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# Worker Handbook – Corr Recruitment

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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 our fantastic agency, that has **you** in our best interests

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## 1.0 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 of 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 sets out details of your Terms and Conditions of work, and forms part of your Contract for Services, except where it is specifically stated to the contrary.

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 work with Corr Recruitment. If you are removed from an assignment because of your conduct or performance, your continued engagement is likely to be reviewed, which may result in action being taken.

Corr Recruitment also reserves the right to move you from one assignment to another where the needs of the business may require it.

### 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).

#### 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

Your Corr Recruitment manager will explain the method by which your working hours are recorded, and the basis on which these hours will be paid. Where Corr Recruitment is unable to validate your working hours it reserves the right to temporarily withhold payment pending verification with the client.



## 2.0 HOURS OF ATTENDANCE

### 2.1 Hours

The very nature of our business means your hours of work may differ from one assignment to another; similarly, the length of individual assignments will vary. There may be occasions when no work is available. You are engaged under a general zero hours contract. Each time you are assigned, we will provide to you details of the hours of work which are likely to be involved.

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

If your daily working time is more than 6 hours, you will normally have a rest 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

The Working Time Regulations 1998 state that before we can ask you to regularly work more than 48 hours a week, we must have your written agreement. This is called 'opting out' of the maximum working week and you will have been asked to sign to agree if you wish to opt out.

If you no longer wish to be available to work 48 or more hours per week, you may give us 14 days (2 weeks) notice in writing and the agreement will end.

### 2.4 Night Work

If your assignment regularly involved night work, that is, three hours or more between the hours of 11pm and 6am, you are entitled to request a health assessment to confirm your fitness for night work.



If you have not done night work before but are asked to undertake such an assignment, you may request a health assessment questionnaire before the assignment begins. Please ask your Corr Recruitment manager for further details.

Normally you will not be required to work, on average, more than 8 hours per night. However, where the client has in place a collective or workforce agreement which varies the hours of night work, that agreement will also apply to you and you will be given details at the start of your assignment.

## 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 un-notified 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.

## 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 un-notified absence, it will normally lead to action being taken.

## 2.7 Young Workers

Workers under the age of 18 are subject to additional rules about their hours as follows:

- You cannot work more than 8 hours in any day or 40 hours in any week
- You cannot work more than 5 days in any week
- You cannot do night work

## 3.0 PAY

### 3.1 Pay Rate

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

You will be paid for hours worked during your assignment as certified by the client. If you do not work you are not paid, and neither are you paid for the time taken off for meals, travelling to and from the client's premises at the beginning and end of the working day or any other purpose during your assignment other than work.

You will not normally be paid for absence due to illness or injury, although you may be eligible to receive Statutory Sick Pay.

Your pay is based on an hourly rate for the type of work performed. The standard rate also forms the basis for calculating any overtime premiums, unless there are any special arrangements. You will always be notified in advance of any change to your pay rate.

### 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 ensure all deductions as required by law in respect of Income Tax and National Insurance contributions. Corr Recruitment will require your National Insurance number as we are obliged by law to deduct

National Insurance from your earnings. Corr Recruitment will ensure you are taxed under the 'Pay As You Earn' scheme. We will require a P45 form from your previous employer and provided this is for the current tax year we will use the tax code indicated on it for taxing your earnings. If you do not have a P45 then Corr Recruitment will ask you to complete a P46 form, which will result in your earnings being taxed on an emergency tax code basis until we receive your P45 or until the tax office informs us of your correct code.

If you do not provide a P45 or sign a P46 you will be taxed at Basic Rate receiving no allowances. If you are a full-time student and your earnings are less, in the full tax year, than the personal allowance a Student Declaration Form may be appropriate.

The tax code being applied by Corr Recruitment will appear on your pay slip. Your Corr Recruitment Manager will advise you of the above and confirm the details of the tax office and Corr Recruitment's reference number should you have any tax queries.



## 4.0 HOLIDAYS

### 4.1 Holidays

You will begin to accrue holiday entitlements from your first day of work with Corr Recruitment. Your annual entitlement is 20 days paid leave in each holiday year or the statutory minimum, whichever is the greater, save that you shall not be entitled to more than 28 days in total (including public holidays).

Your actual entitlement to holiday depends upon the number of paid days or hours you work each week. For example, only staff who work 5 days (or an equivalent number of hours) per week, for example, would be entitled to 20 days holiday in each holiday year. Workers who ordinarily work less than 5 days a week shall have an entitlement pro rata to the days they actually work.

All holiday you have accrued during the course of the year must be taken before the end of the holiday year or you will lose it. You may not carry any entitlement forward into a new year.

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 of 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.

If you are paid weekly, your holiday pay calculation will be based on one of the following:

- The pay you have received for all hours worked over the 52 weeks prior to your holiday. Weeks in which you did no work and/or received no pay will not be included in the calculation, OR
- An hourly rate of pay, when the assignment provides for normal working hours, OR
- The pay you have received for normal working hours worked over the 52 weeks prior to your holiday. Weeks in which you did no work and/or received no pay will not be included in the calculation.

You may take holiday at any time during the holiday year, up to your maximum entitlement for the year, subject to the prior agreement of your Corr Recruitment

manager and by giving sufficient (i.e 1 weeks leave = 1 clear full week prior to leave commencing) notice. You will receive holiday pay up to the amount accrued in the holiday year to the date your holiday commences. You can take holidays at any appropriate time agreed with your Corr Recruitment manager.

Occasionally, you may be required to defer your holiday to a later date because of the requirements of the client.

You may be required to use any outstanding holiday entitlement during any notice period. If, at the date of your termination, you have taken more holiday than is your accrued entitlement in the holiday year to that date, any excess holiday pay will be deducted from your final pay. This will be based on your actual rate of pay at time of leaving.

#### 4.2 Holiday Year

The standard Corr Recruitment year is 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.



## 5.0 SICKNESS ABSENCE

#### 5.1 Statutory Sick Pay (SSP)

You may be entitled to Statutory Sick Pay (SSP), which is a state scheme liable to taxation and deductions for National Insurance. Whether or not you are entitled to SSP, and the amount to which you are entitled, depends on your average weekly earnings over eight weeks prior to the week of your sickness. If your average weekly earnings are at or above the Lower Earnings Limit (set by the government), you will be entitled to SSP and the payment is made by Corr Recruitment through your normal pay method. If your average weekly earnings are less than the Lower Earnings Limit, you will not be entitled to SSP and no payment will be made.

It is important that you notify your Corr Recruitment manager on the first morning of your absence. Failure to notify Corr Recruitment as soon as reasonably possible jeopardise your entitlement.

To claim SSP you must also follow these procedures:

- If you are unable to work due to illness for three days or fewer, no benefit is payable and no certificate required. The first three 'working' days of any period of absence are known as 'waiting days' and under state regulations SSP is not payable for these days.
- For sickness absence of more than three days, you must complete a Certification of Absence form. You must inform Corr Recruitment.
- If you are unable to work due to illness for more than a week you must provide Corr Recruitment with a medical certificate signed by your doctor that states the period for which it is believed you will be unfit for work. You must also complete a Certification of Absence form for each week you are away from work. Sent to Corr Recruitment
- If you have not recovered when a certificate expires, you must get another certificate from your doctor and send it to your Corr Recruitment manager with the completed Certification of Absence form. Payment of SSP cannot be made without continued medical evidence that you are unfit for work.

Failure to follow the above procedure would jeopardise your entitlement to SSP.

## 5.2 Long-term absence

If you become unable to work for an extended period due to injury or ill-health the Company may decide to terminate your engagement. Entitlement to sick pay is not a guarantee of continued engagement. Such decisions will normally be taken after consultation and consideration of any implications under the Disability Discrimination Act, and consultation with you.

## 6.0 OTHER BENEFITS

### 6.1 Pensions

As a worker for Corr Recruitment you will participate fully in the state pension Scheme. Corr Recruitment operates with a Stakeholder Pension Scheme, run by the designated provider. This scheme is not contracted out of the state pension scheme. You are also encouraged to speak to an independent pensions/ financial advisor about the best pension arrangements for you.



## 7.0 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 incurred when driving an authorised vehicle during your engagement with Corr Recruitment are the responsibility of the driver. Failure to pay any fines 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 to Corr Recruitment. Failure to do this could lead to action being taken.

### 7.2 Fines and Penalties (Driving/Vehicles)

#### 7.2.1 Driving Offences

You will be personally liable for any fines or penalties incurred due to driving offences, including parking fines, while using a client vehicle whether on public roads or private premises. Failure to pay any fines within the required timescales could lead to action being taken.

Any fines or penalties that are levied via the Company or fines or penalties which are not paid by you within the required timescale will be deducted from any monies due to you (including wages or salary) and may be subject to



administration charges which will also be deducted from any monies due to you.

Any fine or penalty that is outstanding for more than three months (or at the time you leave Corr Recruitment if this is sooner) will be deducted from any payments due to you, including salary or holiday pay.

#### **7.2.3. 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.

#### **7.3 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 actions being taken against you.

#### **7.4 Health and safety**

In addition to section 11 detailing your Health and Safety responsibilities, you will expect to follow any client specific rules and guidelines in Health and Safety related issues.

#### **7.5 Dress code and personal appearance**

You should present yourself for 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.

#### **7.6 Alcohol and Drugs**

Workers are expected to present themselves at work in a fit condition and anyone found to be under the influence of alcohol or drugs such that they are a safety risk or unable to adequately perform their normal work will be subject to action including, where appropriate, termination of assignments with Corr Recruitment.

Corr Recruitment and its clients reserve the rights, where appropriate, to conduct alcohol and/or drug testing of workers and to deny workers access to, or remove them from, premises if such tests are positive. Any worker so excluded from work would not be paid while excluded.

#### **7.7 Loss, damage, negligence or other costs incurred**

Workers will be held liable for any loss or damage to Company or client equipment whether caused deliberately or by reason of their reckless or negligent behaviour. The Company is entitled to make deductions from payment owing to staff in respect of any such loss, damage or other costs incurred as a result of any dishonesty, negligence or breach of Company or client rules or procedures by you.





## 8.0 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) you have a duty to keep the Company informed of your continued availability for work with Corr Recruitment. If you do not contact your Corr Recruitment manager for a period of at least three weeks, we may assume you no longer wish the Company to find you work.

### 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.

## 9.0 EQUAL OPPORTUNITES

Equal opportunity is about good employment practices and efficient use of workers. It is in the Company's best interests, and those of all who work in it, to ensure that the human resources, talents and skills available throughout the community are considered when assignment opportunities arise.

As part of our commitment to the highest standard of employment practices, we have an equal opportunities policy that is designed to ensure selection based only on qualifications, merit and experience. In monitoring our policy we plan to develop a workforce that reflects the diversity of the UK population.

We will offer employment opportunities to people regardless of gender, marital status, sexual orientation, age or disability or on the grounds of race, colour, religion or belief or national origin. We will not discriminate on any of these

grounds, directly or indirectly, during the recruitment process or at any stage of employment. We will ensure that every work assignment is open equally to those who have the required qualifications and that decisions are based solely on objective and job related criteria, by not discriminating when advertising, selecting employees, offering training promotion or career management, or providing benefits and services. We will continually examine and review existing procedures relating to these aims.

### 9.1 Disability

As part of this policy, our practice is to ensure that we are able to offer employment opportunities to skilled and qualified people with disabilities. This includes making a positive effort to ensure that we do not unintentionally discriminate against disabled people, to question assumptions about disability and to communicate relevant facts regarding disability to our client organisations. It may also include making reasonable adjustments to allow for someone's disability.

### 9.2 Diversity

As an employer Corr Recruitment is committed to valuing and promoting diversity in all areas of recruitment,

employment, training and promotion. We will look towards an environment where all members of workforce can develop their full potential, irrespective of their race, gender, marital status, age, disability, religious or other equivalent belief, political opinion or sexual orientation.

### 9.3 Monitoring

Corr Recruitment maintains records of the age, race, gender, marital status and disability of applicants and existing employees. All records are monitored to establish any patterns of misrepresentation and are fully investigated to eliminate any discriminatory practices. Workers and job applicants will be asked to complete a form denoting their sex, race, ethnic origin, religion (in Northern Ireland) and disabilities. The Company guarantees that this information will only be used for the purposes of monitoring the effectiveness of its equal opportunities policy.

### 9.4 Respect at Work Policy

This policy statement reinforces Corr Recruitment's commitment to good employment practice. The overall aim is to positively encourage and promote a working environment where workers are treated with dignity and respect.

Everyone must recognise, acknowledge and value differences in all people, and treat others with consideration and courtesy. In addition we must not belittle or exclude people for any reason.

Corr Recruitment will always investigate any complaint immediately, confidentially, sensitively and without prejudice. Implementation and a proactive approach to the promotion of the policy is the duty of every employee.

### **Making a complaint**

If any worker wishes to make a complaint, they should refer to Corr Recruitment's Harassment and Grievance policies outlined in the Corr Recruitment staff handbook. Upon review of these policies the employee will be given the opportunity to confirm which process they would like the complaint to be handled under.

A complaint can be made verbally as well as in a written format. In situations where a Manager is made aware of unacceptable behaviour but where the employee does not wish to make a formal complaint, the Manager will endeavour to correct the behaviour without alerting those involved of the employee's identity.

There may be occasions however when a worker chooses not to make a formal complaint but the behaviour brought to Corr Recruitment's attention is so concerning that Corr Recruitment must take formal action. Where such instances occur Corr Recruitment will endeavour to investigate and resolve any issues as soon as it can.

The reason why such action may be taken is because Respect at Work is about respect for everyone. Whilst not all workers subjected to inappropriate behaviour may wish to make a formal complaint, Corr Recruitment wants to ensure all our workers are able to work in an environment which is free from ridicule and behaviour which could leave workers feeling mistreated.

## **10 HARASSMENT**

### **10.1 Harassment – Policy**

Corr Recruitment deplores all forms of harassment – sexual, racial, religious or related to disability, or general bullying or intimidation – and seeks to ensure that the working environment is sympathetic to its workers. We will always investigate any complaint of harassment immediately, sensitively and without prejudice and we encourage our workers to speak to their manager immediately in the event of a problem of this nature.



## 11 HEALTH AND SAFETY

### 11.1 Compliance

Please read this section carefully and make sure that you fully understand it and the arrangements for seeing that it is effectively implemented.

You are required to comply fully with this section at all times and with all relevant Health and Safety Legislation, when working for Corr Recruitment on the premises of a client. Rules about other Health and Safety issues will be made known to you from time to time, as they become relevant to your assignment. You will also be required to follow any health and safety procedures of the Client with whom you are working.

Remember that compliance with safety rules is in your own interest, as well as that

of people who may be affected by your actions.

If you have any doubts or feel you need further guidance, do not hesitate to seek the help of your Corr Recruitment manager or the client's Health and Safety Officer.

## 12 GRIEVANCES

### 12.1 Grievance Procedure

Corr Recruitment aims to resolve an individual's grievance fairly, promptly and at the earliest possible stage whilst maintaining constructive working relationships. Corr Recruitment always aims to prevent grievances or disputes arising by encouraging a relationship between consultants, managers, clients and workers that allows the full discussion of any problem the moment it arises.

Your Corr Recruitment consultant or manager will make every effort to give you full and correct answers to any problems and **it is always to Corr Recruitment and not the client that you should refer.**

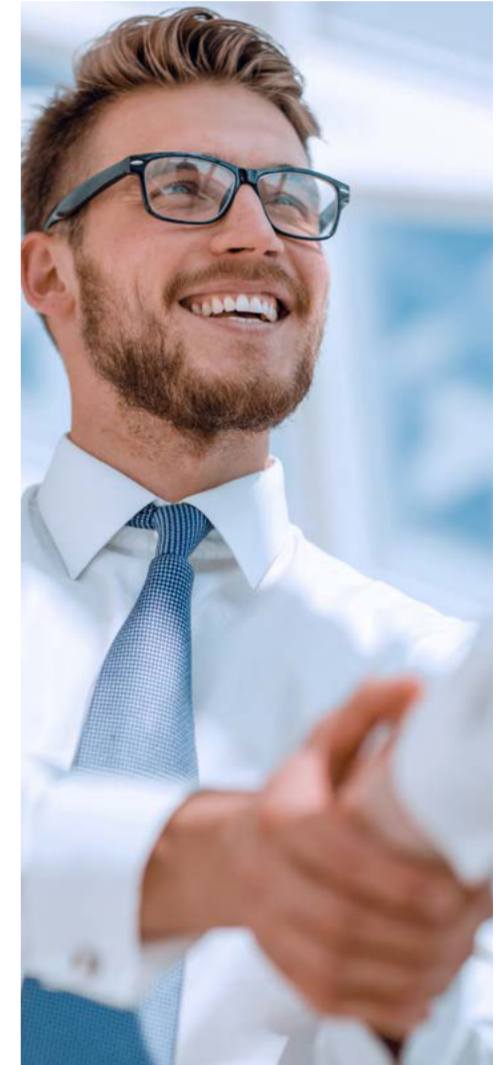
## 13 DATA PRIVACY POLICY

### 13.1 Protection of personal data

Under the Data Protection Act 1998, Corr Recruitment has certain responsibilities and you have certain rights, concerning personal information about you that is processed automatically.

#### Our policy is:

- To collect, use and retain personal information that is required for business or legal reasons only.
- To ensure that employees have access to their personal records and that this information is correct.
- To limited internal access to such information only to those with a business reason for such access.
- To allow access to such information to outside sources only with employee approval, except to verify employment





or comply with legal requirements.

- To adhere to the eight Data Protection Principles which are set out in the 1998 Act.

### 13.2 Rights of access and disclosure

Corr Recruitment processes your personal information (i) to provide you with job placement services, (ii) for staff administration purposes, (iii) to maintain its contractual or business relationship with you and (iv) for accounts and records, (v) to assess your suitability for a position or task and to provide you with training opportunities, (vi) for personal improvement.

We may disclose your personal information to our clients, other Corr Recruitment branches, to subcontractors who perform services on our behalf, and where we are otherwise required to do so, such as by court order. Corr Recruitment has taken steps to ensure that all information transferred receives an adequate level of data protection.

You can access and rectify your personal information, or obtain further information,

by emailing us at:  
[hr@corrrecruitment.com](mailto:hr@corrrecruitment.com)

### 13.3 Sensitive personal data

It may be necessary for Corr Recruitment to hold or use what the Data Protection Act calls 'sensitive personal data'. This means data about one or more of the following:

- Racial or ethnic origin.
- Political opinions.
- Religious or similar beliefs.
- Union membership.
- Physical or mental health or condition.
- Sexual life.
- Commission or alleged commission of offences.
- Criminal records or proceedings.

Corr Recruitment processes sensitive personal information only if required to comply with legal obligations or with your consent.

