

## **Welcome to MTR Group Recruitment Worker Handbook**

I am pleased to welcome you to MTR Group Recruitment Ltd and would like to take this opportunity to outline some of our key values, and standards of practice.

We rely on workers like you to understand your role, the rules for working with us, and most importantly, we want you to be happy and content. Workers like you are a huge part of our vision – with us all demonstrating impeccable levels of conduct and performance, we can meet our client's requirements!

We will provide you with a safe, secure and happy working environment, and we can help you reach your full potential. This Handbook contains all of the information you will need when working with MTR Group Recruitment Ltd. Further information on our Policies and Procedures is also available in our offices.

As always, if you have any questions, just give us a call or come to the office and speak to one of our friendly staff members.

Kind regards,

Valentin Mitroi

Managing Director

## **Equal Opportunities & Diversity**

We embrace diversity and aim to promote the benefits of diversity in all of our business activities. We seek to develop a business culture that reflects this belief. We will expand the media in which we recruit to ensure that we have a diverse employee and candidate base. We will also strive to ensure that our clients meet their diversity targets.

A full copy of our Equal Opportunities & Diversity Policy is available at your request

## **Availability**

We will contact you regularly to check your availability, however, we understand that things may change, so please keep in touch and keep us updated on your availability or if your circumstances have changed.

## **Working Hours**

You will be paid in full for the hours that you work. All hours you work must be correctly recorded, in line with the client's requirements. Full details on how you record your hours will be provided in your Induction. It's your responsibility to follow the correct procedure when recording hours, because failure to do so may result in a delay in your payment processing. You will have shifts dependent on the clients' needs, but you will be entitled to your statutory rest breaks and rest periods between your shifts. You are entitled to breaks during your shift, including at least 20 minutes for 6 hours worked, 11 hours between shift and 1 day off per week (or 2 days every 14).

## **Pay**

You will be paid weekly, with a payment of one week in arrears. Payments are made into a bank account in your name only. We cannot pay wages into another person's bank account on your behalf. If you do not have your own personal bank account, please speak to a consultant who may be able to assist you in opening up an alternative payment card or you may be able to source your own payment card or online bank account.

## **National Minimum Wage/National Living Wage**

You will be paid at the rate detailed in your Assignment Details Schedule, and this rate will always be at least equivalent to the National Minimum Wage/National Living Wage.

## **Pay Slip**

You will be provided with an itemised payslip every week, which will show your hours worked, and any deductions, such as Income Tax, or National Insurance. Your payslips are available online. Please make sure that you provide your email address correctly to our consultants.

If you have any difficulty in accessing your payslip, or you change your email address, please let us know. If you are unable to access your payslip and would prefer a printed copy, please let us know.

## **Pay Queries**

If you think there is an error on your payslip, or you think you have been paid incorrectly please let us know. You must provide information to support your claim and we will then conduct an investigation. If a correction is required, this will normally be made during the following pay period.

## **Income Tax and National Insurance**

You will typically pay Income Tax and National Insurance on your wages. You have a set amount you earn first per year, which is all yours – your Personal Allowance. Once you earn more than this, you will have to pay a percentage of your earnings on Income Tax and National Insurance – which goes towards the government, to pay for public services.

If you need to obtain a National Insurance Number, our consultants will be able to help you in arranging this.

## **Holidays**

You are entitled to paid holidays for hours worked. You accrue holiday for hours worked, so for every hour you work, you will earn some holiday. This builds up to a maximum of 28 days per year and for every full week you work, you accrue approximately 0.53 days. If you work less than full-time hours, you earn holiday pro-rata to the number of hours worked.

We will let you know how much holiday you have accrued. You must be aware of your holiday accrual, and ensure you take your holiday. If you do not take your holiday before your holiday year ends (1st October – 30 September), you may lose your holiday.

Holiday accrued in the last week of the holiday year will be allowed to be carried over into the next holiday year.

## **Booking Holiday**

A holiday can be taken as half or full days. If you wish to take annual leave, please complete a holiday form and either email it or hand it back to your consultant; your consultant will advise if your request has been authorised.

There may be occasions when due to operational reasons, we may be unable to authorise holiday, particularly if you do not give enough notice. If the holiday is not authorised, any absence will be deemed as unauthorised and may lead to disciplinary action.

<b>Holidays required</b>	<b>Notice Period</b>
1-3 days leave	7 days minimum notice period
4+ days leave	Double notice period – eg. 4 days holiday = 8 days notice, 1-week holiday = 2 week's notice

Holidays can only be requested on days that you would ordinarily work (e.g. if you ordinarily work 2 days per week you can only take 2 days holiday in a week).

It is your responsibility to ensure you book and take all accrued holiday before the end of your holiday year.

## **Absence/Lateness**

If you have accepted an assignment, and been booked onto work, you have a duty to attend work. If you are unable to attend work, or you are running late for work, you must inform your supervisor or an MTRG staff member as soon as possible and preferably, at least 2 hours before the start of your shift. Unauthorised absence is not permitted. The correct procedure must be followed if you are unable to attend work or complete a work shift/day.

## **Disciplinary & Grievance**

The Disciplinary & Grievance procedures are designed to help and encourage all workers to achieve and maintain appropriate standards of conduct, attendance and job performance. The company rules and these procedures apply to everyone. Failure to maintain these standards may lead to disciplinary action.

A full copy of our Disciplinary & Grievance policy is available at your request.

## **Worker Rights**

You have the right to join a trade union of your choosing and suffer no adverse consequences of your application of this right. You also have protection from unfair treatment and discrimination. If you feel you have any issues or are not able to access any of your statutory rights, you must contact an MTRG staff member.

## **Sickness**

If you are absent from work for 4 days or more, you may be entitled to Statutory Sick Pay. You must meet certain criteria to be eligible for sick pay. It's not payable for the first 3 days, but payable after that for a maximum of 28 weeks. For up to 7 days, you must complete a Self-Certification Form. After 7 days, you must see a doctor and obtain a Fit Note, giving a copy to MTRG.

## **Pension**

If you meet the criteria to qualify as an Eligible Jobholder, you will be automatically enrolled into our payroll provider's scheme. The Pension Provider will provide all documentation which will include details of how to cancel this arrangement if you wish.

## **Maternity**

If you meet the eligibility criteria, you will be entitled to Statutory Maternity Pay for a period of 39 weeks after the birth of your baby. If you are pregnant, you can still continue to work for MTRG however, you must notify us, in order for us to ensure it's safe for you to continue working whilst you are pregnant. When you receive it, you must also provide us with a copy of your MATB1 form.

## **Conduct Requirements**

When on assignment, you are representing MTRG, and you are expected to comply with our conduct and behaviour rules. Failure to do so may result in your assignment and contract with MTRG being ended.

You must:

- Be on time and ready to start work, if you are going to be late, please call us.
- Conduct and present yourself appropriately and professionally.
- Follow instructions from your supervisor or manager.
- Meet standards of work, targets and performance requirements.
- Comply with health & safety requirements.
- Be honest at all times.
- Treat others as you would like to be treated, with respect and courtesy.
- Inform MTRG of any change in circumstances to your health, criminal or professional status.

If you are found to have committed any of the following, your assignment and contract with MTRG may be ended with immediate effect.

- Theft or fraud
- Violence
- Bullying, harassment or discrimination
- Illegal drug use or alcohol use at work
- Insubordination
- Breach of confidence
- Some other serious reason
- Exploitation of workers (Modern Slavery)

## **Complaints**

MTRG is committed to ensuring that all workers are safe when on assignment with our clients. If you are experiencing something that is making you unhappy or feels unsafe at work, you must let us know.

Behaviour like bullying, violence, aggression, racism or similar are not tolerated and will be investigated. You must come and speak to us if you feel something like this is happening to you. Remember, if you see anything like this happening to someone else, you must let us know.

If you have a complaint, please speak to one of our staff. We will always listen to your concerns and help you resolve them.

## **Health & Safety**

We have a legal duty to ensure that you're safe and not subject to hazards when you're working on an assignment. We will ensure that you're provided with all of the information you will need to know to ensure you can perform your job safely. You must make sure you do the following, to protect yourself and others.

You must make sure you do the following, to protect yourself and others

- Follow safe working methods
- Only use equipment you're trained to use, and use it properly and safely
- Follow all safety warning notices and signs
- Report any defects with machinery or work equipment
- Report all accidents! No matter how small they may seem, to your supervisor.
- Keep your workplace clean and tidy
- Don't smoke in prohibited areas

You will receive a full briefing, including training on health and safety standards, and manual handling in your Induction.

## **Hygiene Standards**

You must make sure you follow all hygiene rules when working on client sites. This is to ensure you're working safely, and if you're working in certain areas, such as production, to ensure the end product is safe

You must:

- Shower, bathe or wash daily
- Regularly wash your hair, including any facial hair
- Keep your fingernails short and clean
- Have a clean change of clothes every day
- Wash your hands frequently – and always after going to the toilet
- Wash your hands after you cough, sneeze or blow your nose

## **Workplace Search**

To ensure your safety at all times when on assignment, if there is an emergency or a serious event, your personal property (such as your lockers or bags) may be searched. This would only happen in a serious emergency, including illegal actions such as drug use, or theft.

You are expected to comply with client's policies in respect of agreeing to searches when necessary. These may include random searches.

## **Smoking**

Smoking is only permitted in designated areas

## **Fire Safety**

You must adhere to the client's requirements when working on an assignment, and make sure you understand the evacuation procedure, and what to do in the event of a fire.

## **Mobile Phones**

Every client site will have its own mobile phone policy which you will be expected to adhere to. In most instances, you will not be allowed to use your mobile phone during working hours unless on a break. If you are expecting an urgent call, please let us know and we will discuss this with the client to ensure this isn't flagged as a problem.

## **Emails/Internet**

If you have access to the internet at work, please under no circumstances use our client's email or internet for personal use, this includes Facebook, Twitter or any other social media sites.

## **Alcohol and drugs**

Attending work unfit or whilst providing additional services (for example driving of company vehicles) as a result of the consumption of alcohol or illegal drugs is not permitted and may be treated as gross misconduct.

If you have a health problem that could be misinterpreted as intoxication (for example diabetic coma or epileptic seizures), or if you are taking medication that may have side effects similar in appearance to intoxication, you must ensure that you make this known to MTRG. You must inform MTRG of any prescribed medication that may have an effect on your ability to carry out work safely and must follow any instructions subsequently given. Drugs that may cause drowsiness must not be used whilst at work or in a way that could affect performance at work.

Many of our clients have drug and alcohol policies that apply to all workers under their control. This means that their policies will also apply to you whilst working on assignments and in particular could include random, routine or targeted testing. You should be aware of this possibility and must co-operate with MTRG fully. Failure to comply with policy or to permit testing could result in the immediate removal from the assignment and the non-compliance reported to MTRG, where we will instigate an investigation which could lead to disciplinary action.

If you have concerns about a fellow worker, please let a member of staff know.

## **Accident Reporting**

If you have an accident at work, you must report it to your nearest supervisor/first aider as soon as it is safe to do so. All accidents and near misses, no matter how small, must be reported to the duty First Aider/Supervisor. Do not leave the site following an accident unless you have reported the incident to a First Aider/Supervisor.

You must also inform MTRG as soon as possible. Any first aid or medical attention should be administered by qualified people and recorded in the Accident Book.

## **Data Protection**

To provide you with work, we have to process personal information. The way we use your information is governed by the General Data Protection Regulations (GDPR). For more details on the type of information, we store, please speak to your consultant.

## **Leaving MTR Group Recruitment Ltd**

If you want to leave MTRG, come and tell us. You will need to complete a leaving form and ensure your email address is on file. This is so we can make sure you get any outstanding holiday pay you have accrued, and we can process your P45 – which is a record of all you have earned on your assignments, and the tax you've paid. This will also help any new employer to know your tax code to avoid being placed on an emergency tax code (which could result in you paying a higher level of tax)

## **Preventing Exploitation**

MTRG is committed to ensuring no worker is subject to any unfair, inhumane or illegal treatment – including careful management of our supply chain, to ensure no worker has to pay any form of job finding fee or any other illegal payment.

You're important in this process – if something is happening to you, or a colleague, or a friend we are here to support you – you must let us know if:

- You have had to pay someone to find work with MTRG
- You've had your passport, or other ID documents, taken away and not returned
- Your bank card is being held by someone else, or you're not allowed to access your wages freely
- You're not allowed to move freely
- Someone is threatening you or subjecting you to violence or abusive behaviour
- You're being forced to live somewhere you don't want to

### **You must report any of the above issues to a member of our staff**

You can also speak to the authorities

- Gangmaster's Labour Abuse Authority (GLAA) on 0800 432 0804
- Modern Slavery Helpline on 08000 121 700
- If you're in serious trouble, call the Police on 101

And if you are in serious, immediate danger

- Call the Police on 999

**Office to retain this section**

I have received a copy of Ltd Worker Handbook and I understand the requirements and information provided.

Name of worker:	
Signature:	
Date:	
Name of MTRG Representative:	
Signature:	
Date:	