this stage, if you are still not satisfied you can write to a Senior Manager of Smart Group Recruitment Solutions at 81a Old Christchurch Road, Bournemouth, Dorset BH1 1ES.

7 We will write to you confirming our final position on your complaint and explaining our reasons. If you are still not satisfied, you can contact the Employment Agencies Standards Office at the Department of Trade and Industry or the REC, the industry trade association, of which we are a member by writing to the

Professional Standards Manager
REC, 3638
Mortimer Street
London W1W 7RG.

If we have to change any of the time scales above, we will let you know and explain why.

3 STATUTORY RIGHTS

3.1 WTR – Working Time Regulations

The Working Time Regulations came into force in October 1998 and cover rest breaks, holiday pay, night work and how many hours you can work each week.

Rest Breaks

You have the right to a rest break of 20 minutes where your working day is longer than six hours.

Holidays

You will receive 24 days paid annual leave, which includes bank holidays please; see information in section 5.3 on details of this holiday payment with Smart Group Recruitment Solutions.

Night Work

Regular night workers should not work more than eight hours in each 24 hours period. The Working Time Regulations allow for night work to be averaged over a 17-week period in the same way as weekly hours of work. Night workers are also entitled to a free health assessment.

Working Week

You have the right not to work more than 48 hours a week on average. This limit is averaged over a 17-week period. You can sign away this right, but cannot be pressured to opt out, and can opt back in again at any time though you may have to wait up to three months to gain protection.

3.2 The National Minimum Wage

This is the minimum that you can be paid for each hour that you work. Smart Group Recruitment Solutions will always pay its workers at least the national minimum wage. For up to date information on the national minimum wage please refer to www.dti.gov.uk or call your local Smart Group Recruitment Solutions Office.

3.3 SSP – Statutory Sick Pay

- SSP is paid to workers who are unable to work because of sickness.
- SSP is paid for up to a maximum of 28 weeks.
- SSP is not paid for specific illness or treatment but to all workers, who are incapable for work and who satisfy the conditions for payment.

To get SSP you must be:

- Aged between 16 or over and under 65 (these age limits will be removed from 1 October 2006)
- Have worked for Smart Group Recruitment Solutions for a period of 3 or more consecutive months.
- Sick for at least 4 or more days in a row (including weekends and bank holidays). This is known as a Period of Incapacity for Work.
- Earn, before tax and National Insurance an average of £84.00 a week. This is called the Lower Earnings Limit for National Insurance Contributions (NIC). The amount you need to earn is lower than the amount when you have to start paying NIC's.
- Your earnings are averaged, over an 8-week period before your sickness began.
- SSP is a daily payment and is usually paid for the days that you would normally work. The days that you would normally work are known as Qualifying Days (QDs) • SSP is not paid for the first three QDs, in any period of sickness unless it falls within a linking period. • Smart Group Recruitment Solutions will ask you for evidence that you are sick. This will usually be in the form of a sick note from your doctor. Or for the first 7 days that you are sick you will be asked to fill in a self certificate of your own or form SC2 which you can get from your GP's surgery, your nearest HM Revenue & Customs office or HM Revenue & Customs website.
- Smart Group Recruitment Solutions will pay SSP to you in the same way and at the same time as your normal wages.

3.4 Other Statutory Rights

- Statutory maternity pay subject to fulfilling certain qualifying conditions
- Statutory paternity pay subject to fulfilling certain qualifying conditions
- Statutory adoption pay subject to fulfilling certain qualifying conditions
- Access to a stakeholder pension

For further information on your statutory rights please refer to:

Department of Trade & Industry, 020 7215 5000, www.dti.gov.uk/er, www.tiger.gov.uk

4 OFFICE INFORMATION

4.1 Office Hours

All our offices are open 8.00 a.m. – 6.00 p.m. Monday – Friday. However appointments outside of these hours can be made by request.

4.2 Office Addresses and contact numbers

You can contact all our offices on

Tel: 08456 800 800

Fax: 08456 800 900

Bournemouth Office

81a Old Christchurch Road
Bournemouth
Dorset

BH1 1ES

Christchurch Office

39 Bargates
Christchurch
Dorset
BH23 1QD

Dorchester Office

57 High West Street
Dorchester
Dorset
DT1 1UJ

Poole Office

15 Chapel Lane
Poole
Dorset
BH15 1NU

Yeovil Office

Waterloo House
Waterloo Lane
Yeovil
Dorset
BA20 1TF

4.3 Website & Email Address

www.smartgroup.co.uk

talk2us@smartgroup.co.uk

5 USEFUL INFORMATION**5.1 Timesheets**

Please ensure that you have completed your timesheet showing correct number of hours worked to the nearest 15 minutes, hours stated should exclude tea/lunch breaks.

⇒ The Client **MUST** sign your timesheet on a weekly basis or at the end of the assignment, whichever is the shortest. Without the Client's signature payment of your wages may be delayed.

⇒ Fax the timesheet to the issuing branches fax number as stated on the timesheet or drop in by hand to a branch or email to talk2us@smartgroup.co.uk

⇒ The timesheet should be faxed **no later than 9 a.m. on Monday**.

⇒ If you wish to keep a copy of your timesheet, you will need to photocopy the original before sending it to us.

⇒ Please ensure that the timesheet you are using is the correct one for that week.

⇒ Should you have a timesheet that bears incorrect details, please do not amend but contact us immediately.

⇒ Blank timesheets are available on our website under FAQ.

5.2 Information on payment of wages

Providing your timesheet is received on time, you will be paid a week in arrears, on Fridays, by BACS transfer into the Bank or Building Society account that you previously provided. If you do not have a Bank or Building Society account, you will have been advised of the alternative arrangements.

TAXI PAYE

As with all earnings, your wages from Smart Group Recruitment Solutions are taxable under the PAYE system. If you haven't already supplied us with your P45 from your previous employer, it is to your advantage to do so as quickly as possible. Without a P45 or P46 you will be taxed on an "emergency tax" basis. If you need to contact our tax office, the details are:

Inland Revenue
Holland House
20 Oxford Road
Bournemouth
BH8 8DZ

Tel: 0845 3021451

Quoting reference number: 214\VA22060

You will receive a pay slip by either email or post whichever you stipulated on your application form.

5.3 Holiday Payment

Whilst working for Smart Group Recruitment Solutions we expect you to work the hours that have been previously confirmed. If you wish to take time off for holiday, it is essential that you contact Smart Group Recruitment Solutions, giving double the amount of notice of the time you would like off.

- You accrue 24 days holiday during each holiday year.
- Your holiday year starts on the first day you start temping for us.
- Your holiday entitlement and your year start date are shown on your weekly pay slip.

➤ ***If you don't use your holiday within your holiday year you will lose it.***

➤ You can only take your holiday in full days and bank holidays are not paid automatically you must request payment with your branch.

5.4 Leaving Smart Group Recruitment Solutions

You must give Smart Group Recruitment Solutions as much notice as possible if you intend to finish a contract prior to the agreed end date. Once you have informed Smart Group Recruitment Solutions and discussed the reasons for leaving, we will request your P45 from our Payroll Department after your final timesheet has been processed. Your P45 will be sent to your home address within 7 – 10 days.

5.5 Do's and Don'ts of temping

DO...

➤ Let us have your P45 or make sure you complete a P46 before you start your first assignment. This will enable you to be put on the correct tax code immediately.

➤ Ring US immediately at your branch if for any reason you cannot go to work. We are open from 8.00 a.m. – 6.00 p.m. Monday – Friday and have an answer phone outside of these hours. We will phone the client to let them know of your absence.

➤ Please dress in an appropriate manner to the company you are working in. ***IF YOU ARE UNSURE – PLEASE ASK US!***

➤ Check client rules on things like smoking, lunch hours and breaks. Again if you are unsure ask us.

➤ Always ask your supervisor if you are unsure of the instructions you have been given, particularly at the beginning of an assignment. Once you have finished, don't sit around; ask what else you can do! The better impression you give the client the more chance they'll ask for you to go back.

DON'T...

➤ Take time off from an assignment without letting us know first.

➤ Be absent without calling us first

➤ Make personal phone calls unless in an emergency situation and always ask permission.

Finally we would like to welcome you to the team of temporary workers for Smart Group Recruitment Solutions, you have joined one of the largest independent agencies in the South with the best reputation for candidate satisfaction.

Good luck in your assignments and if you require any information you can go to our website where you will find the answer to almost all your questions.

www.smartgroup.co.uk