



Smart Recruitment Agency Worker Handbook

Welcome to Smart Recruitment. Smart Recruitment is committed to ensuring that you make the most of your time as an Agency Worker and you can expect to receive an excellent service from us. We have produced this Handbook to ensure you are aware of important information whilst completing an assignment for us.

If you have any questions, please use the contact information that you were given when you registered. Our general branch **number** is:-

Yeovil **01935 310020**; yeovil@smartgroup.co.uk
Website **www.smartgroup.co.uk**

This Handbook will be updated on a regular basis, the most up to date version can be obtained by asking any member of staff, by visiting our Website, or by clicking **here**.

Equal Opportunities, Diversity & Inclusion

As an Employer and Recruiter, we champion **equality, diversity and inclusion** and embrace the uniqueness of each and every one of our employees, permanent candidates and temporary workers.

Smart Recruitment is committed to providing equal opportunities for everyone and aims to promote the benefits of **diversity** and **inclusion** and to maintain an environment in which everyone feels welcomed, heard, respected, supported and valued, regardless of their background, belief, identity or any disability they may have.

Further information can be found in our Equal **Opportunities** and Diversity Policy; a copy of our **Policy** can be provided upon request, by visiting our Website or by clicking **here**.

If you have any comment, question or suggestion regarding any subject, we welcome you to speak with any member or our staff. If you would prefer to send an e-mail; send to enquiries@smartgroup.co.uk

Human Rights – Dignity at Work

Smart Recruitment is committed to ethical working practices and to respecting everyone's human rights in all aspects of our Business.

It is everybody's responsibility to maintain a work environment where everybody is treated with respect and in a manner that allows them to maintain their dignity at all times and is free from bullying and harassment. If any worker believes that someone is violating this Human Rights Policy or the law, they are asked to report it immediately to their Smart Recruitment Contact.

Our commitment is to provide an inclusive working environment where all people are treated fairly and with respect. We respect the right of our employees and Agency Workers to join or not to join a trade union and as such they are free to join an organisation of their choice to represent them in line with local legislation. A copy of our Ethical Policy can be provided upon request or by clicking **here**.

Advice for Agency Workers

Jobs Aware is a Website that offers free advice and information to non-permanent workers. You can visit the Website by clicking this **link**

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1. General Information

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- Please keep us up to date regarding your availability.
- If any of the information you provided to us during your interview and registration changes, you must inform us immediately. This includes:-
 - Your personal details (name, address, contact numbers, bank details).
 - Your Criminal Declaration Status.
 - If you are suspended or become the subject of any investigation by your professional/regulatory Authority.
 - If you become injured or diagnosed with a medical condition that may affect the assignment you are undertaking.
- Notify us immediately if you have been booked directly by any of our clients. This will ensure that any payment due to you is made without delay.
- You must inform us if there is a conflict of interest when carrying out any Assignment
- If you feel you are being treated unfairly or inappropriately during any Assignment, please inform your Smart representative.

2. Reviewing our Service

The level of service that we provide to job seekers and workers is important for us to measure, to ensure we continually improve what we do, and to help attract additional people that we can help find work for. To this end, we invite you to provide us with feedback by clicking **here**.

3. Recommend a Friend

From time to time according to our demand levels, we may launch a recommend a friend scheme that you could benefit from. At particularly busy times of year we will inform you about the scheme on your payslip, and it will provide the opportunity to earn £50 when you recommend someone you know who becomes a Smart Recruitment Agency Worker. Terms apply, see your payslip for further details.

4. Accepting and Working on Assignments

When you have agreed to carry out an assignment, you will receive a Confirmation of Assignment e-mail. In addition to general information, this will include confirmation of:-

- Your location of work.
- Your start and finish times.
- Your pay rate.
- Details of any safety wear / clothing you must wear.
- Information regarding any matters that may affect your health and/or safety.

It is important that you arrive for your assignment on time.

- please let us know immediately if are going to be late so that we can inform your place of work.
- please let us know if you are not able to attend an assignment that you have agreed to carry out. This will enable us to supply a replacement. We understand that there may be occasions when you are sick

or have an emergency and cannot attend your assignment, and we ask that you inform us before your assignment is due to start. Failure to notify us of any absence may affect the offer of future assignments.

Whilst on Assignment

- ✓ Present yourself professionally and in accordance with the uniform or dress code policy.
- ✓ Work as directed by your supervisor and follow all reasonable requests, instructions, policies, procedures, standards and rules of the Workplace.
- ✓ Only undertake work and tasks that you are competent to perform, if you are required to do something you are not competent to perform, you must inform your supervisor.
- ✓ Be honest, act with integrity and keep confidential any information received
- ✓ Treat all co-workers and customers with dignity, courtesy, respect and with due regard to age, gender, race, religion, physical and mental condition.
- ✓ Do not make unnecessary use of the Workplace's assets and/or equipment.

At the end of the Assignment you must:

- ✓ Where required, hand over your work to your supervisor, or the person taking over from you
- ✓ Return any property or other resources obtained during the course of your Assignment

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5. Timesheets

- ✓ The normal working week runs from Monday to Sunday; if this is different for any particular place of work, we will let you know.
- ✓ Timesheets must be received by us by 10.00am on a Monday (you will be notified if this changes during holiday periods).
- ✓ All timesheets must be signed by an authorised person at the place you are working. If you are using our timesheet portal, you must submit your timesheet in time for it to be authorised by 10.00am on a Monday.
- ✓ At some assignments, your timesheet will be completed on your behalf and submitted to us. If this applies to you, please ensure that you agree with hours of work that are being submitted. You can do this by speaking with your place of work or your Smart Recruitment representative.
- ✓ Late or incorrect timesheets may result in a delay of payment to you.

6. Payments, Payslips and Tax Codes


- ✓ You will receive payment for work carried out, 1 week in arrears on a Friday. You will be paid directly into your bank account.
- ✓ You will receive an e-mailed payslip on a Thursday. You can opt to have your payslip via post; postal payslips are posted 2nd class post on a Friday. Please contact your Consultant or send an e-mail to our payroll department; smartpayroll@smartgroup.co.uk.

- ✔ Your Tax Code will be allocated depending upon the box you ticked on your HMRC New Starter Checklist when you registered. If you did not provide a New Starter Checklist, you will be allocated an emergency tax code.
- ✔ You may provide us with a P45 from a previous employer; we can operate the P45 if it is 6 weeks old or less and was issued in the current tax year.
- ✔ If you provide a P45 that cannot be used and have not completed a New Starter Checklist, you will be allocated a Standard W1 Tax Code if the P45 was from the current Tax Year and if the P45 related to a previous tax year, you will be allocated an emergency tax code.
- ✔ We may amend your tax code upon receipt of a New Starter Checklist or P45. However, if we receive notification from the Tax Office to change your tax code by means of a P6 Notice, the P6 Notice will take priority. We must action any P6 Notice that is received from the Tax Office.
- ✔ If you have any queries relating to your Tax, you must contact the Tax Office directly; due to Data Protection, the Tax Office will not talk to us regarding your personal circumstances or information.
- ✔ The telephone number for the tax office is 0300 200 3300, and our PAYE reference that you will need to quote is 214/UA22060. Your Payroll Number is on your Payslip.


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7. Employment status and the Agency Worker Regulations

As an agency worker, you are a temporary worker engaged under a contract for services. This means that you are not an employee of Smart Recruitment (employees are engaged a contract of employment). However, as an Agency Worker, you are entitled to certain rights.

 From Day 1 of your assignment you are entitled to access the same facilities as an employee such:

- ✔ Staff canteens
- ✔ Food and drinks machines
- ✔ Toilets
- ✔ Showers
- ✔ Childcare
- ✔ Workplace crèche
- ✔ Car parking
- ✔ Transport services
- ✔ You are also entitled to be informed about any job vacancies, although you may not always be eligible to apply for them.

 After 12* weeks working at the same client in the same position as a permanent employee, you are entitled to equal treatment with regards to terms and conditions of employment:-

- ✔ Pay

- ✓ Terms & Conditions (there are some exclusions such as Occupational Sick Pay and Pension Entitlements, some Bonus Payments).
- ✓ Rest breaks
- ✓ Working time
- ✓ You will also be entitled to paid time off for ante-natal appointments

*The 12 weeks does not need to be continuous; as long as you have not had a break from the assignment lasting for more than 6 weeks, then each week you work will count towards the 12 weeks qualifying period (regardless of how many hours you work in a week).

If, at any time, you feel you are not receiving the equal treatment you are entitled to, please speak with your Smart Representative in the first instance.

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Entitlement to holiday is documented in The Working Time Regulations (WTR). The WTR are Health & Safety regulations which were implemented in 1998 in order to ensure that all workers have paid time away from work. The regulations were not introduced to enable a person to be given extra money whilst still working. Details of your entitlements are documented in your Terms of Engagement. The pertinent points are explained in more detail below.

Under the WTR, you are entitled to accrue 5.6 weeks' holiday in the holiday year. The 5.6 weeks are inclusive of Bank Holidays, although it is not compulsory that you take Bank Holidays off. In other words, you can take your holiday whenever you want to (by giving notice and your request being authorised).

Under the WTR, the maximum number of days' holiday you can accrue is 28 days (5.6 weeks' x 5 days of work per week). You may be entitled to additional holiday if you have qualified for equal treatment under the Agency Workers Regulations.

The actual number of days' holiday you accrue will depend upon the number of weeks that you work. A person who works every week of the year with no time off (apart from paid holiday) will accrue 28 days. The amount of pay that you receive for paid time off will depend upon your earnings during the holiday year. The holiday year starts on 1st April and ends on 31st March.

- You must make a request for any holiday that you would like to be paid for. You will never automatically be paid for any holiday, including bank holidays.
- You must request holiday in advance. Requests must be made to Smart Recruitment. Do not add holiday taken to timesheets; it must be requested separately.
- You must give us notice to take any holiday and the method of requesting holiday will be explained to you during your registration. Holiday requests cannot be back-dated, although we will accept a late request if your assignment was unexpectedly cancelled or you were absent due to sickness or an emergency; the deadline for making a late request is 9.00am on the Monday following the week of the holiday.
- Smart Recruitment can request that you take holiday on a specified date as long as we give you notice of twice the amount of holiday that we require you to take (for example, if we want you to take 2 days off, we must give you 4 days' notice).
- For each week that you work (whether it's for 1 hour or 40 hours) 0.603 days' holiday will be added to your accrual and for every £1 that you earn (normal hours only), 12.7p will be added to your holiday account.
- When you take a day off, you will receive an average daily rate. This rate is worked out by dividing the total amount of £'s in your holiday account by the total number of days' holiday you have accrued. So, for example, if you have £400 in your holiday account and 10 days accrued, you will receive £40 for a day off.
- You will only receive payment for holiday that has been accrued. If you request holiday, and you have not yet accrued enough holiday; the payment for the holiday taken will be paid to you as soon as it is accrued (in full days only). For example, if you ask for 4 days off, but you have only 2 days' accrual; you will be paid for 2 days and as soon as you have accrued a further day, payment will be made for that 1 day, the final day will be paid to you as soon as you have accrued a further day.

- All holiday accrued must be taken during the holiday year and can NOT be carried over to the following year. You are responsible for ensuring that you take all of your holiday entitlement. You can find out how much holiday you have outstanding by speaking with your Smart Representative.
- If you decide not to take your holiday, you will not receive payment for any unused holiday.
- If you leave us during the holiday year and we issue you with a P45, you will receive payment for any untaken holiday the week after your final pay. Your P45 will be issued shortly afterwards.

9. Pension Scheme



The government introduced pension auto enrolment in 2012 to help more people save for their retirement. Since then, all UK employers are **legally** required to set up a workplace pension scheme, put all of their **eligible workers** into the scheme and make financial contributions. Under the Pension Scheme rules, if you are an **eligible worker**, we **MUST** enrol you in our scheme, even if you tell us you don't want to. However, once you are enrolled, you are able to **opt out**. Smart Recruitment has chosen **NOW** pensions as their Pension Provider.

Who will be automatically enrolled? You will be automatically enrolled if you are an Eligible Jobholder after a 3 month waiting period. An eligible Jobholder is someone who is aged 22 or over, but is under the State Pension Age AND earns over £192 per week (weekly paid workers) or £833 per month (monthly paid workers).

- Your age and earnings will be assessed every week that you work, and the 3 month waiting period will start from the first week that you become an Eligible Jobholder. As soon as you become an Eligible Jobholder, you will receive information **via e-mail** from NOW:Pensions confirming the 3 month waiting period and what happens afterwards.
- Following the 3 month waiting period, you will be assessed again on a weekly basis, and the first week that you are an Eligible Jobholder, you will automatically be enrolled in our NOW Pension scheme.
- After you have been enrolled, **you will pay pension contributions every week that you are an Eligible Jobholder**.
- You can choose to opt-out of the pension scheme, if you wish, but only after you have been enrolled. If you opt-out within 1 month of joining the scheme, you will receive a refund of any contributions that you have made. You need to opt-out directly with NOW Pensions, we are not able to do this on your behalf.

How much will you pay? You will pay 5% of your "qualifying earnings". These are your earnings between lower and upper earnings threshold limits set by the Government. We will also pay 3% of your "qualifying earnings" into your scheme.

- If you are a weekly paid worker your qualifying earnings would be earnings between £120 and £967. So, for example, if your weekly earnings are £420, you would pay £15 into your scheme (5% of £300 (£420-£120)).
- If you are a monthly paid worker, your qualifying earnings would be earnings between £520 and £4,189.
- You can choose to increase your contributions up to a maximum amount, although our contributions will remain at 3%.
- You will pay NOW Pensions a small fee for the scheme to be administered.
- If you opt-out of the scheme, we will not make any further contributions to your pension.

Re-enrolment? Every 3 years, Smart Recruitment is required to re-enrol any worker who meets the qualifying conditions back into their pension scheme, even if they have opted out. The next time this will happen is March 2026. You will be able to opt-out again and receive a refund if you opt-out within the first month.

Can you Opt-in to the Scheme? If you are not an Eligible Jobholder, you are still able to opt into our NOW pension scheme. As long as you meet the earnings threshold, Smart Recruitment will also make a 3% contribution.

Joining the Scheme: Please be aware we are not able to offer any guidance regarding your pension arrangements. If you need require any further information you can:-

- Contact an independent financial adviser
- Visit www.direct.gov.uk/workplacepension or
- Visit www.nowpensions.com or telephone them on 0330 100 3334 or email members@nowpensions.com

Statutory Sick Pay (SSP)

As an Agency worker you might, depending upon the circumstances, be entitled to Statutory Sick Pay and provided you notify us in accordance with your Terms of Engagement and meet statutory qualifying criteria. If you are making a claim for SSP, you must notify us in writing. If your period of sickness lasts less than 7 days (including weekends), you can provide us with a self-certification. There is a form you can use by clicking this link. After 7 days of sickness, you must provide a Doctor's Note in order to continue receiving SSP.

Important Points; to qualify for SSP

- ✓ You must be working in an assignment when you fall ill.
- ✓ You must meet the minimum earnings threshold and must be off work for more than 3 days in a row.
- ✓ If your assignment ends during your period of sickness your entitlement to sick pay will stop.
- ✓ If you are not entitled to SSP or your entitlement comes to an end, we will provide you with an SSP1 Form that you can use to claim any benefits you are entitled to.

Statutory Maternity Pay (SMP)

As an Agency Worker, you are not entitled to Maternity Leave, but subject to qualification, you may be entitled to receive SMP.

- ✓ you must have worked for us for period of at least 26 weeks by the end of the 15th week before the expected week of your baby's birth.
- ✓ You are still working for us during the 15th week before the expected week of your baby's birth.
- ✓ You received an average of at least £123 per week (Tax Year 22/23) for the 8 weeks prior to the 15th week before your baby is due.

To claim SMP you must give us 28 days' written notice of the date you want your SMP to start and provide us with a copy of your MATB1 Form. We will write back to you within 28 days confirming your entitlement to SMP and letting you know how much you will receive.

If you do not qualify for SMP we will provide you with an SMP1 Form confirming the reason for non-entitlement. You may be entitled to claim maternity allowance. Your local Benefits Agency office will be able to advise you how to claim this.

Statutory Adoption Pay (SAP)

As an Agency Worker, you are not entitled to Adoption Leave, but subject to qualification, you may be entitled to receive SAP.

- ✓ Be a person with whom a child is, or is expected to be, newly matched and placed for adoption under UK law;
- ✓ Have worked for us for a period of at least 26 weeks into the Matching Week (MW);
- ✓ Have stopped working, or taken leave;
- ✓ Have average weekly earnings at or above the lower earnings limit, which applies at the end of the MW;

To claim SAP you must give us notice of when you expect to take leave at least 28 days beforehand. Where this is not reasonably practicable it must be given as soon as is practicable. You must also provide documentary evidence of the adoption. Only approved adoption agencies are able to issue this evidence. SAP cannot be paid without acceptable evidence.

Statutory Paternity Pay (SPP)

As an Agency Worker, you are not entitled to Paternity Leave, but subject to qualification, you may be entitled to receive SPP.

- ✓ Have (or expect to have) responsibility for the child's upbringing;
- ✓ Be the biological father of the child or the mother's spouse, civil partner or partner;
- ✓ Have worked continuously for 26 weeks leading into the 15th week before the week the baby is due, the Qualifying Week ("QW")
- ✓ Remain in continuous employment with you from the end of the QW up to the date of birth of the child;
- ✓ Intend at the start of the Paternity Pay Period to care for the child or support the mother;
- ✓ Have average weekly earnings* of at least the lower earnings limit for National Insurance purposes which applies at the end of the 15th week before the week the baby is due;

To claim SPP you must provide a completed SC3 Form ([click to obtain a form](#)) and give notice of when you expects the liability to pay SPP in or before the 15th week before the week the baby is due. Where you need to vary the date on which you have chosen your SPP to begin, you need to give 28 days' notice before the first day of the expected week of the child's birth where the new date to begin SPP is the day of the child's birth.

We will confirm your entitlements in writing.

Health & Safety

When you are assigned to work within any environment, there are several important factors vital to the health and safety of yourself and others. It's important to remember that you have legal responsibility for the health and safety of yourself and others. Please ensure that you take time to familiarise yourself with any Health & Safety requirement when on assignment.

As an individual you have a responsibility to take reasonable care of your own health & safety and not put other people at risk by what you do or don't do in the course of your work.

- ✓ Take reasonable care of your own health and safety
- ✓ To take reasonable care not to put other people (fellow employees and members of the public) at risk by what you do or don't do in the course of your work
- ✓ Co-operate with your place of work, making sure that you understand and follow health & safety policies
- ✓ Report any injuries, strains or illnesses you suffer as a result of doing your job
- ✓ Tell us if something happens that might affect your ability to work
- ✓ Report any Health & Safety concerns to your place of work
- ✓ Ensure you act upon and aid your colleagues in relation to any health or safety related incident or matter.

Covid-19 Coronavirus

Following the Coronavirus Pandemic, the government has issued guidance for living safely with respiratory infections, including coronavirus (COVID-19), which can be found at the following link:-

<https://www.gov.uk/guidance/living-safely-with-respiratory-infections-including-covid-19>

You must also comply with any specific rules at your place of work.

If you have any symptoms of Covid-19, you must follow the rules at your place of work and government guidance can be found at the following link

<https://www.gov.uk/guidance/people-with-symptoms-of-a-respiratory-infection-including-covid-19>

If any of the links above become obsolete and/or you are not able to navigate to the relevant area of the Government Website, please phone us for guidance.

Breaks

All workers are entitled to minimum breaks. There is no entitlement to be paid for these breaks.

- ✓ If you work longer than 6 hours, you are entitled to a break of 20 minutes. If you are under 18, you are entitled to a 30-minute break after you have worked 4½ hours.
- ✓ All workers are entitled to daily rest of 11 consecutive hours in each day. If you are under 18, you are entitled to daily rest of 12 consecutive hours.
- ✓ All workers are entitled to 24 hours rest every 7 days or 48 hours rest every 14 days. If you are under 18 the entitled is 24 hours rest every 7 days.

Breaks are not mandatory, but you must be allowed to take the above specified breaks if you request them and your place of work can specify when you can take your breaks. If you are refused your entitlement to breaks, please speak with your Smart Recruitment contact.

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Personal Protective Equipment (PPE)

You must wear any PPE, such as safety shoes, gloves, ear defenders and protective glasses, whenever instructed, at all times.

Pregnancy

If you become pregnant, it is important that you notify us as soon as possible so that you are not exposed to conditions which could cause risk to yourself or the pregnancy and so that, where appropriate, any necessary adjustments to your duties can be made.

COSHH

There may be substances that you come into contact with, such as cleaning fluids, which could be hazardous if mishandled. Be aware of handling and control measures and ask for guidance if you are not sure.

Accidents & First Aid

If you experience an accident whilst on assignment through Smart Recruitment, please ensure that after receiving any medical treatment required you:-

- Ensure the accident is recorded in the Accident Book at the premises where you are working
- Ensure the accident is reported to Smart Recruitment so that we can add it to our accident book
- All injuries, however slight, must be reported to a first aider. Prompt and proper medical treatment can prevent problems later.

Fire Procedures

When you are carrying out an assignment, it is the responsibility of every individual to familiarise themselves with the location of fire-fighting equipment and fire exit procedures. In the event that you discover a fire:-

- Operate the nearest Fire Alarm (if the building has one)
- Raise the Alarm with co-workers
- Leave the building calmly by the nearest safe exit route
- Report to the fire Assembly point
- Dial 999 and report the fire (at the soonest safe opportunity)

Do not:

- Take unnecessary risks
- Stop to collect personal belongings
- Re-enter the building until authorised by the fire services
- Block entrances to the building

Operating Fire Fighting Equipment

Please ensure that you familiarise yourself with fire-fighting equipment and the use of each colour fire extinguisher.

Water	Foam	Dry powder	Wet chemical	CO₂ Carbon dioxide
Safe for use on paper, wood and fabric fires	Safe for use on flammable liquid fires as well as paper, wood, and fabric fires	Safe for use on gaseous fires, flammable liquid and electrical fires, as well as paper, wood, and fabric fires	Suitable for cooking oils and fatty liquid fires.	For electrical fires and flammable liquid fires

When operating fire extinguishers, remember PASS.

Pull Aim Squeeze Sweep



Manual Handling

If you undertake any type of moving and/or handling of objects as part of your daily activity (including work), it is important that you adopt correct techniques in order to avoid accidents or injury.

Prior to undertaking a moving and handling task, you should consider

Manual handling is defined as any transporting or supporting of a load including the lifting, putting down, pushing, pulling carrying or moving by hand or bodily force”.

- ? Do I really need to move the object
- ? Do I need help - am I capable of lifting or moving the object on my own
- ? Can I get a good grip
- ? Is it secure and damage free (could the contents fall out)
- ? Am I wearing the correct clothing and/or footwear
- ? Do I need to use a manual handling aid
- ? Is the route clear; spillage and obstruction free
- ? What is the travel distance
- ? Are there any difficult areas of the route



Kinetic Lifting

- Stay balanced.
- Keep the load's centre of gravity in line with your body.
- Keep your back straight and your head up.
- Stay compact when pushing.
- Move your feet to turn, not your body.
- Channel effort through your legs.
- Avoid sudden or jerky movements.

Food Safety

Every year, large numbers of people are affected by food-borne illness. Illness can last from one day to several weeks, and the symptom can range from an upset stomach to more severe symptoms. It is therefore very important to understand that when you are working with food you have a duty to ensure that the food you prepare is safe, and that you follow correct methods of handling, preparing and processing food. This will not only help prevent food-borne illness, but will also help to prevent food spoilage. It is also important factor is ensuring you adopt good personal hygiene standards.

Basic Rules – Before your start working with Food

- Always wash your hands effectively
 1. Wet your hands thoroughly under warm running water and squirt liquid soap onto your palm
 2. Rub your hands together palm to palm to make a lather
 3. Rub the palm of one hand along the back of the other and along the fingers. Repeat with the other hand
 4. Put your palms together with fingers interlocked and rub in between each of the fingers thoroughly

5. Rub around your thumbs on each hand and then rug the fingertips of each and against your palms
6. Rinse off the soap with clean running water and dry your hands thoroughly in a disposable towel. Turn off the tap with the towel and then throw the towel away.

- Wear clean clothes
- Wear an apron when handling unwrapped food
- Stop working if your if you have vomiting or diarrhoea and tell your supervisor or manager
- Remove watches and/or jewellery
- Tie back your hair and wear a hat or hairnet

Basic Rules – When you are working with food

- Do not smoke
- Do not eat or drink
- Avoid touching your face or coughing/sneezing over your food
- Cover cuts with a brightly coloured waterproof dressing/plaster
- Wear clean clothes
- Wear an apron when handling unwrapped food

Always wash your Hands

- Before toughing or handling any food, whether cooked or raw.
- After going to the toilet
- After every break
- After toughing raw meat, poultry, fish, eggs or unwashed vegetables
- After touching a cut or changing a dressing
- After touching or emptying bins
- After any cleaning
- After touching phones, light switches, door handles, cash registers and money



FREE TRAINING

Smart Recruitment offers free on-line Food Hygiene & Safety Training

Ask your Smart Contact for further information.

Prevention of Modern Slavery and Exploitation

- ? Are you being forced to work when you don't want to
- ? Do you have to pay someone money to give you work
- ? Are you being forced to live in accommodation against your will
- ? Is someone controlling your identity documents and/or bank account
- ? Is someone threatening or intimidating you or your family

Smart Recruitment commits to developing and adopting a proactive approach to identifying Modern Slavery and Hidden Labour exploitation which includes human trafficking, forced labour, debt-bonded labour and similar human rights abuses and is committed to ensuring that its staff and any workers it supplies are not subject to behaviour or threats that may amount to modern slavery or hidden labour exploitation.

Modern Slavery is a broad term used to encompass the offences of slavery, servitude and forced or compulsory labour and human trafficking and extends to slavery-like practices such as debt bondage, the sale or exploitation of children and forced or servile marriage. Globally, there are over 40 million victims of slavery and Human trafficking is the fastest growing criminal industry in the world and Slavery is the second most profitable criminal industry. In the UK, up to 13,000 potential victims are held in slavery; although some Agencies estimate that there are more than 100,000 victims in the UK.

It is important that everybody is aware of the indicators of Modern Slavery and Exploitation and report any concerns. This is particularly important because many victims of Modern Slavery and Exploitation don't report instances of abuse for various reasons including:-

- Fear of retribution
- Being psychologically damaged by their abuser
- Being managed into debt
- Being trapped through alcohol or drug dependency
- A lack of knowledge of their rights or how to enforce them
- A belief that no-one can or will do anything about it
- Distrust or fear of state authority
- Self-blame and shame regarding the situation they have got themselves into
- Acceptance of the situation as better than nothing
- A belief that the situation is not permanent and a stepping-stone to a better life

Possible Indicators of Exploitation in Victims are detailed below. It is important to remember that even if someone shows one or more of the indicators, it does not necessarily mean they are victims of Modern Slavery.

- **Physical Appearance:** Victims may show signs of physical or psychological abuse and/or appear:
 - Malnourished
 - Dirty, due to lack of access to basic washing facilities at their imposed accommodation
 - Frightened, anxious, withdrawn, confused
 - To have injuries that seem to be the result of an assault.
- **Few Or No Personal Effects:** Victims may have:
 - No money or personal items, e.g. purse, wallet, jewellery

- Limited or no money to buy clothes, they may wear the same items all the time, or wear clothes that are unsuitable for work
- Little or no food.

- **Isolation And Control:** Victims are rarely left to be on their own and may seem under the control and influence of others, for example:
 - One person speaks on behalf of a number of workers and the victims look to him/her for support or permission
 - They are taken to work and back, e.g. a driver may drop them off and collect them.
- **Reluctant To Seek Help:** Victims may be reluctant to seek help and may:
 - Avoid eye contact and appear frightened
 - Be afraid to talk and reject help when offered – this is often because they do not know who to trust or fear retribution.

If you are a victim of Modern Slavery and/or Exploitation or think you know someone who is a victim – please report it to your Smart Recruitment contact or use the following information:-

Modern Slavery Helpline: **08000 121 700** (confidential, 24/7)

Gangmasters and Labour Abuse Authority: **0800 432 0804** (confidential, office hours) intelligence@gla.gov.uk

Drugs & Alcohol in the Workplace - Policy

1. Smart Recruitment believes that it is essential that Agency Workers are in full command of themselves and of all of their faculties throughout the working day.
2. Smart Recruitment requires you to present yourself for work on each occasion required under your contract in complete command of all your faculties i.e. without any dependence on alcohol or any other drugs of a non-medicinal nature and to maintain that state until the completion of your working hours. If during the course of your working day you have to take medicinal drugs on a regular basis, this fact should be known to your Agency contact.
3. In the event that you present yourself at work or during working hours you are in a condition where your line manager believes you to be under the influence of alcohol or drugs and you are not able to carry out your duties in a proper, fit and safe way you will not be allowed to commence work or continue work. Instead you will be suspended without pay and not allowed to return until such a time as you are in full control of your faculties. In addition, such behaviour may result in your assignment ending.
4. If Smart Recruitment suspects that you are in the possession of alcohol or drugs you will be required to consent to a search of your belongings. If you are found to be in possession of any alcohol or illegal substance you will be suspended from your duties and may result in your assignment ending.
5. If Smart Recruitment believes you are dealing, buying, selling or receiving drugs or alcohol you will be suspended from your duties while an investigation is carried out. Where a criminal offence is suspected the Company shall inform the police.

Corporate Social Responsibility

One of The Wise Recruitment Group's core values is to uphold responsible and fair business practice. It is committed to promoting and maintaining the highest level of ethical standards in relation to its business activities. The Company is therefore committed to acting transparently, fairly and with integrity in all of its business dealings and relationships and we will implement and enforce effective systems to implement and monitor our ethical policies. Our full Ethical Policy can be found by clicking **here**, and includes information of the following policies:-

- Human Rights
- Environmental
- Competition
- Anti-Bribery
- Corruption
- Fraud
- Whistleblowing
- Gifts & Hospitality

The Wise Recruitment Group is committed to respecting everyone's human rights in all aspects of our Business and this policy applies to all employees who must comply with the law and with the principles of this policy. Any breach of this policy may result in an investigation and/or disciplinary action.

It is everybody's responsibility to maintain a work environment where everybody is treated with respect and in a manner that allows them to maintain their dignity at all times and is free from bullying and harassment. If any employee believes that someone is violating this Human Rights Policy or the law, they are asked to report it immediately to Head Office.

Complaints

As an experienced recruitment business, our professionalism and value we provide is endorsed by our membership of the Recruitment Industry's governing body; The Recruitment & Employment Confederation (REC). As a member of REC, we must comply to their Code of Professional Practice.

You can find the REC Code of Professional Practice on our website by clicking **here**, or give us a call and we can e-mail you a copy.






















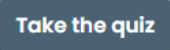
As a company we always endeavour to provide the highest level of service to you at all times, however, we do understand that there may be a time when we do not meet your expectations. If this happens we ask that you speak with us in the first instance to resolve any issue informally. However, we do operate a formal complaints policy, which is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to your satisfaction. A Copy of our Customer Care & Complaints Policy can be obtained upon request, by visiting our Website or by clicking **here**.

Personal Health and Wellbeing

Looking after our own mental and physical health is important. There are many resources available on-line where you can find help when necessary. In particular, the NHS provides useful free resources such as videos and useful tips on self-care including:

- ✓ Dealing with Anxiety
- ✓ Coping with financial worries
- ✓ Social Connections
- ✓ Healthier Living
 - Getting active
 - Losing Weight
 - Better Sleep
 - Stop Smoking
 - Stop Drinking

You can join a Mental Health Blog, as well as access tips on how you can help others. To visit the NHS Website click [here](#). You will also be able to down-load the following apps:-

 NHS Food Scanner app Start finding healthier swaps today!  	 NHS Weight Loss Plan A 12-week plan to help you lose weight.  
 Couch to 5K app A running app for absolute beginners.  	 Active 10 app Track and build up your daily walks – start with 10 minutes every day!  
 Drink Free Days app For the days you do not want to drink alcohol.  	 NHS Quit Smoking app Daily support to help you quit smoking and start breathing easier.  
 BMI calculator Check your body mass index (BMI). 	 How Are You? quiz Get tips on looking after your health. 

There is also a free “Just Good Work” interactive mobile app, giving job-seekers and workers critical information and advice for everything needed on the journey to work, from recruitment, to employment and life in a new destination, to moving on or returning home. The app is available in various languages. Click [here](#) for further information.

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Environmental Commitment

As a Company, we recognise that Climate Change is a global issue. Smart Recruitment, as a Service Industry, has a low environmental impact, however it is committed to reducing its Carbon Footprint on an ongoing basis, and aims to achieve Net Zero emissions by 2050.

Our organisation will purchase Carbon Off-setting projects to ensure that our Footprint is reduced by at least 5% per year. Our chosen carbon offsetting project will be the planting of Trees in the South West, close to school locations and other biodiversity sites. Our first trees will be purchased in 2023. Our full Carbon Reduction Plan can be obtained upon request, by visiting our Website or by clicking **here**.

PROTECTING OUR PLANET STARTS WITH YOU

<p>BIKE MORE DRIVE LESS</p> <p>When you further your own education, you can help others understand the importance and value of our natural resources.</p>	<p>reduce REUSE recycle</p> <p>Cut down on what you throw away. Follow the three "R's" to conserve natural resources and landfill space.</p>	<p>choose sustainable</p> <p>seafood</p> <p>Learn how to make smart seafood choices at www.FishWatch.gov.</p>	<p>Trees provide food and oxygen. They help save energy, clean the air, and help combat climate change.</p> <p>PLANT A TREE</p>
<p>EDUCATE</p> <p>When you further your own education, you can help others understand the importance and value of our natural resources.</p>	<p>CONSERVE WATER</p> <p>The less water you use, the less runoff and wastewater that eventually end up in the ocean.</p>	<p>-SHOP- WISELY</p> <p>Buy less plastic and bring a reusable shopping bag.</p>	<p>Don't send chemicals into our waterways.</p> <p>Choose nontoxic chemicals in the home and office.</p>
<p>Volunteer!</p> <p>Volunteer for cleanups in your community. You can get involved in protecting your watershed too!</p>		<p>Long-lasting light bulbs - ARE A - BRIGHT IDEA</p> <p>Energy efficient light bulbs reduce greenhouse gas emissions. Also flip the light switch off when you leave the room!</p>	

oceanservice.noaa.gov