



PROMAN Handbook

We are now giving your application careful consideration and will hopefully place you into work with various local clients.

Most of our work is on a temporary basis but we also have many opportunities for full time work too. Although the majority of our assignments start off being a temporary positions our workers are frequently employed on a permanent basis after a 13-week trial period. This is based on Time keeping, Attendance and performance throughout the assignment.

Wages

- Will be paid into your bank or building society account, on the Friday following the week actually worked, via BACS transfer.
- This is known as a Week in Arrears which means a worker receives their week's wage the week after it was earned.
- The money should clear in your account no later than close of business on Friday
- A payment slip will be sent via email for delivery on or before Friday.
- Any pay queries should be directed to your Contract Administrator.

Statutory Leave

- Due to European Legislation we are compelled to retain your holiday pay and pay it to you as and when you actually take holidays, this means you will accrue Holiday Pay for every hour you work.
- By Law we are unable to pay you the money in Lieu of taking your holidays, payments will be made as and when Holidays are taken or at the end of your assignment.
- Paid leave must be requested via the 'HEADS Holiday Request Form', please see you're 'Terms of Engagement' for further details.
- While on assignment you will accrue holiday on the hours you work and this will be no less than the legal minimum of 5.6 weeks paid leave per year. Some assignment may have additions to this minimum but this information will be provided for you on your assignment confirmation letter.

All 'Holiday forms', 'How Holiday Pay Is Calculated' can be found at www.proman-uk.com/resources/



Attendance

- Should you be unable to attend work for whatever reason you **must** ring PROMAN **immediately**. This is important. If you fail to turn up for work without notifying PROMAN you could jeopardise future job offers.
- If you find the work unsuitable for whatever reason, please finish the shift and then notify PROMAN. We will try to find suitable alternative work. Do not walk off site.
- You must call us and leave a message should no one be able to answer – Emails are not accepted as notification as our consultants may not have access to their email before your shift starts.
- We would please ask that you give us as much notice as possible of your absence in order for us to complete our obligation to the client.
- Please obtain the correct number to call from your consultant and please do not call our main line number as that is a Client line and will be unable to help you with your enquiry.

Help Reduce Labour Exploitation

We need your help to reduce the exploitation of migrant workers by criminal gangs and abusive individuals.

1. Are you being forced to work when you don't want to?
 2. Do you have to pay someone money to give you work?
 3. Are you being forced to live in accommodation against your will?
 4. Is someone controlling your identity documents or bank account?
 5. Is someone threatening or intimidating you or your family?

If you answer YES to any of these questions, tell a trusted manager, worker representative and:

- ✓ Report it to the Gangmasters & Labour Abuse Authority on 0800 432 0804 or Modern Slavery Helpline on 0800 0121 700 or at modernslavery.co.uk/contact.html
- ✓ Call the Police in an emergency on 999, or 101 if it is not urgent.

For more information visit www.stronger2gether.org



AGENCY WORKERS DAY ONE RIGHTS

WHAT IS MEANT BY 'AGENCY WORKER'?

There are three main employment statuses for employment rights:



employee



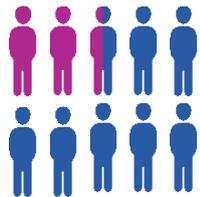
worker



self-employed

**THE TERM
'AGENCY WORKER'
IS NOT AN
EMPLOYMENT
STATUS.**

An agency worker is someone who is engaged by an agency and supplied to work under the supervision and direction of another business. Agency workers can either have an employee or worker status.



REC research* shows that **24% of the British population** has worked as a temporary agency worker at some point in their working life.

**Flex appeal: Why freelancers, contractors and agency workers choose to work this way (2014)*

As an agency worker you should make an informed choice. You should weigh up not being a permanent employee with one company against the rewards of temporary work such as greater flexibility and choice.



WHAT RIGHTS DOES AN AGENCY WORKER HAVE?

This depends on your employment status, but all agency workers are entitled to the following:

- ✓ National Minimum Wage or National Living Wage
- ✓ Protection from unlawful deductions from wages
- ✓ Statutory Sick Pay
- ✓ Statutory Maternity and Paternity Pay, Shared Parental Pay and Adoption Pay
- ✓ Statutory holiday entitlement – 5.6 weeks paid holiday a year
- ✓ Minimum rest breaks
- ✓ Maximum working time - 48 average hours a week, or you can opt out of this if you choose
- ✓ To be automatically enrolled onto a pension if you meet the required criteria
- ✓ Protection from unlawful discrimination under the Equality Act 2010
- ✓ Protection for whistleblowing
- ✓ Health and safety protections
- ✓ Right not to be charged direct or indirect fees for finding a job
- ✓ Protections from being restricted from working elsewhere



FROM DAY 1 OF AN ASSIGNMENT YOU ARE ENTITLED TO:

- **Access to same facilities as an employee** such as staff canteens, food and drinks machines, toilets, showers, childcare, workplace crèche, car parking, or transport services
- **To be informed about any job vacancies**, although you may not always be eligible to apply for them



AFTER 12 WEEKS ON AN ASSIGNMENT YOU ARE ENTITLED TO:

- **Equal pay** as a permanent employee doing the same job
- **Equal treatment** with permanent employees in regard to rest breaks, holiday entitlement, and working time
- **Paid time off** for an ante-natal appointment

Rights under the Agency Worker Regulations (2010)

If you have an 'employee' status you will also be entitled to full employment rights. It should be clear from your written terms and conditions if you are a 'worker' or 'employee'.

Some agency workers will be on what is known as a pay between assignment contract (also known as a Swedish Derogation contract) which allows for agency workers to be paid when not on an assignment. As this is a contract of employment, you will be an employee, with full employment rights. However, those who work under this contract are not entitled to equal pay.

The right to receive written terms and conditions before an agency helps you find a job is guaranteed by *The Conduct of Employment Agencies and Employment Businesses Regulations (2003)*.

When you sign up with an agency or before they start to find you a job, you should be told about:



Type of contract

is it a contract of employment, or apprenticeship, or for services?



Pledge of payment

irrespective of whether the agency has been paid by their client.



Type of work you will be doing

and what is involved in the job



Notice period

Length of notice agency has to give you and vice versa

When an assignment has been offered, you should be told:



Start date



Length of assignment



Location of assignment



Hours you are expected to work



Any health and safety risks

Changes to your terms and conditions can only be made if you agree. You must then be given a new document with full details of the changes and the dates they changed.

If you believe you are not receiving the rights you are entitled to, in the first instance speak to your assignment consultant

Good handling techniques for lifting

Here are some practical tips, suitable for use in training people in safe manual handling. In the following section a basic lifting operation is taken as an example.

- **Think before lifting/handling.** Plan the lift. Can handling aids be used? Where is the load going to be placed? Will help be needed with the load? Remove obstructions such as discarded wrapping materials. For a long lift, consider resting the load midway on a table or bench to change grip.

- **Keep the load close to the waist.** Keep the load close to the body for as long as possible while lifting. Keep the heaviest side of the load next to the body. If a close approach to the load is not possible, try to slide it towards the body before attempting to lift it.

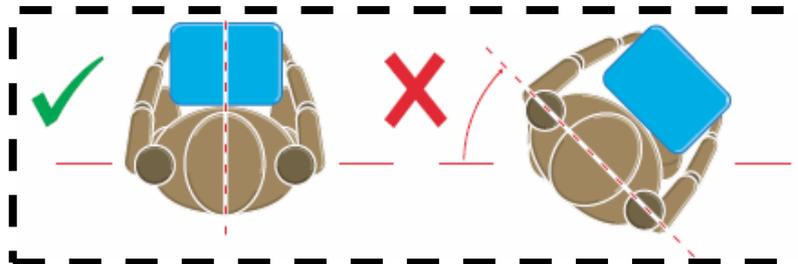


- **Adopt a stable position.** The feet should be apart with one leg slightly forward to maintain balance (alongside the load, if it is on the ground). The worker should be prepared to move their feet during the lift to maintain their stability. Avoid tight clothing or unsuitable footwear, which may make this difficult.

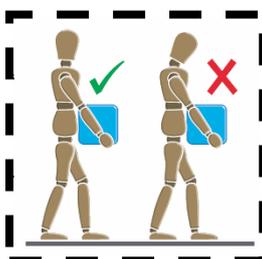
- **Get a good hold.** Where possible the load should be hugged as close as possible to the body. This may be better than gripping it tightly with hands only.

- **Start in a good posture.** At the start of the lift, slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (squatting).

- **Don't flex the back any further while lifting.** This can happen if the legs begin to straighten before starting to raise the load.

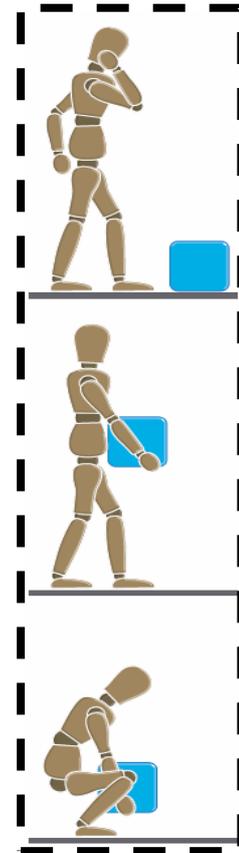


- **Avoid twisting the back or leaning sideways,** especially while the back is bent. Shoulders should be kept level and facing in the same direction as the hips. Turning by moving the feet is better than twisting and lifting at the same time.



- **Keep the head up when handling.** Look ahead, not down at the load, once it has been held securely.

- **Move smoothly.** The load should not be jerked or snatched as this can make it harder to keep control and can increase the risk of injury.



- **Don't lift or handle more than can be easily managed.** There is a difference between what people can lift and what they can safely lift. If in doubt, seek advice or get help.

- **Put down, then adjust.** If precise positioning of the load is necessary, put it down first, then slide it into the desired position.

- **Team lifts and equipment.** If you feel an object is too heavy or cumbersome for one person to manage, ask for assistance.

When going for team lifts try to choose someone of a similar height and build. One person should call the signals and once upright you should move in unison.

Or if you have been trained and subject to availability use a mechanical aid (trolley, sack truck etc).

