CORR Recruitment

WORKER HANDBOOK

Your guide to working with Corr Recruitment



2026

CORR
Recruitment

Whatever sector you work in and whatever your role, you’re now part of the Corr Recruitment team.

This handbook tells you what you can expect from us and vice versa. Pay, benefits, equal opportunities – it’s all here, along with general terms of engagement. Read it carefully and ask your manager if you have any questions. Welcome to Corr Recruitment. We're here to support you throughout your time working with us.

WHAT’S INSIDE

01 General Terms of Engagement
02 Hours of Attendance
03 Pay
04 Holidays
05 Sickness Absence
06 Other Benefits
07 Rules
08 Termination
09 Equal Opportunities
10 Health and Safety
11 Data Protection Policy
12 Grievances



01 GENERAL TERMS OF ENGAGEMENT

1.1 Definitions

References throughout this handbook to your “Corr Recruitment Manager” will normally include consultants, or other Branch or Contract staff to whom you may report from time to time, unless expressly indicated to the contrary.
References to “the Company” mean Corr Recruitment.

Corr Recruitment is, for the purpose of this Contract for Services, an Employment Business as defined in the Employment Agencies Act 1973 as amended by the Employment Relations Act 1999.

1.2 Terms of Engagement

This handbook provides information about your engagement with Corr Recruitment and the arrangements that apply while you are working on an Assignment. It should be read together with your Contract for Services and any applicable Assignment Details Form.

Your Contract for Services sets out the contractual terms governing your engagement with Corr Recruitment. The Assignment Details Form sets out the terms and information applicable to each Assignment.

If there is any inconsistency between this handbook, your Contract for Services and/or an applicable Assignment Details Form, the Contract for Services and, where applicable, the Assignment Details Form will prevail.

Unless you are ill or there are other reasons agreed by Corr Recruitment, you will be expected, while working on an Assignment, to devote your full time, attention and abilities to the Company’s and its clients’ business.

While on Assignment you will be subject to instruction from anyone authorised by the client where this is necessary for you to carry out the work. By reason of the relationship between Corr Recruitment and its clients, the client may, of its own volition, ask at any time that you be removed from an Assignment.

This may not necessarily mean the termination of your engagement with Corr Recruitment. If you are removed from an Assignment because of your conduct or performance, your continued engagement may be reviewed, and appropriate action may be taken in accordance with your Contract for Services and applicable law. Corr Recruitment may offer you other Assignments where suitable work is available.

1.3 Job Description

Your general job title is in your assignment sheet. Specific details may be provided for a particular assignment. You may from time to time be asked by Corr Recruitment to carry out other types of work for clients, subject to your consent.

You do, of course, have the right to decline any move to a new assignment (but please see also section 3.1 about pay rates).



01 GENERAL TERMS OF ENGAGEMENT

1.4 Location

You will be expected to work on assignment where the Company needs you, but you will always be given full details of the location before each new assignment.

1.5 Record of Hours Worked

If a timesheet is missing, incomplete or disputed, Corr Recruitment will promptly investigate the hours claimed with the worker and the hirer. Corr Recruitment will pay all verified and undisputed hours on the normal payday and will not make payment conditional on receipt of payment from the hirer. Any correction will be processed as soon as reasonably practicable.

1.6 Key Information and Assignment Details

Before you agree terms with Corr Recruitment, you will receive a Key Information Document (KID) explaining the engagement, including the minimum expected rate of pay, deductions and fees, pay arrangements and a representative example of pay.

When an assignment is offered, Corr Recruitment will provide the legally required assignment information in writing or electronically. This will include the hirer and, where relevant, the nature of their business, the role and duties, location, start date, likely duration, expected days and hours, rate of pay, expenses, known health and safety risks, and any required experience, training, qualifications or authorisations.

1.7 Agency Worker Rights and Equal Treatment

From the first day of an assignment, agency workers have the right to access collective facilities and amenities on the same basis as comparable directly engaged workers, subject to any objectively justified restriction, and to receive information about relevant vacancies with the hirer. After completing the 12-week qualifying period in the same role with the same hirer, an agency worker is entitled to equal treatment in relation to relevant pay and basic working and employment conditions. Corr Recruitment will obtain and record information needed to identify the qualifying date and apply any enhanced entitlement.





02 HOURS OF ATTENDANCE

2.1 Hours

Unless the written terms for your engagement state otherwise, Corr Recruitment is not obliged to offer assignments or a minimum number of hours and you are not obliged to accept an assignment. You will not be subjected to a detriment merely because you decline an assignment or work for another organisation, provided you comply with lawful confidentiality, conflict-of-interest, health and safety and working-time requirements.

Your working time is the time you spend actually working for a client and that is recorded by the agreed method (see clause 1.5). Travel to and from work, rest breaks and other times when you are on the client's premises but not actually working do not count as working time.

If your daily working time is more than 6 hours, you will normally have a break of at least 20 minutes. The client to whom you are assigned may have in place a collective or workforce agreement that varies the entitlement to rest breaks and the time they are taken. If this is the case, that agreement will apply to you and we will provide you with details at the start of the assignment.

2.2 Overtime

Much of our work arises because our clients have deadlines to meet and they may ask that you work reasonable overtime. Your briefing beforehand will include details of the rates (if applicable) that apply to overtime during that assignment.

2.3 Working Time Regulations

Any agreement to opt out of the average 48-hour weekly limit is voluntary. You may refuse to sign an opt-out without suffering a detriment.

If you sign an opt-out, you may cancel it by giving the notice specified in the opt-out agreement, which will be not less than 7 days and not more than 3 months. Corr Recruitment will keep appropriate working-time records and will continue to apply all other working-time protections.

2.4 Night Work

Corr Recruitment will offer workers who are to become night workers a free and confidential health assessment before night work starts and at regular intervals while they remain night workers. Where night work involves special hazards or heavy physical or mental strain, the applicable limit will be observed. Any recommendation, adjustment or restriction will be considered with the worker and hirer, subject to confidentiality and data-protection requirements.

2.5 Absence

If for any reason you are unable to get to an assignment, please let your Corr Recruitment manager or the agreed contact point know as soon as possible.

Once you are able to return to work, tell your Corr Recruitment office as soon as possible. Naturally, we always take a very serious view of unnotified absence because of the damage it does to our client relationship; it is therefore something that will normally lead to action being taken. Details of the exact absence reporting procedures will be given to you when your assignment starts. You should also refer to section 5 of the Handbook.



02 HOURS OF ATTENDANCE

2.6 Punctuality

At your briefing you will always be told what time you are required to report for work. You are expected to make all reasonable efforts to be punctual.

Because of our commitment to the client, we always take a serious view of unpunctuality unless it is caused by circumstances beyond your control; as with unauthorised or unnotified absence, it will normally lead to action being taken.

2.7 Young Workers

If you are a young worker (above school leaving age and under 18), special working time rules apply. Your working time must not normally exceed 8 hours a day or 40 hours a week.

You are also entitled to additional rest breaks and daily and weekly rest in accordance with the Working Time Regulations 1998. Restrictions apply to night work, although there are limited statutory exceptions depending on the type of work and circumstances.





03 Pay

3.1 Pay Rate

Corr Recruitment will make all reasonable efforts to assign you work at the times you wish to work.

You will be paid at least the applicable National Minimum Wage or National Living Wage for all working time and at the assignment rate notified to you. After the AWR qualifying period, Corr Recruitment will review and apply any higher rate or other relevant equal-treatment entitlement. Time away from work is unpaid unless payment is due under statutory or contractual rights, including paid annual leave, Statutory Sick Pay or another applicable entitlement.

3.2 Method of Payment

You will be paid weekly for the hours worked as described above.

If you are paid weekly, you will be paid for the hours worked during the previous week. Payment is made by direct credit transfer into a bank or building society account or similar. On certain occasions, such as around public holidays, Christmas and New Year, you may be paid on a different day than usual. Corr Recruitment will advise you of any such special arrangement. Payment will be paid by 5pm on the due day.

3.3 Itemised Pay Statements

You will be provided with an itemised pay statement detailing the calculation of gross pay and deductions under various headings. Corr Recruitment will be pleased to help with any queries you may have concerning your pay.

3.4 National Insurance and Tax

Corr Recruitment will operate PAYE and National Insurance in accordance with current HMRC requirements. New starters should provide a valid P45 where available. If a P45 is not available, the worker must complete HMRC's current starter checklist or provide the information requested through the current payroll onboarding process. HMRC determines the tax code and may issue updates directly to payroll.

Workers should contact HMRC about personal tax-code queries.





04 Holidays

4.1 Holidays

The statutory minimum paid annual leave entitlement is 5.6 weeks in each leave year, pro-rated where appropriate. For a worker who meets the statutory definition of an irregular-hours worker or part-year worker, statutory leave will accrue in each pay period at 12.07% of hours worked, subject to the statutory rules.

Workers should normally take statutory leave in the leave year in which it accrues. Carry-over will be permitted where required by law, including relevant sickness absence, statutory family leave, or where Corr Recruitment has not given the worker a reasonable opportunity to take leave, encouraged the worker to do so and informed the worker that untaken leave may be lost. Corr Recruitment will issue clear reminders and maintain records of entitlement, requests, leave taken, holiday pay and any carry-over.

Under certain circumstances you will be expected to take holiday if, during assignment to a client, the client closes its place of work and the employees are required to take part in their annual holiday. You may also be asked to take your holiday leave on a public holiday when it occurs during an assignment, where the client has this arrangement.

Holiday requests must be submitted through the notified process. Unless a different lawful arrangement applies, the worker should give notice at least twice the length of the leave requested. Corr Recruitment may refuse or require leave only by giving the required notice. Any refusal or deferral will be handled so that the worker still has a genuine and reasonable opportunity to take statutory leave within the relevant period.

4.2 Holiday Year

The standard Corr Recruitment year is the financial year.

4.3 Public Holidays

If you wish to take any public holiday (or are required under your assignment to take off any public holiday) this must be taken as normal holiday leave as part of your holiday entitlement (see section 4.1).

If you work any public holiday, you will receive your normal rate of pay unless there are special arrangements in place relating to your assignment.





05 Sickness Absence

5.1 Statutory Sick Pay (SSP)

For sickness absences beginning on or after 6 April 2026, eligible workers are entitled to Statutory Sick Pay from the first full day of sickness absence. There is no Lower Earnings Limit and there are no three waiting days. SSP is paid at the statutory weekly rate or 80% of normal weekly earnings, whichever is lower, subject to the current statutory rules. You must notify Corr Recruitment using the absence-reporting process. You may self-certify for the first 7 calendar days; medical evidence such as a fit note may be required after that. Corr Recruitment will not withhold SSP solely because notification was late where there was a good reason.

5.2 Long-term absence

Long-term absence will be managed fairly and on a case-by-case basis. Corr Recruitment will consult with the worker, obtain appropriate medical information with the worker's consent where necessary, and consider whether the worker may be disabled under the Equality Act 2010.

Where applicable, Corr Recruitment will consider reasonable adjustments and, where appropriate, suitable alternative work or assignments. We will take care to avoid unlawful discrimination, including unfavourable treatment arising from disability.

An assignment or engagement will not be ended simply because a worker has a disability or has requested a reasonable adjustment. Any decision to end an assignment or engagement will be considered in its individual circumstances and in accordance with applicable law.





06 Other Benefits

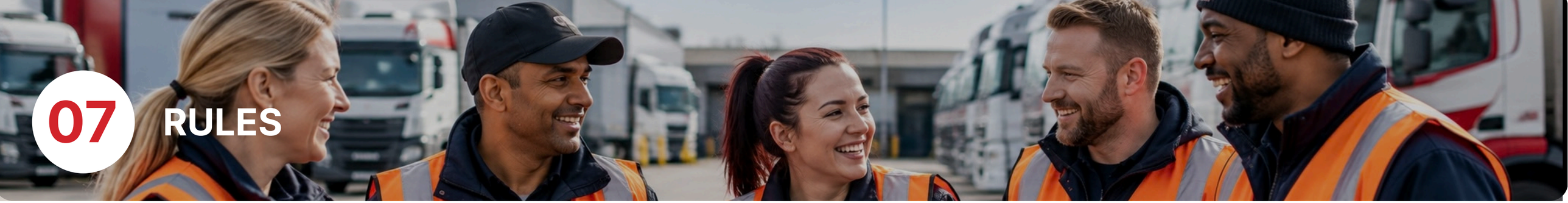
6.1 Pensions

Where Corr Recruitment is responsible for paying you, we will assess your eligibility for workplace pension auto-enrolment in accordance with current legislation. If you meet the applicable eligibility criteria, you will be automatically enrolled into the relevant qualifying pension scheme.

You will receive the information required by law about your pension, including contributions, how to opt out or opt in, and any postponement or re-enrolment arrangements that apply.

The pension provider and current contribution arrangements will be confirmed separately and may change from time to time in accordance with applicable legislation and the rules of the pension scheme.





07 RULES

7.1 Client vehicles

If you are on a driving assignment with Corr Recruitment, please pay special attention to the Drive Guide. If you are working with any of the other Corr Recruitment services, you may be asked occasionally to drive a client's vehicle.

The driving of vehicles is subject to different Terms and Conditions of Business and formal arrangements must first be made with the client.

If a client asks you to drive any kind of vehicle whatsoever, including a forklift truck, you must contact your Corr Recruitment manager immediately so that the necessary steps can be taken. Please explain to the client that you have to do this.

You must not drive any client's vehicle until you have been told by your Corr Recruitment manager that the necessary arrangements have been made, and it has been confirmed that you meet our minimum driving licence requirements.

Any parking fines, penalties or charges incurred when driving an authorised vehicle during your engagement with Corr Recruitment are your responsibility where the law makes you responsible for them. Failure to pay any fines, penalties or charges within the required timescales could lead to action being taken.

If you are driving an authorised vehicle whilst engaged with Corr Recruitment you must report any accidents that you have with Corr Recruitment. Failure to do this could lead to action being taken.

7.1.1 Driving Offences/Fines and Penalties

You are responsible for any fines, penalties or charges arising from your own driving, parking or other vehicle-related offences while using a client vehicle, where the law makes you responsible for them.

You must comply with all applicable road traffic laws and any instructions or requirements relating to the use of the client vehicle. Where a fine, penalty or charge is issued in connection with your use of a client vehicle, you must promptly provide any information or assistance reasonably required by Corr Recruitment or the client and, where you are legally responsible for the amount, ensure that it is dealt with within the required timescale.

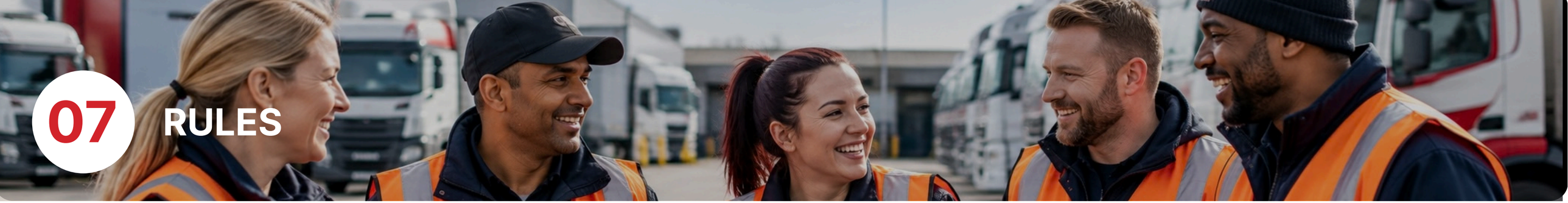
Failure to comply with these requirements may result in appropriate action in accordance with your terms of engagement and applicable law.

7.1.2 Loss of driving licence

If driving is an essential part of your job, loss of your driving licence through disqualification or failure to renew if required by law (excluding medical reasons) may be considered reasonable grounds to end your assignment with Corr Recruitment.

7.2 Client rules and regulations

You are required to comply with any rules, regulations, policies, procedures and practices that are specified by any client to whom you are working during an assignment. Failure to do so may result in action being taken against you.



07 RULES

7.3 Health and safety

In addition to section 10 detailing your Health and Safety responsibilities, you will be expected to follow any client-specific rules and guidelines in health-and-safety-related issues.

7.4 Dress code and personal appearance

You should present yourself to work in clothes that are smart, clean and tidy as expected for business standards and appropriate to the type of assignment you are undertaking. Some clients may require specific dress standards or uniform to be worn for an assignment.

You will also be expected to follow any client-specific rules and guidelines relating to personal appearance, for example, concerning visible body piercing.

7.5 Alcohol and Drugs

Alcohol or drug testing may be required where there is a lawful, necessary and proportionate reason, including where testing is required by the client or as a condition of an assignment. Any testing requirement will be communicated to you in advance where reasonably practicable.

Testing will be carried out confidentially by an appropriate provider and in accordance with a fair and appropriate process. Relevant health, medication, disability and other equality considerations will be taken into account where applicable.

Any preliminary or non-negative screening result will be subject to appropriate confirmation and review and will not, by itself, automatically determine the outcome. Any personal and health information obtained through testing will be handled confidentially and in accordance with applicable data protection law.

7.6 Loss, damage, negligence or other costs incurred

Corr Recruitment will make a deduction from wages only where it is required or authorised by law, permitted by a relevant written contractual term previously provided to the worker, or agreed by the worker in writing before the deduction.

Any deduction for loss, damage, equipment, fines or administration costs will be supported by evidence, will be proportionate and will comply with National Minimum Wage and unlawful-deduction rules. The worker will receive written details and may challenge the deduction through the grievance process.





08 TERMINATION

8.1 Assignment comes to an end

If your current assignment comes to an end, Corr Recruitment will discuss with you other opportunities and try to find suitable work for you.

As an employment services company, Corr Recruitment is in the business of providing flexible employment opportunities for our workers.

8.2 Failure to maintain contact with Corr Recruitment

If your assignment ends or you are absent from work for an extended period (other than for reasons of sickness), please keep Corr Recruitment informed if you wish to remain available for suitable Assignments.

If you do not contact your Corr Recruitment manager for a period of at least three weeks, Corr Recruitment may treat this in accordance with the terms of your Contract for Services.

8.3 On leaving

Your P45 will be sent to the last address you gave us, unless you have given any different instructions. If you are moving to a new location, please make sure that you give us a forwarding address.

If you need references for prospective employers, you should ask them to write directly to the Corr Recruitment location where you last worked.





09 Equal Opportunities, Diversity and Respect at Work

Corr Recruitment is committed to providing equal opportunities and treating workers fairly and with dignity and respect. We will not unlawfully discriminate because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation. We are committed to prevent discrimination, harassment, bullying and victimisation in recruitment, employment, training, assignments and other work-related activities. This applies to conduct by Corr Recruitment, workers, hirers, clients, customers and other third parties.

9.1 Disability

Corr Recruitment supports the employment and engagement of disabled people and will consider reasonable adjustments where required by law. Where appropriate, we may work with the worker and the hirer to identify suitable adjustments or alternative arrangements.

Information about a worker's health or disability will be handled appropriately and in accordance with applicable data protection law. We will only share such information where there is an appropriate reason and, where required, the worker's consent or another lawful basis.

9.2 Harassment, Bullying and Sexual Harassment

Corr Recruitment is committed to providing a working environment where workers are treated with dignity and respect.

Harassment, bullying, sexual harassment, victimisation and other unwanted or inappropriate behaviour are not acceptable. This applies to conduct by colleagues, managers, hirers, clients, customers and other third parties in connection with work.

Harassment related to a protected characteristic is unlawful under the Equality Act 2010. Sexual harassment is also unlawful, and Corr Recruitment will take all reasonable steps required by law to prevent sexual harassment at work.

Workers are encouraged to raise concerns as soon as possible through the channels set out in this handbook. Concerns will be taken seriously and dealt with promptly, fairly and sensitively.

No worker will be subjected to victimisation or retaliation for raising a genuine concern, making a complaint or supporting an investigation.

Where appropriate, Corr Recruitment may take action even where the person affected does not wish to make a formal complaint, particularly where there may be a risk to the safety or wellbeing of workers or others.

9.3 Equality Monitoring

Corr Recruitment may collect equality monitoring information to help assess whether recruitment, employment and assignment practices are fair and to identify and address any potential inequality or discrimination.

Where equality monitoring information is collected, it will be handled in accordance with applicable data protection law and Corr Recruitment's privacy information. Monitoring information will not be used to make recruitment or assignment decisions except where permitted by law.



09 Equal Opportunities, Diversity and Respect at Work

9.4 Raising a Concern

If you experience or witness discrimination, harassment, bullying, sexual harassment or other inappropriate behaviour, you can raise your concern with the consultant who is your first point of contact at Corr Recruitment, or with HR at hr@corrrecruitment.com.

A concern may be raised verbally or in writing. Corr Recruitment will consider the appropriate way to deal with the concern and, where appropriate, will investigate it promptly, fairly and sensitively.

Information will be kept as confidential as reasonably practicable and will only be shared where necessary and appropriate to deal with the concern, carry out an investigation or meet a legal obligation.

Where a worker does not wish to make a formal complaint, Corr Recruitment may still take appropriate action where the circumstances require it, including where there may be a risk to the safety or wellbeing of workers or others.

No worker will be subjected to victimisation or retaliation for raising a genuine concern, making a complaint or participating in an investigation.





10 Health and Safety

10.1 Compliance

Before an assignment starts, Corr Recruitment will obtain and communicate available information about the role, required competence and known health and safety risks and controls.

Corr Recruitment and the hirer will clarify responsibility for induction, supervision, training and PPE. Workers must report accidents, near misses, hazards and any serious or imminent danger immediately.

Pregnancy, new-mother, disability and other individual risks will be considered and appropriate adjustments or alternative work explored where required.





11 Data Protection Policy

Corr Recruitment is committed to protecting your personal information and will process personal data in accordance with applicable data protection law, including the UK GDPR, the Data Protection Act 2018 and the Data (Use and Access) Act 2025, as amended from time to time.

We will process personal data lawfully, fairly and transparently and will only collect and use information that is adequate, relevant and necessary for legitimate and specified purposes. We will take reasonable steps to keep personal information accurate and up to date, protect it against unauthorised access, loss or misuse, and retain it only for as long as necessary or as required by law. These principles reflect the requirements of current data protection law.

Personal information may be processed for purposes including recruitment and registration, arranging and managing assignments, payroll and pensions, right-to-work and other legal checks, training, health and safety, absence management, equality monitoring, administration, responding to complaints, preventing fraud or misconduct, and meeting legal or regulatory obligations.

Where necessary for these purposes, information may be shared with relevant third parties, including clients or hirers, payroll and pension providers, occupational health or other professional advisers, technology and service providers, regulators and public authorities. Information will only be shared where there is an appropriate lawful basis and, where applicable, appropriate safeguards.

Some information, such as health, disability, racial or ethnic origin, religion or belief, may be treated as special category data. Information relating to criminal convictions and offences is subject to additional legal requirements. Corr Recruitment will only process such information where the applicable legal requirements and safeguards are met.

Corr Recruitment will identify an appropriate lawful basis for processing personal data. Consent will not normally be relied upon where another lawful basis is more appropriate, particularly where a worker does not have a genuine choice. Where consent is used, it will be obtained in accordance with applicable law and will be capable of being withdrawn where the law requires this.

Personal information may be transferred outside the UK where necessary. Where this occurs, Corr Recruitment will comply with applicable legal requirements for international transfers and put in place any required safeguards.

Corr Recruitment may use systems and processes to monitor work-related activity where this is necessary, lawful and proportionate. Any monitoring will be carried out in accordance with applicable data protection law and the relevant privacy information or policy.

You have rights in relation to your personal information, subject to applicable legal exemptions. These may include the right to access your information, request correction of inaccurate information and, where applicable, request erasure, restriction or other forms of protection. Further information about your rights, how we use your information, our lawful bases, retention periods, recipients, international transfers and how to raise a data protection concern is set out in the current Worker Privacy Notice.

You should raise any data protection query or concern with Corr Recruitment using the contact details provided in the Worker Privacy Notice. Corr Recruitment will handle data protection complaints in accordance with applicable law.



12 Grievances

12.1 Grievance Procedure

Workers engaged under a contract for services may raise concerns relating to their engagement, assignments, treatment at work or other work-related matters with their Corr Recruitment contact, manager, HR or another appropriate contact.

A concern may be raised verbally or in writing. Corr Recruitment will consider concerns raised and may make reasonable enquiries or seek further information where this is appropriate to the circumstances.

Where a concern relates to an assignment or matters arising at a client's premises, Corr Recruitment may need to discuss the matter with the client and take account of relevant information provided by the client.

Where appropriate, Corr Recruitment may invite the worker to provide further information or respond to matters raised before deciding what action, if any, should be taken.

Depending on the circumstances, action may include providing guidance, discussing the matter with the worker or client, taking action in relation to an assignment, or terminating the engagement in accordance with the contract for services and applicable law.

Corr Recruitment will handle concerns fairly and will maintain confidentiality so far as reasonably practicable. Information may be shared where necessary to consider or manage the concern, with the client or other relevant persons, or where required or permitted by law.

Nothing in this procedure limits any statutory rights or remedy available to a worker.



Document Control and Review.

Version: October 2026. Approved: Andy Knowles.

Next review: October 2027 or earlier if law, guidance, payroll processes or business arrangements change.

This handbook supersedes earlier versions from its effective date. It does not remove statutory rights. An accessible format or reasonable communication adjustment is available on request. Corr Recruitment will keep a record that the current version has been issued or made available.

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www.corr-recruitment.co.uk