



LINKSTER AGENCY WORKER HANDBOOK

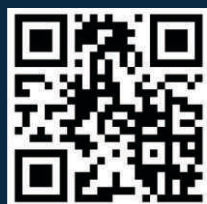







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WELCOME TO LINKSTER RECRUITMENT

Welcome to **Linkster Recruitment** and thank you for registering with us.

We are always ready to support you and you can contact us using the following methods:

	Phone	0116 497 6064
	Email	admin@linkster.co.uk
	Website	www.linkster.co.uk
	Post	Castle House, South Street, Ashby de la Zouch, Leicestershire LE65 1BR
	Office Hours	Linkster are open Monday to Friday from 8am to 5pm.

Please read this handbook to help you gain a clear understanding of your relationship with Linkster Recruitment and its Clients who you may be assigned to.

These are 3 key definitions that you need to be familiar with -

“CLIENT”: This is an individual, company or corporate body that requires the services of an agency worker.

“ASSIGNMENT”: this is the term used to describe the period which you will work under the supervision, direction and control of the **CLIENT**.

“TERMS OF ENGAGEMENT”: This refers to the terms and conditions that you agreed to, to be offered work by Linkster Recruitment.

Please note that when you register with Linkster Recruitment you are engaged on a **CONTRACT FOR SERVICE**.

A **CONTRACT FOR SERVICE** means that you have the flexibility to start and finish temporary work at short notice. This also means that Linkster Recruitment has the flexibility to finish your assignment at short notice as well which may be frustrating. In such circumstances we will endeavour to find you an alternative assignment whenever possible.

Linkster Recruitment generally works with Clients and Companies that require agency workers for ongoing or temp to perm assignments, but sometimes situations and circumstances change which can lead to an unexpected finish of assignment.



DOWNLOAD A COPY OF TERMS OF ENGAGEMENT WITH AN AGENCY WORKER (CONTRACT FOR SERVICES) OR REQUEST A COPY BY PHONE OR EMAIL

CONTRACT FOR SERVICES



01. AVAILABILITY FOR **ASSIGNMENT**

Please keep us aware of your availability for assignment.

If circumstances change such as you are no longer available for work, or you want to work different hours or shifts please let us know.

Also, if you change address, phone number, transport arrangements, gain additional licences or qualifications then please get in touch.

02. RIGHT TO WORK IN THE UK

It is crucial that you keep us up to date with your right to work documentation and your eligibility to work in the UK.

Please note: If you fail to provide us with adequate, up to date information and associated documentation you will not be able to carry out assignments through Linkster Recruitment.

Please find guidance on suitable right to work documentation below;

To demonstrate the right to work in the UK, individuals need to provide specific documents to their employer. The acceptable documents vary depending on citizenship status. British and Irish citizens can often use passports, while others may need to use a combination of documents or obtain a share code online.

FOR BRITISH & IRISH CITIZENS	FOR NON-BRITISH & NON-IRISH CITIZENS
<p>Passports: A valid or expired British or Irish passport, or an Irish passport card, is sufficient.</p> <p>Digital Identity Check: British and Irish citizens can also use Identity Document Validation Technology (IDVT) via a certified provider to prove their right to work.</p> <p>Alternative Documents: If a passport is not available, other documents like a UK birth certificate or a certificate of registration/naturalization as a British citizen can be used, along with a document showing a National Insurance number (e.g., a letter from HMRC or previous employer).</p>	<p>Share Code: Non-British and non-Irish citizens can generate a share code online through</p> <p>Online Right to Work Check: Individuals with a UK Visas and Immigration (UKVI) account or a biometric residence permit can also use the online right to work checking service.</p> <p>Original Documents: If an online check is not possible, original documents like a passport with a valid visa or a biometric residence permit are required.</p> <p>Specific Documents: Other documents, such as an Application Registration Card with a Positive Verification Notice from the Home Office Employer Checking Service, may also be accepted.</p>



Important Notes

EXPIRED DOCUMENTS

Some documents, like British or Irish passports, can be used even if expired.

03. PAY

For every assignment that you undertake with Linkster we will email you an ASSIGNMENT DETAIL FORM.

This will give you clear details about the client, their location, the job title, the hours of work and the pay rate for basic hours and any overtime rates applicable.

At the bottom of the email there are 2 response buttons for you to choose-

ACCEPT OFFER

REJECT OFFER

It is important that you respond promptly if you either wish to accept or decline this assignment.

Linkster Recruitment operates a weekly payroll so your wages are paid directly into your bank account on a Friday for the hours that you worked in the previous week i.e. one week in arrears.

Wages should be paid into a bank account held in your own name.

If you change your bank details, home address or email address, please notify your Linkster Recruitment contact immediately.

We take great care to ensure that your pay is accurate, but from time to time you may have a pay query. Please get in touch with your Linkster Recruitment contact to resolve pay queries. Do not bring up pay queries with Clients as they will be unable to assist you directly.



04. HOLIDAY PAY

Under the Working Time Regulations 1998, and as from 1st April 2009 an Agency Worker is entitled to 5.6 weeks' paid leave per leave year which works out as 28 days for a person who normally works 5-days per week.



If you are on a part-time assignment working 4-days per week then you will be entitled to 22.4 days holiday pay per year and 16.8 days if you work a regular 3-day week.

If you work on a 4-on / 4-off shift pattern then you are working an average of 3.5 days per week which means that you are entitled to 19.6 days of holiday for the year.

On assignments where there are no set basic weeks' pay or an Agency Worker works on different assignments with different rates of pay then the calculation for Annual Leave would be the average pay earned over a 52-week reference period (52 paid weeks) as per Regulation 16 of the Working Time Regulations 1998 (amended by the Employment Rights Employment Particulars and Paid Annual Leave Regulations 2018.)

Please remember that bank holidays will be taken out of your standard holiday pay allowance. Also, if you take any time off for sickness or leave you will not accrue any holiday pay allowance for your days off.

Your holiday year begins on the date of your first assignment with Linkster Recruitment.

Please ensure that holidays are taken in the year to which they are accrued as any untaken holiday entitlement will be lost at the end of the holiday year and cannot be carried forward into the next holiday year.

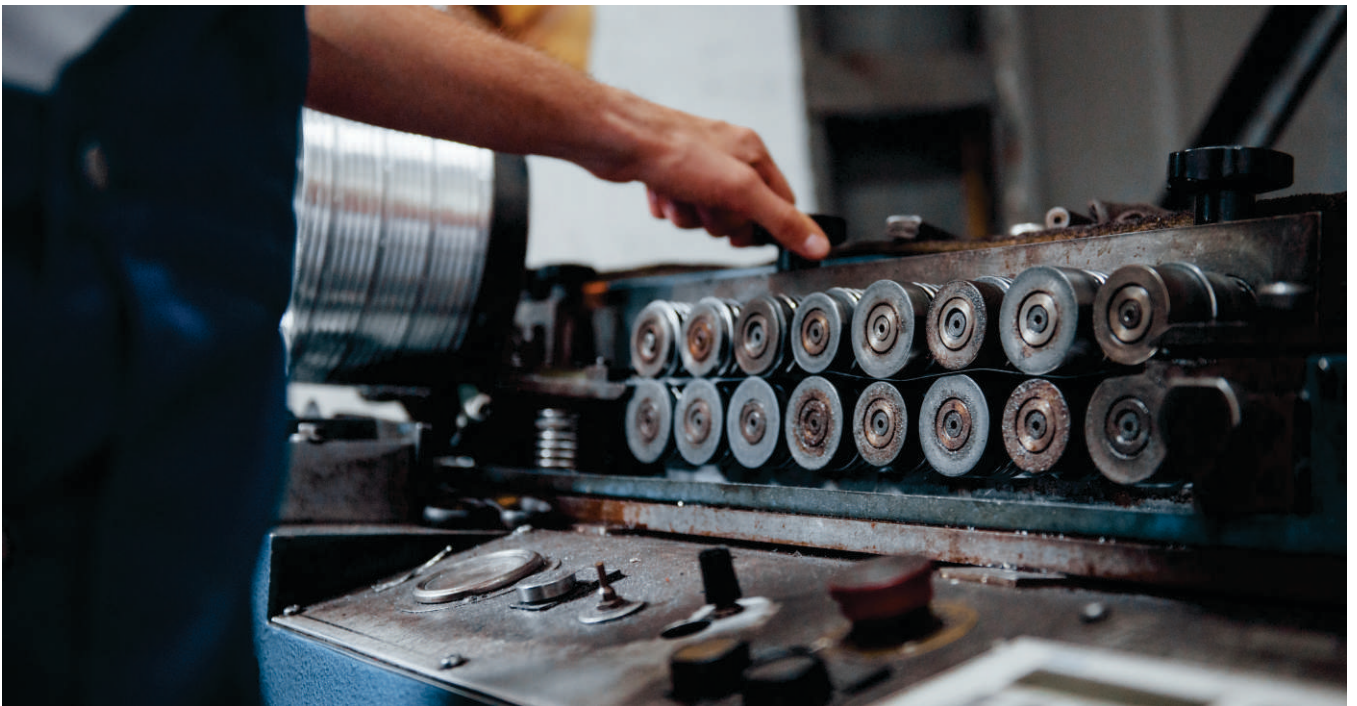
05. HOLIDAY REQUESTS PROCEDURE

If you wish to take paid annual leave during your assignment, please either call or email your Linkster Recruitment contact with your proposed dates.

Please give as much notice as possible to allow us sufficient time to make the Client aware of your holiday dates and to put in place any holiday cover that is necessary.

Your Linkster Recruitment contact will then notify you to confirm if your holiday request has been approved or declined or discuss any alterations or modifications suggested by the Client.

Full details relating to Annual Leave policy and procedure can be found in your Terms of Engagement (Contract for Services) in Section 7.



06. SICKNESS ABSENCE

If you feel unwell you must inform your contact at Linkster Recruitment by phone at least one hour before your shift start time. You should explain your reason for absence and state when you expect to return.

Please repeat this process so that your Linkster Recruitment contact can keep the Client informed on your absence and allow them to cover your duties.

You may be eligible for statutory sick pay (SSP) if you meet the relevant statutory criteria.

Full details relating to sickness absence and SSP criteria can be found in your Terms of Engagement (Contract for Services) in Section 8.

07. **TERMINATING** YOUR ASSIGNMENT

If you don't wish to continue with your assignment, please call your Linkster Recruitment contact and inform them of your wish to leave and agree a leaving date. Linkster will then inform the Client and make arrangements to cover your duties.

As you are engaged under a CONTRACT FOR SERVICE you aren't required to give notice.

Any outstanding holiday pay can only be calculated once your final timesheet has been processed.

Please speak to your Linkster Agency contact to request a P45.

Full details relating to termination of assignment can be found in your Terms of Engagement (Contract for Services) in Section 9.

08. AGENCY WORKERS OBLIGATIONS

Please conduct yourself in a polite, friendly and courteous manner and we ask you to comply with the following standards during your assignment-

- 🌀 **PUNCTUALITY:** please arrive early and allow yourself sufficient time to be at your work station at your start time.
- 🌀 **RUNNING LATE:** please notify your Linkster Recruitment contact by phone if you are running late. This will allow us to make the Client aware that you will be in attendance.
- 🌀 **PRESENTATION:** Please report for work in the correct dress or uniform and with the necessary safety footwear.
- 🌀 **RESPECT OTHERS:** Please be friendly and approachable to the Clients employees, managers and other agency workers.
- 🌀 **HEALTH & SAFETY:** Please comply with all site rules and comply with all hazard and warning signs displayed on the Clients premises. Please ensure that your workplace or workstation is kept clean and tidy. Do not operate any machinery or equipment unless you have been trained and authorised to do so.
- 🌀 **ACCIDENT REPORTING:** If you have any accident whilst on assignment at the Clients, please report this to your manager, supervisor or First-Aider regardless of the severity of the injury. Please ensure this is recorded in their accident report book. If you need medical treatment or a visit to hospital, please keep your Linkster Recruitment contact updated with your progress and your expected return to work day.
- 🌀 **DRUGS AND ALCOHOL (D&A):** Please do not report for work if you are under the influence of drugs and alcohol. Linkster Recruitment and its Clients may conduct D&A tests and when appropriate can either prevent you from entering or removing you from the Clients premises if the results are positive.
- 🌀 **FOLLOW INSTRUCTIONS:** Please comply with all verbal and written instructions given to you by the Client to ensure your own personal safety and the safety of others.
- 🌀 **SITE FACILITIES:** Please respect the Clients building and equipment as well as shared facilities such as toilets, rest areas and canteens.
- 🌀 **MOBILE PHONES:** In general, the private use of mobile phones is prohibited during normal working hours. Please seek authorisation from your manager or supervisor before using your mobile phone.
- 🌀 **FINISH THE SHIFT:** If you find that the assignment isn't suitable for you, please complete the shift and then call your Linkster Recruitment contact and make them aware of the issues. You should never walk-off site, it is best to let your supervisor or manager know if you are struggling or feel unsuited to the duties that you are being asked to perform.

Full details relating to Agency Workers Obligations can be found in your Terms of Engagement (Contract for Services) in Section 4.

09. PERSONAL PROTECTIVE EQUIPMENT AND CLOTHING (PPE)

Your Linkster Recruitment contact will advise you what PPE is required by the Client and whether these are provided by the Client or Linkster Recruitment.

Please ensure that you wear and use the PPE as directed by the Client.

When you have completed your assignment please return all PPE to the provider.



10. WORKING TIME REGULATIONS (WTR)



The Working Time Regulations (WTR) 1998 decreed that you should not be required to work on average more than 48 hours per week, unless you agree to this in writing.

This 48-hour limit is an average calculated over a 17-week period and please note that you may opt out of this regulation if you choose at any time to allow you to work more than an average of 48-hours.

The WTR is principally Health & Safety related legislation that is intended to protect you from working excessively long hours or for long periods without breaks.

It also stipulates the minimum number of holidays that you are entitled to during a 12-month period.

There are no restrictions on when or how many times that you choose to either opt in or to opt out. All we ask is that you provide us with a minimum of 7-days' notice of your decision.



FOR MORE DETAILED INFORMATION, PLEASE VISIT

WORKING TIME REGULATIONS

11. AGENCY WORKER REGULATIONS (AWR)



Under the Agency Workers Regulations (AWR) you have the following rights-

- To be paid the National Minimum Wage or National Living Wage
- Protection from unlawful deductions from your wages
- Statutory holiday entitlement
- Statutory Sick Pay (SSP)
- Statutory maternity and paternity pay, shared parental pay and adoption pay
- Minimum rest breaks
- Maximum working time (48-hours average per week)
- Join a workplace pension scheme (Auto enrolment)
- Unlawful discrimination protection (Equality Act 2010)
- Victimisation protection for whistle-blowing
- Health & Safety protections
- Protection from being charged either direct or indirect fees for being found a job
- Protection from being restricted for working elsewhere

From Day 1 of your assignment, you are entitled to-

- Access to the same facilities as an employee such as staff canteens, food and drink vending machines, toilets, showers, childcare, workplace creches, car parking or transport services.
- To be informed of any job vacancies, although sometimes you might not be eligible to apply for them

After 12-weeks on assignment, you are entitled to-

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



FOR MORE DETAILED INFORMATION, PLEASE VISIT

AGENCY WORKER REGULATIONS

12. PENSION AUTO-ENROLMENT



All employers must provide a workplace pension scheme. This is called 'automatic enrolment'.

Your employer must automatically enrol you into a pension scheme and make contributions to your pension if all of the following apply:

- you're classed as a "worker"
- you're aged between 22 and state pension age
- you earn at least £10,000 per year
- you usually ('ordinarily') work in the UK

Automatic-Enrolment makes it compulsory for a Recruitment Business to offer eligible agency workers a workplace pension. As such, you will be automatically enrolled by your staging date.

The Recruitment Business must make a minimum contribution to the scheme.

You will receive tax relief on your contributions.

The combination of Employer contributions and personal tax relief therefore make a workplace pension an attractive proposition for saving for your retirement.

When you commence your assignment, we will send you information about the pension provider we use, the current eligibility criteria and the staging date when contributions will commence.



FOR MORE DETAILED INFORMATION, PLEASE VISIT

PENSION AUTO-ENROLEMENT



13. MATERNITY

If you discover that you are pregnant whilst engaged on an assignment, please will you inform your Linkster Recruitment contact.

We have a duty to ensure that you placed in a safe working environment for both you and your unborn baby. Risk assessments can then be arranged to ensure this and any adjustments made to your duties or role if possible.

If the role is deemed to be unsuitable for a pregnant person, we will do our very best to put you into an alternative role that is deemed to be safe.

Please inform us if you need to take any time off due to a pregnancy-related illness.

14. MATERNITY PAY (SMP)

If you have worked for Linkster Recruitment for at least 26 weeks, up to and including the 15th week before your baby is due, and your earnings meet the criteria, you may be entitled to Statutory Maternity Pay (SMP).

The earliest that Maternity leave can be taken is 11-weeks prior to the expected birth week and you must give Linkster Recruitment at least 28 days' notice of when you intend for your SMP to commence.

Please also provide us with a copy of your MATB1 Form, which you will receive on your 20 week appointment.

We will write back to you confirming your entitlement to SMP and letting you know how much you will receive.

SMP is paid into your bank account and is subject to tax and national insurance deductions.

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 and your local Benefits Office will be able to assist you with making a claim.



15. MATERNITY LEAVE (SML)

As an Agency Worker engaged on Contract for Services you are not entitled to Maternity Leave. However, you must take a minimum of 2 weeks off (or 4 weeks for factory work) after having your baby.

Please note there is no right to return to the same assignment once you decide to return to work, nor will holiday pay accrue whilst you are on leave.

16. PATERNITY PAY (SPP)

If you have worked for Linkster Recruitment for at least 26 weeks, up to and including the 15th week before your baby is due which is known as the Qualifying Week (QW), and your earnings meet the criteria, you may be entitled to Statutory Paternity Pay (SPP).

You must then remain on assignment from the end of the Qualifying Week up to the date of the birth of the child.

You must be the biological father of the child or the mother's husband or partner and have or expect to have responsibility for the child's upbringing.

To claim SPP you must provide a completed SC3 Form which you can download from the GOV.UK website and give notice of when you expect the liability to pay SPP on or before the 15th week that the baby is due. If 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.

Linkster Recruitment will then confirm your entitlements in writing.

[DOWNLOAD SC3 FORM](#)

17. BEREAVEMENT LEAVE

As an Agency Worker under Contract for Service you have no statutory entitlement for time off to deal with bereavement.

Of course, we will do our best to support you through a bereavement and do our utmost to accommodate requests for time off, which may be taken either as unpaid leave and/or holiday depending on your holiday accrual at the time of the request.

18. MANUAL HANDLING

Manual handling carries inherent risks, so please read the following guidelines carefully which can help reduce the risk of either short- or long-term injury.

It is your responsibility to assess each situation and to seek advice or assistance when necessary.

- 🌀 **STOP AND PLAN:** Think about the lift. Where will you place the load? Can you use appropriate handling aids? Do you need help with this lift? Remove any obstructions, such as discarded or damaged wrapping materials. If you have to lift an object from floor to shoulder height, is it possible to rest the object half-way such as a table or bench to allow you to change your grip for the second part of the lift?
- 🌀 **POSITION YOUR FEET:** Adopt a stable position by standing with your feet apart and one leg slightly forward to improve balance.
- 🌀 **ADOPT A GOOD POSITION:** When lifting from the floor or a low level, bend your knees slightly. Do NOT kneel or over-flex your knees. It is better to have a slight bend in your back, hips and knees rather than stooping or squatting to make the lift. Lean forward a little over the object or load if necessary to improve your grip. Keep your shoulders level and facing the same direction as your hips.
- 🌀 **GET A FIRM GRIP:** Try to keep your arms within the same boundary or space as that used by your legs. The best grip to use depends on what you are lifting and your personal preference, but just make sure that it feels both comfortable and secure. If you need to change your grip during the lift then ensure you do this as smoothly as possible.
- 🌀 **KEEP CLOSE TO THE LOAD:** Keep the load close to your body for as long as possible. Keep the heaviest side of the object or load closest to your body. If you can't get close to the load, slide it towards you before you begin the lift.
- 🌀 **LIFT SMOOTHLY:** Lift the object or load in a smooth manner which will help you control the lift.
- 🌀 **MOVE YOUR FEET:** When turning to the side do this by moving your feet and not by twisting your body.
- 🌀 **MAINTAIN A FORWARD VIEW:** keep your head up and look ahead in the direction you are moving. Do not look down at the load once the lift phase has been completed.
- 🌀 **OFFLOAD POSITIONING AND ADJUSTMENT:** For precise positioning of the load or object it is best to put it down first and then slide it carefully into its intended position.
- 🌀 **BE MINDFUL:** Keep in mind that risk of injury may occur if you are physically unsuitable for carrying out the lift, if you have received insufficient manual handling training or are wearing unsuitable clothing or footwear.
- 🌀 **USE MECHANICAL AIDS:** Consider what MHE is available to assist you in your duties and to improve your safety and productivity. A simple sack truck for instance can make a big difference to these factors.
- 🌀 **FREQUENT LIFTING AND LOWERING:** If you are lifting on a repetitive or frequent basis, you need to reduce the weight that you are lifting appropriately. The guidelines are to reduce the weight by 30% if you are lifting once or twice a minute, reduce the weight by 50% if you are lifting 5 to 8 times per minute and by 80% if you are lifting more than 12 times per minute.
- 🌀 **MANUAL HANDLING TRAINING:** Clients should provide training to ensure the use of safe manual handling techniques for the task that you have been asked to complete. Please call your Linkster Recruitment contact if you have any concerns about your Health & Safety.



19. GENERAL DATA PROTECTION REGULATIONS (GDPR)

The General Data Protection Regulation (GDPR) is a comprehensive data privacy law enacted by the European Union (EU) in 2016, taking effect in 2018. It regulates how organizations handle personal data of individuals within the EU, regardless of where the organization is located. GDPR aims to give individuals more control over their personal data and to simplify the regulatory landscape for international businesses.

The Linkster Privacy Policy explains this in more detail and you can request a copy from your Linkster Recruitment contact.

Basically, GDPR gives an individual the right to make a Subject Access Request (SAR) to establish what personal data is held by the Data Controller, how it is used, who it is shared with and how the data was obtained.

Also, it gives you the Right to Erasure/Right to be forgotten, so if you wish for any data held by the Data Controller to be erased this can be requested. The Data Controller has to confirm whether this will be done or not, as in some circumstances there may be legal reasons why data is retained which may include complying with financial or other regulations.

You will receive an answer to confirm whether your request has been met or not. If it's the latter an explanation will be provided to you for not doing so.

To make a request under GDPR please contact Linkster Recruitment directly.



20. PREVENTING LABOUR EXPLOITATION

Linkster Recruitment Limited commits to developing and adopting a proactive approach to tackling hidden labour exploitation. Hidden labour exploitation is exploitation of job applicants or workers by third party individuals or gangs other than the employer or labour provider including rogue individuals working within these businesses but without the knowledge of management. It includes forced labour and human trafficking for labour exploitation; payment for work-finding services and work-related exploitation such as forced use of accommodation. It is understood that it is often well hidden by the perpetrators with victims, if they perceive of themselves as such, reluctant to come forward.

It is crucial that you keep us up to date with your right to work documentation and your eligibility to work in the UK.

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

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

If you answer **YES** to any of these questions, then you must report it in confidence to the following bodies-

WHO	CONTACT DETAILS
Call Linkster	0116 497 6064 (Ask to speak to a director)
Email Linkster	admin@linkster.co.uk (Subject: FAO the Managing Director)
Gangmasters Labour & Abuse Authority	0800 432 0804
Modern Slavery Helpline	0800 0121 700 or UNSEEN
Call the Police	Emergency 999, or 101 if it is not urgent



FOR MORE INFORMATION VISIT

STRONGER TOGETHER

GLA.GOV.UK



21. MAKING A COMPLAINT

At Linkster we strive to provide both our Clients and Agency Workers with the highest levels of support to give positive outcomes all around.

If you aren't satisfied with our service, level of support or the way in which we handle an issue then we want to hear about your experience.

We will aim to respond to you within 48 hours of receiving your letter or email.



You can do this by e-mailing admin@linkster.co.uk

In the subject please type "Complaint, for the attention of the Managing Director."



You can also write to our Managing Director-
For the attention of the Managing Director

Linkster Recruitment
Castle House
South Street
Ashby de la Zouch
Leicestershire
LE65 1BR



0116 497 6064

Email: admin@linkster.co.uk // **Website:** www.linkster.co.uk

