PERSONNEL
LOGISTICS RECRUITMENT

AGENCY WORKER HANDBOOK

Agencies do not take money for work.

If you have been approached by anyone asking for money to get you a job, please inform your local Branch Manager

Know your rights.

It is illegal for agencies to charge to register.
It is illegal for agencies to charge to find you a job.
It is illegal for agencies to charge for work.

CDL PERSONNEL - Protecting Workers Rights

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WELCOME TO THE AGENCY

We are pleased that you have chosen to work with us. With our expertise in specialist markets and a reputation for supplying the highest calibre of temporary and permanent personnel, we recognise that our success and reputation depends upon you.

This booklet will help you in preparing for and undertaking temporary assignments in addition to answering some of your questions. This booklet can only cover the main points, so if you have any further queries or need any help please contact your local Agency branch.

We look forward to a mutually rewarding business relationship.

CONFIDENTIAL HELP

For any grievances you may encounter while working with us please contact the Branch Manager directly via the contact details provided by your Agency representative.

YOUR RESPONSIBILITY TO THE AGENCY AND OUR CLIENTS

We will always endeavour to offer you suitable assignments and we expect you to maintain a high level of professionalism and conduct.

If, for any reason, you are unable to fulfil a booking please contact us immediately so that we can arrange a replacement.

If any of your circumstances change, please inform us immediately. This could be a change of address, your name, immigration status, a new Bank Account number, email address or phone number, a new skill learnt or any other change in your details or wellbeing.

In order to continually improve our service we may ask you to provide feedback on your assignments and the quality of our service. Clients may also complete assessment forms after each assignment.

You should follow the dress code requirements for each client, seeking guidance from your branch representative.

At the end of your assignment please make sure that you take all personal belongings with you and return anything issued to you by the client e.g. security passes, uniforms etc.

You are responsible for proving that you are eligible to work in the UK and undertake the work on offer by providing valid right to work documents or share code, and, where applicable, relevant qualifications, licences, CV's, work history, and contact details for referees. Providing false or misleading documents or information is fraud and a criminal offence under UK law. It will result in immediate termination of assignments and may lead to prosecution, fines, imprisonment, reporting to the relevant enforcement authorities and removal from the UK where applicable.

REGISTRATION

We may be required to take copies of your passport or identity documents for right to work purposes but we have no right to hold on to the original copies of these documents. If someone refuses to return your passport or identity documents then please contact your Branch Manager.

TOTAL QUALITY

An organisation's existence depends upon its customers, so satisfying their requirements must be its main aim. This can only be done by putting quality into everything we do.

Customers expect quality because:

- They want a reliable service
- They want it to meet their requirements
- They want value for money.

Quality is important to you because:

- You want job satisfaction
- You want to enjoy your work
- You want to do a good job
- You want respect.

This quality matters to both our clients and to the Agency because:

- Our customers demand it
- Our future success depends on it.

INTERNAL CUSTOMER-SUPPLIER SATISFACTION

Any company is a complicated chain of activities with people depending on the quality of work they receive from others.

Within a company, every individual has their own internal customers who depend upon you to do your job right first time. It only takes one small hiccup to make the whole chain fall apart.

- Quality is the responsibility of everyone
- Get things right first time, every time
- Quality is achieved by preventing things from going wrong

WAGES

You will be paid at least the national minimum hourly rate for the hours that you work. You will be paid these wages weekly in arrears. Your payslip will be emailed to the address you provided, before your wages are paid. It is critical to inform us immediately if your email address or Bank Account details change.

NATIONAL MINIMUM WAGE / LIVING WAGE

Everyone working in the UK is entitled to be paid the National Minimum Wage (NMW) or where age applicable National Living Wage. You can be paid more than NMW but you must not be paid less.

The rates are fixed by law. There are different rates depending on your age. To find out the current National Minimum Wage Rates please look on - www.gov.uk/national-minimum-wage-rates or ask your Agency representative who will be able to supply you with the current rates.

If you think you are being underpaid by your Agency or want advice or information about the NMW you can call your Branch Manager in the first instance, they will endeavour to resolve any problems or answer any questions.

DEDUCTION FROM WAGES

Other than PAYE Tax and National Insurance (NI) contributions agencies can only make deductions from your wages if you have agreed in writing beforehand to the deductions being made or if the law or your contract with your Agency allows or requests the deductions. The things for which you can expect your Agency to make deductions without needing your agreement include:

TAX AND NATIONAL INSURANCE

In almost all cases your Agency must deduct money from your wages for National Insurance contributions.

Once working for the Agency, please ensure that you provide your P45 or complete a HMRC Starter Checklist.

If you are liable to pay National Insurance you will need a UK National Insurance number. If you do not have a National Insurance number, you should contact Jobcentre Plus at www.gov.uk/apply-national-insurance-number (Jobs and Benefits office in NI) to apply for one. Your Agency will still deduct NI even if you have not registered using an emergency NI code.

Some agencies may offer you a job without paying National Insurance or Tax (known as 'cash in hand'). This is against the law. Please report this to your local Branch Manager.

UK TAX

UK Tax is also payable on your wages for UK work. Monies will be deducted as appropriate for UK Tax and National Insurance.

If you are not a UK resident and have not earned over the Tax threshold whilst working in the UK and you are planning on returning to your home country you may be entitled to a rebate, please contact HMRC on 0300 200 3300 (or +44 135 535 9022 if you are calling from abroad).

When calling the HMRC you will need your National Insurance number to hand and the company PAYE number you have been working for.These details will be on your P45. Please check your payslip to see who you are paid by and contact this payroll company for your P45. This may not always be the Agency you registered with, it may be a third party so please check your payslip for the information. You should seek proper accountancy advice on this matter to determine if and what you may be entitled to claim.

You may find the following websites helpful.
http://www.hmrc.gov.uk/incomeTax/personal-allow.htm
http://www.hmrc.gov.uk/incomeTax/refund-reclaim.htm
http://www.hmrc.gov.uk/agents/index.htm.

BANK ACCOUNT

Your money will be paid into your personal Bank Account, therefore if you do not have a Bank Account at your registration, please speak to your Agency representative and they will advise you on what to do next. Please be aware that you will need to have an original ID or passport and proof of address to enable you to open a Bank Account in the UK.

WORKPLACE PENSION

If you meet the eligibility criteria you will be automatically enrolled in to the workplace pension after a minimum of 3 months.

Please visit the link provided to understand how 'auto enrolment' affects you:
https://www.gov.uk/workplace-pensions

AGENCY DRIVERS, EU DRIVERS HOURS RULES – MAIN LIMITS FOR DRIVERS

If you are driving and are subject to EU Drivers hours rules please ensure you are familiar with the DVSA guide on Rules on Drivers hours and Tachographs, a full version can be found on:
https://www.gov.uk/government/collections/drivers-hours-rules-and-guidance

The current limits on drivers' hours as specified by the EU rules are summarised in the following table.

Table - A summary of the EU drivers' hours rules and sector specific working time rules

Drivers' hours rules **Regulation (EC)561/2006**	Working time rules **Directive 2002/15/EC**
Driving • 9 hour daily driving limit (can be increased to 10 hours twice a week) • Maximum 56 hour weekly driving limit • Maximum 90 hour fortnightly driving limit	**Working time (including driving)** • Working time must not exceed average of 48 hours a week (no opt out)[1] • Maximum working time of 60 hours in one week (provided average not exceeded) • Maximum working time of 10 hours if night work performed[2]
Breaks • 45 minutes break after 4.5 hours driving • A break can be split into two periods, the first being at least 15 minutes and the second at least 30 minutes (which must be completed after 4.5 hours driving)	**Breaks[3]** • Cannot work for more than 6 hours without a break. A break should be at least 15 minutes long • 30 minute break if working between 6 and 9 hours in total[4] • 45 minute break if working more than 9 hours in total
Rest • 11 hour daily rest; which can be reduced to 9 hours no more than three times a week (or split into 3 hours + 9 hours as often as desired) • 45 hours weekly rest, which can be reduced to 24 hours, provided at least one full rest is taken in any fortnight. There should be no more than six consecutive 24 hour periods between weekly rests.	**Rest** • Same rest requirements as EU drivers' hours rules

[1] Normally calculated over a rolling 17 week period, but can be extended to 26 weeks under a collective or workforce agreement
[2] Can be extended under a collective or workforce agreement
[3] EC Regulation 561/2006 is directly effective and takes precedence over EC Directive 2002/15 - Article 2.4 Directive 2002/15. Therefore, EU drivers' hours break requirements take precedence when driving
[4] After working for 6 hours a mobile worker must take a break of at least 15 minutes. However, if working more than 6 and up to 9 hours in a shift a mobile worker needs to take a break totalling at least 30 minutes - this could be two breaks of 15 minutes. Where a shift will contain more than 9 hours of working time, a total of 45 minutes of break is needed.

WORKING TIME REGULATION
The regulations say that on average you should not be required to work more than 48 hours each week, unless you agree to do so in writing.

Temporary or contract work is all about flexibility, and from time to time, companies may want you to work for longer hours. For this reason we may ask you to work for more than 48 hours a week on average, though of course you are under no obligation to do so. You should note that the maximum 48 hour week is an average number of hours and that average is worked out over a 17 week period (longer in some sectors). In other words, even if you have not agreed in writing to work more than 48 hours per week, there may be some weeks when you do work longer than 48 hours. This is permitted provided that the average hours over a 17 week period does not exceed 48 hours. It is also important to remember that if you have been working for us less than 17 weeks, the hours you work are averaged over the actual number of weeks you have been working.

You may opt out of the 48 hour regulation by giving three months written notice at any time.

DAILY REST
You are entitled to a rest period of at least 11 consecutive hours in each 24-hour period. If you are under 18, you are entitled to a rest period of at least 12 consecutive hours in each 24-hour period and your working time shall not exceed 8 hours in any day and 40 hours in any week.

WEEKLY REST
You are entitled to at least 1 day off a week, or 2 days off in any 2 consecutive weeks. If you are under the age of 18, you are entitled to 2 days off per week. This should be uninterupted rest.

REST BREAKS
The company to which you are assigned will allow you a break from work of at least 20 minutes if your assignment lasts for more than 6 hours a day. If it is practicable, you may take this away from your work station. Make arrangements with the client about rest/lunch breaks. If you are under 18 you are entitled to a rest break of 30 minutes if your assignment lasts for more than 4.5 hours. These rest breaks are normally unpaid.

NIGHTSHIFT
You are a night worker if you work at least 3 hours during the night period (between 11:00 pm and 6:00am), and your working hours must not exceed an average of 8 hours in each 24-hour period, averaged over 17 weeks. If you are under 18, you cannot work at night between 10:00pm and 6am.

RECORDING HOURS
As a responsible and compliant Agency we take your health and safety seriously. Whilst it is your responsibility to ensure that you work within the Working Time Rules and Drivers Hours Rules (when applicable), we also do everything possible to record and manage the hours that you work.

ATTENDANCE PROCEDURE WHEN ON ASSIGNMENT
Clients operate various systems on site to verify your attendance for timesheet purposes, fire procedures etc. These may involve you signing in and out, using a clock machine or another method. When on Clients premises you need to follow these processes not only for safety purposes but also to ensure the accuracy of your timesheet and prevent delays or errors in pay.

TIMESHEETS
It is vitally important to complete your timesheets (where applicable) correctly and submit to the Agency by the time requested so your wages are processed on time. Please note that supplying false or fraudulent information on working hours or clocking/signing in/out on behalf of another person is considered fraud.

ABSENTEEISM
Once you have confirmed that you are working on a particular day, it is expected that you will attend. Any unauthorised absence may lead to action being taken.

If you do not turn up to work and do not let us know that you cannot attend, it may result in your assignment being ended. If you are sick, you must telephone your Agency contact on each day of your absence, unless a doctors fit note is in place.

STATUTORY SICK PAY

Workers are entitled to claim Statutory Sick Pay (SSP). In order to qualify for SSP payments, you must follow the absence reporting procedures.

HOLIDAYS

You are entitled to 5.6 working weeks paid holiday a year. So if you have a contract for a year's work and work five days a week you are entitled to 28 days paid holiday. If your contract is for six months and you work five days a week you are entitled to 14 days paid holiday. These days may include bank/public holidays; please refer to your contract.

The Company's holiday year commences on the Company's financial year week 1 each year and concludes on week 52 each year, week numbers are displayed on your weekly payslip as Tax weeks.

Workers who leave or join the Company during the holiday year are entitled to a pro-rata holiday allowance, based on how much of the year they have worked for the Company.

Workers who leave and have not fully used their pro-rata entitlement will be reimbursed by payment in lieu.

Unused entitlement **cannot** be carried over into the following year or be taken on the day you are actually working on. You cannot save up your holiday entitlement to receive it as a payment in lieu at the end of the holiday year.

Your holiday must be used by week 52, otherwise you will lose all unused entitlement.

IF YOU WANT TO TAKE HOLIDAY

You must give your Agency representative advance notice that you want to take holiday. **This notice should be at least twice as long as the amount of holiday you want to take** (for example, you should give two weeks notice for one weeks holiday). You will need to complete a holiday request form and this will then be authorised by the Branch Manager.

Your Agency can refuse permission for your holiday as long as they give you notice which is at least as long as the holiday requested (so to refuse a request for a weeks leave, they would have to tell you a week in advance).

Your contract may set out other rules about when you can take your holiday. This is allowed so long as the rules don't effectively prevent you from taking holiday at all.

PREGNANT WORKERS

The Agency would like to highlight that any female workers who are pregnant and working, must inform their Agency representative and the client in writing immediately. We can then arrange for Risk Assessments to be completed to ensure you or your unborn baby's health are not put at risk. There may be some areas of a work place or tasks that are deemed unsafe for you. It is our duty to work with our client to place you in a safer and more suitable area while pregnant.

MATERNITY PAY

You will receive a MATB1 form on your 20 week check up with your midwife, please complete this and send to the Agency office, taking a copy for yourself. This will be forwarded to the payroll team to process and calculate maternity pay if due.

You are not entitled to maternity leave, however female workers that meet the qualifying criteria for statutory maternity pay will receive this for a period of up to nine months, whilst not working. Workers need to discuss all arrangements with their manager prior to beginning this period.

PATERNITY PAY
You will receive a MATB1 form on your partners 20 week check up with their midwife, please complete this and send to the Agency office, taking a copy for yourself. This will be forwarded to the payroll team to process and calculate paternity pay if due.

ADOPTION PAY
If you are the primary adopter you may be entitled to statutory adoption pay (SAP) if your earnings are above the National Insurance lower limit and you meet the qualifying criteria . This is paid for 39 weeks. You are not entitled to Statutory Adoption Leave. If you are the secondary adopter you may be eligible for paternity pay and leave if you meet the eligibility criteria.

DISCRIMINATION
We promote an inclusive working environment in which diversity is recognised, valued and encouraged. We acknowledge the multi-cultural and diverse nature of the UK workforce and society in general. We are committed to principles of fairness and mutual respect where everyone accepts the concept of individual responsibility.
We expect you to treat everyone you encounter on our behalf fairly and with respect. We seek to nurture positive relationships throughout and beyond our workforce.

Discrimination in the workplace in any form is unacceptable and, in most cases, unlawful.

HARASSMENT AT WORK
It is the policy of the Agency that harassment will not be permitted or condoned.

The Agency defines harassment as consisting of unwelcome, offensive, abusive, belittling or threatening behaviour. It is usually based on some real or perceived difference such as sex, race or disability, which may lead to the individual being offended, humiliated, intimidated or disadvantaged.

The Agency recognises the Protection from Harassment Act of 1997, whereby it is unlawful to pursue a course of conduct, which amounts to harassment of another and where the person in question knows or ought to know what amounts to harassment of another.

The Agency will not tolerate any forms of sexual and racial harassment and seeks to ensure that the working environment is sympathetic to all workers.

The Agency recognises that it is unlawful to treat someone unfairly because of their sex or gender, race (including ethnic or national origin, nationality & skin colour), disability, age, religion or belief, sexual orientation, gender reassignment, marriage and civil partnership, pregnancy and maternity.

If you feel you are being harassed at your place of work, please report this to the Agency Branch Manager immediately.

SEXUAL HARASSMENT
Sexual harassment at work is unlawful, the harasser may be held liable for any unlawful actions. Women and Men have the right to work in an environment free from sexual intimidation.

Sexual harassment takes many forms, from relatively mild sexual banter to actual physical violence. Staff may not always realise that their behaviour constitutes sexual harassment but they must recognise that what is acceptable to one person, may not be acceptable to another. Sexual harassment is described as any form of behaviour, which makes a reasonable person feel that someone else is treating them as a sexual object or demeaning that person because of their sexual orientation.

Some examples include:
- Insensitive jokes or pranks
- Lewd comments about appearance
- Unnecessary body contact

- Displays of sexually offensive material
- Requests for sexual favours
- Speculation about a person's private life and sexual activities
- Threatened or actual sexual violence
- Threat of dismissal, loss or promotion etc for refusal of service.

RACIAL HARASSMENT

Racial harassment at work is unlawful and, as sexual harassment, the harasser may be held liable. All staff have the right to work in an atmosphere free from racial intimidation. Racial harassment is described as any hostile or offensive act of expression (or incitement to commit an act or expression) by a person of one racial or ethnic origin against a person or another, where the grounds for such behaviour are racial.

Grounds for racial harassment are identified by The Commission for Racial Equality as the grounds of race, colour, and nationality including citizenship or ethnic or national origins. Intentional racial harassment is a criminal offence.

Racial harassment can take many forms, from relatively minor abuse to actual physical violence.

Examples of harassment include:

- Insensitive jokes related to race
- Pranks
- Deliberate exclusion from conversations
- Abusive or insulting words or behaviour
- Displaying words or pictures

WORKPLACE BULLYING

Workplace bullying or harassment is behaviour which is intended to create, or which results in, a working environment which is offensive, hostile or intimidating.

Although typically the initiator of such behaviour is in a position of power or authority this does not have to be the case.

Workplace harassment or bullying can occur to, or be initiated by, a single person or a group of people. The Agency seeks to create a working environment in which people are able to realise their full potential and therefore cannot condone workplace bullying. Complaints of bullying or harassment will be dealt within accordance with the procedure set out under this code.

GRIEVANCE PROCEDURE FOR WORKERS ENGAGED ON CONTRACTS FOR SERVICES.

If you have any issues relating to your assignment or the services provided by the Agency, these issues should be raised in the first instance with your Agency representative or Branch Manager. The Agency representative may wish to meet with you to discuss the matter further.

If you disagree with the outcome of the complaint or do not feel that the matter has been adequately resolved then you can, should you wish, escalate this matter by referring your complaint to the Branch Manager.

DISCIPLINARY PROCEDURE FOR WORKERS ENGAGED ON CONTRACTS FOR SERVICES.

Whilst you are working on an assignment, its continuation is subject not only to the continued requirements of the client for you to provide services but also the client being happy with your performance and conduct. Accordingly as set out in your temporary workers agreement there are certain standards which need to be met.

If we are advised by a client that they have some concerns regarding these standards or your performance, we may, if the client wishes you to continue in the assignment, ask that you meet with us to discuss such matters. If we and/or our client feel it necessary we may notify you that in order for the client to require your assignment to continue, or in order that we may meet our contractual obligations to the client, there will need to be an improvement in your conduct or performance.

HEALTH AND SAFETY AT WORK

Your workplace should ensure a good standard of health and safety for you and give you any training you need to do your work safely. If you are worried, raise the issue initially with your Agency representative. If no action is taken or you are unhappy with the action taken, you can contact your Agency Branch Manager. We will endeavour to resolve the problem or take this matter further on your behalf.

GENERAL INFORMATION

The Agency is committed to ensuring good health and safety practises, and in conjunction with our clients, wish to ensure that our temporary workers are not subject to any hazards or risk that may result in injury or disease. Therefore you must review and comply with the health & safety rules on each site. In addition you should always follow these basic rules:

- You must not become involved in Horseplay or practical jokes
- You must follow all rules pertaining to no smoking areas.

HEALTH & SAFETY SIGNS

You will see signs around the assignment company's place of work which maybe unfamiliar to you. If you are in doubt, ask what the sign means. Below are the most common signs that you could see on your assignments and what they mean.

Prohibited ie: **DON'T**

Warning ie: **BEWARE**

Safe condition ie: **THE SAFE WAY**

Mandatory ie: **MUST DO**

WORKING PRACTICES

- You must not operate any item of equipment unless trained and authorised to do so.
- You must not remove any guarding from equipment used or deviate from your authorised usage of equipment.
- You must report immediately any equipment defect, and never attempt to repair.
- You must undertake all duties as instructed and never deviate.

HAZARDS/WARNING SIGNS AND NOTICES

- You must comply with all hazard/warning signs and notices displayed on the premises (some shown above).

WORKING CONDITIONS/ENVIRONMENT

- You must make proper use of all equipment and facilities provided to control working conditions/environment.
- You must keep you and your work areas clean and tidy.
- You must dispose of waste/scrap in the appropriate receptacles.

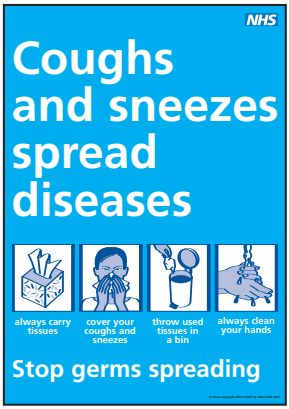
HEALTH

- You must report any medical condition that could affect the safety of yourself or others.

SPREAD OF VIRUSES

To help prevent the spread of viruses and other illness-related infections, please follow these simple hygiene steps:

- Cover your mouth and nose with a tissue when coughing or sneezing.
- Dispose of used tissues quickly and carefully in a bin.
- Maintain good personal hygiene.
- Wash your hands regularly with soap and water.
- Avoid touching your face with your hands, including licking fingers to sort paper.
- Use alcohol-based gels or wipes if handwashing facilities are not available.
- Clean frequently touched surfaces such as door handles, phones, and computer keyboards with antibacterial cleaning products.



YOUR RESPONSIBILITIES UNDER HEALTH AND SAFETY REGULATIONS

- You must not misuse any machinery or equipment provided to safeguard your own health, safety and welfare or that of people coming in to contact with you or your work.
- When using machinery and appliances you must safeguard your own health and safety and that of persons who come in to contact with you or your work.
- You are breaking the law if you intentionally and without reasonable cause do anything to cause danger to yourself or others.
- You must co-operate with our clients in order to comply with the duty or requirements specified by health and safety regulations.
- You must follow all rules and regulations to ensure your own health and safety.
- You must not attempt to carry out work of a dangerous nature or operate machines unless you have been suitably trained.
- You must learn the appropriate safe working methods for the duties you are required to undertake and use them at all times.
- If you are in doubt about any instructions, regulations or rules, ask for further guidance from your supervisor before starting work.

ACCIDENT REPORTING

If you are unfortunate and have an accident at work you must see the company first-aider, irrespective of how minor the injury, and ensure that details are entered into the company accident book.

You should also report any 'near miss' situations, where an injury could have occurred and any incidents in which damage is caused to property.

All kinds of injuries should be reported immediately especially any injury requiring hospital treatment or admittance to hospital; broken bones, amputation of limbs or fingers, eye injury, electric shock, loss of consciousness.

If any member of the public is injured as a result of your own activities or those of the client for whom you are working this must also be reported. You must report details of any accidents to the Agency Branch Manager as well as the client.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

When offering you work we will inform you of any personal protective equipment you are required to take to your assignment, this can be provided by the Agency.

If you arrive for work at any time without the required safety clothing you will be turned away.

You will also be informed of any personal protective equipment that will be provided by the company you are to work for. You must ensure that you receive all items of protective clothing you were told to expect before commencing work.

You must wear protective equipment where required.

Any personal protective equipment provided to you must be returned to the Agency at the end of any assignment.

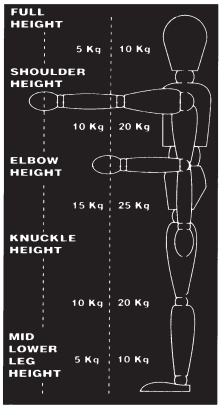
WAREHOUSE SAFETY

Every year, poor health and safety practices in the workplace lead to hundreds of accidents causing injury and even death.

The Transport and Distribution industry can be particularly dangerous. Accidents involving vehicles in the workplace kill around 70 people a year and cause more than 20,000 reportable injuries, over a third of which involve lift trucks. More than a third of workplace accidents leading to three or more days off work result from manual handling accidents.

Such injuries cause suffering for those involved and their dependents, and often incur heavy costs for the Agency's business. Even an accident not causing injury may result in costly damage to vehicle, buildings or goods. Yet most, if not all, are entirely preventable.

WEIGHT GUIDELINES



There is no such thing as a completely 'safe' manual handling operation but the guidelines here will reduce the risk of accidents. It must be remembered, however, that these are guidelines and not legal limits.

Each box shows the guideline weight for lifting and lowering and will give reasonable protection to nearly all men and to between half to two thirds of women. To provide similar protection to nearly all women, reduce the guideline weights by about a third.

It is also important to:

- reduce the weights by 10% if the handler turns through 45° and 20% for 90° turns.
- reduce the weight by:
  - 30% if the operation is repeated once or twice per minute
  - 50% if the operation is repeated five to eight times per minute
  - 80% if the operation is repeated more than 12 times per minute.

SAFE MANUAL HANDLING

Remember

- Where possible manual handling should be avoided by the use of a trolley or other device
- Good manual handling at all times will help to prevent health problems occurring
- Wear suitable protective clothing, such as boots, gloves and overalls

BEFORE COMMENCING ANY LIFT, ASK YOURSELF

- Can I avoid manual handling by the use of a trolley or other device?
- If manual handling is required, am I capable of this single person lift? If not arrange for a two-person lift. *
- Are there any trip hazards in the carrying route?
- Can these trip hazards be removed prior to a lift?
- Are there any restricted width or height areas in the carry route?
- Are there any falling hazards?
- Can the vehicle to be loaded/unloaded be brought closer?
- Are there any factors that could affect safety (i.e. humidity, delivery area, etc)?

* If you think you require further information or training reminders on correct manual handling techniques, refer to the following sections or inform your Agency representative.

WHY SHOULD I LEARN THE RIGHT WAY TO MOVE AND LIFT THINGS?

Every year thousands of injuries are caused by not lifting and carrying correctly. Learning the right way to handle objects will ensure that you stay fit and healthy and avoid any injuries or accidents. Common injuries are:

- Ruptured discs
- Sprained ligaments
- Sprained and inflamed tendons
- Muscular injuries
- Trapped nerves
- Hernias
- Fractures
- Cuts and crushing to parts of the body, for example when a load is dropped onto fingers or feet.

Some injuries occur immediately but many develop gradually. Most will cause significant pain and result in absence from work.

HOW TO PREVENT INJURIES

As with all health and safety issues, the simplest way of preventing injuries from occurring is to eliminate the hazard. In this case the hazard is the need to carry out manual handling. This cannot be avoided in a warehouse/removals environment. In this case the task involved needs to be assessed, deciding which risks are associated with the task and how they can be reduced or eliminated.

THE FOLLOWING POINTS NEED TO BE CONSIDERED WHEN ASSESSING THE JOB:

- The task to be carried out
- The load to be moved
- The environment in which the handling is taking place
- The capability of the individual involved in the manual handling
- The next section of the workbook is designed to help you know what to look for and ensure that you are capable of carrying out the tasks assigned to you.

a) **THE TASK**

- Carry loads close to the body because lifting and carrying at arms length increases the risk of injury.
- Avoid awkward movements such as stooping or twisting.
- Try not to lift from the floor or from above shoulder height.
- Plan ahead-use teamwork where the load is too heavy for one person.

b) **THE LOAD**

- Try to reduce the weight of the load, try not to carry too much at any one time.
- Make sure you have a firm grip of the load.
- Ensure sharp edges are covered up; use a blanket or a sheet.
- Wear suitable protective equipment such as gloves, footwear and overalls.

c) **THE ENVIRONMENT**

- Remove obstructions and ensure that you have a clear path to your destination.
- Ensure that the floors are not slippery or loose.

d) **THE INDIVIDUAL (YOU)**

- Never attempt to lift anything unless you have been trained to do so.
- Always ensure that you are capable of undertaking the task.

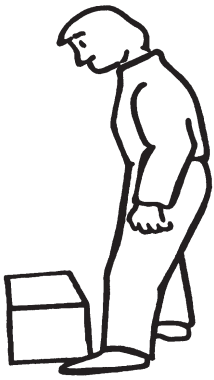
CORRECT LIFTING

Remember correct manual handling must be followed to minimise the risk of injury. The techniques below should be followed at all times, even at home.

1. PLANNING AND PREPARATION

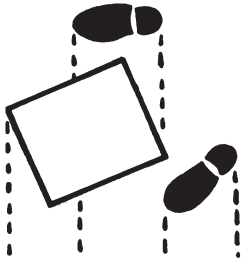
Think! Think! Think about what you are going to lift and plan the lift. This only takes a few seconds.

- Consider what you will be lifting, where you will put it and how you are going to get there?
- Assess the weight and centre of gravity of the load, is it weighted to one side?
- Assess the size of the load, can you grip it safely and still see where you are going?
- Assess whether or not you can safely lift the load on your own. Remember to ask for help.
- If more than one person is involved in the lift then plan and discuss together. Someone has to take the lead.
- Plan your route, remove obstructions and ensure that the floor is safe.
- Make sure you are wearing the right protective equipment to carry out the task.
- Ensure that you can maintain a firm grip.
- Consider taking a rest stage when moving a heavy load, remember to avoid putting the load on the floor.
- Avoid carrying unsafe loads. If in doubt re-package.



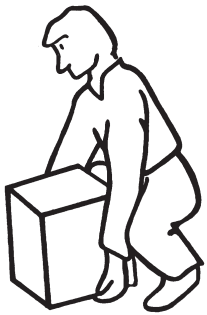
2. POSITION

Stand with your feet apart and your leading leg forward. Your weight should be even over both feet. Position yourself (or move the load) so that the heaviest part is next to you. If the load is too far away. Move toward it or bring it nearer before starting to lift.



3. THE LIFT

- Always use the correct lifting posture.
- Bend the knees slowly, keeping the back straight.
- Tuck the chin in on the way down.
- Lean slightly forward if necessary and get a good grip.
- Keep the shoulders level, without twisting or turning from the hips.
- Try to grip with the hands around the base of the load.
- Bring the load to waist height, keeping the lift as smooth as possible.



4. MOVE THE LOAD

- Move the feet, keeping the load close to the body.
- Proceed carefully, making sure that you can see where you are going.
- Avoid twisting the body, stooping or leaning back.

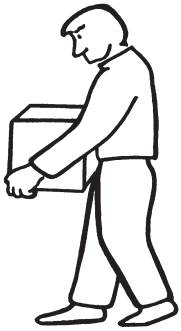
5. LOWER THE LOAD

- Lower the load, reversing the procedure for lifting.
- Avoid crushing fingers or toes as you put the load down.
- Position and secure the load after putting it down.

REMEMBER TO REPORT ANY PROBLEMS IMMEDIATELY

OTHER LIFTING TECHNIQUES

1. Reaching Overhead



- Try to assess the weight of the object first.
- Use a step stool or ladder and never reach above your shoulders.
- Slide the load close to the body. Be sure to keep a solid footing and a firm grasp.
- Let your arms and legs do the work. Ensure that you have a safe place to put the load.

2. OVERSIZED OR HEAVY LOADS (TWO PERSON LIFT)

- Work as a team; use a two-person lift.
- Make sure one person directs the lift.
- Lift at the same time.
- Keep the load level when carrying.
- Move smoothly together and unload at the same time.

3. BAGS AND SACKS

- Assume the safe lifting position.
- Grasp the load at opposite top and bottom corners.
- Power your body up with your legs and use your arms to raise the load to rest on your hip.
- Fully stand and move the load to rest on your shoulder.

4. LONG OBJECTS

- Carry lumber, pipe and other long objects over the shoulder.
- Be careful ends don't hit anyone or anything.

Safe Lifting Reminders

From the list below put a tick against the things you think are good lifting techniques and a cross against those you think should be avoided.

	✘	✔
Think and plan before you lift		
Twist while carrying or lifting		
Bend at the waist		
Squat — bend at the knees		
Ensure you have a firm grip		
Position yourself		
Lift with your back		
Keep the shoulders level		
Position and secure the load		
One person in charge of two-person lift		
Carry the load at arms length		
Clear your route/check route		
Reach over your shoulders		
Pull any load		
Carry the load close to your body		

Total number correct ☐

REGISTERED

Assignment Briefing
When we have found a suitable assignment for you we will give you the details, check your availability and confirm you are happy to accept. We will also advise you of your hourly rate and hours of work, along with all Heath & Safety information prior to commencing an assignment. Once you have accepted, we will confirm your details with the client. It is important you complete an assignment if you choose to accept it.

Assignment Preparation
We will give you the full details of your assignment together with the working environment and the dress code. We will also advise you who you should report to as well as instructions on how to get there. It is important you are punctual and work the full hours.

On assignment
Remember - help us to help you, by staying in touch and keeping us informed as to how you are getting on. Your Agency representative will always be available to offer you any advice or encouragement and to deal with any queries you may have.

Client assignment changes
If the client informs you of any change in your job specification or tells you that your assignment will be shorter or longer than originally planned, please inform your Agency representative immediately who will confirm any changes.

Quality service levels
We are committed to meeting your needs and in the same way we are also committed to supplying a quality service to our clients. As our ambassador you are representing the Agency and we ask you to act and dress in a professional and business-like manner at all times in keeping with your working environment 'Help us to help you'!
Remember, if you can't attend work, you must inform your Agency representative immediately.

If you do not turn up to work without informing your Agency representative, you may face disciplinary action.

DRIVER TRAINING
To find out more about Driver CPC training or indeed any other form of Driver Training, please speak with your local Branch Manager.

MOBILE PHONES POLICY
The use of mobile phones in certain circumstances produces a risk not only to the user but also to others in the vicinity, when the attention of the user may be distracted. In order to reduce the risk, the following policy must be adopted.

- Comply with the current law at all times.
- The use of hand-held mobile phones whilst driving is illegal and drivers must not use a hand-held mobile phone under any circumstances whilst driving, as this presents a danger not only to the driver but also to other road users.
- Where it becomes necessary to use a hands-free mobile, drivers should consider bringing their vehicle to a stop at a safe location, giving due regard to the classification of the road conditions at the time.
- Should the facility allow, drivers should consider switching off their mobile phone whilst driving and activate the voice mail facility on the mobile phone. This will allow messages to be delivered at a convenient time when conditions allow.
- Where stipulated, certain vehicle manufactures indicate that mobile phones without an external aerial attached should not be operated under any circumstances within their vehicles due to the possible effects on vehicle electronics and other devices, e.g. air bags. Vehicle handbooks should be referred to for further information.
- Due to the potential lapse of concentration which would place an individual, and others, at risk, mobile phones should not be used whilst operating any item of work equipment or whilst undertaking servicing or repair of vehicles.

- Mobile phones should not be operated under any circumstances in potentially flammable or explosive atmospheres. This includes areas for storage of flammable liquids, including petrol station, and storage areas for explosive devices e.g. air bags.

With regards to possible health effects from radiation whilst using mobile phones no prescriptive and definitive information has yet been produced.

SMOKE - FREE AND VAPING RULES

Smoking is not permitted in enclosed or partly enclosed workplaces, public areas, or in any company or client vehicles used by more than one person. This includes cigarettes, e-cigarettes (vapes), and any other smoking materials.

Workers must only smoke or vape in designated areas provided by the client or site. Some client sites may have even stricter rules — always check local site instructions before smoking or vaping. Failure to follow these rules may result in removal from your assignment, in line with health and safety requirements.

DRUGS, CONTROLLED SUBSTANCES AND ALCOHOL POLICY

The Agency operates a strict zero tolerance policy on the use of drugs, controlled substances and alcohol.

Temporary workers are strictly forbidden from driving or working while under the influence of drugs, alcohol or any controlled substances unless prescribed by a doctor and have no adverse affect upon your ability to perform your duties in line with current health and safety regulations.

Neither should they sell, distribute or possess any drugs or alcohol while working on an assignment for the Agency. All Agency temporary workers are required to adhere to this policy. Failure to comply will result in immediate termination of your temporary assignment, and any further work with the organisation.

TRADE UNION MEMBERSHIP

The Agency currently has no collective bargaining arrangements with any Trade Unions. However the Agency fully accepts that workers are free to join a Trade Union of their choice and will comply with legal obligations to work with Trade Union representatives in pursuance of the Union's statutory rights concerning their members' interests.

ACCESS TO HEALTHCARE

If you make National Insurance Contributions, you are generally entitled to free treatment from the UK National Health Service, however certain costs are due from patients for prescribed medicines, dental treatment and some optician fees.

If you are paying UK Tax and National Insurance, you may be eligible to claim certain state benefits, for example maternity or sickness related benefits if for health reasons you are unable to work. Contact your Jobcentre Plus office in the UK or visit www.gov.uk to find out more.

You will need a National Insurance number to make a claim. If you are not paying UK contributions and become sick or pregnant contact your local Jobcentre Plus (Jobs and Benefits office NI) for advice about state benefits or visit www.gov.uk/contact-jobcentre-plus.

WILL I BE CHARGED A FEE?

The Agency operate a strict 'No Fees Charged' Policy. So please inform us if you are ever asked to pay anyone money for finding you work. Please also advise if any other agencies or independent person has charged you money to find work with us. Your information will be confidential and you can leave information anonymously.

Agencies in the UK cannot charge you fees for simply finding you work or putting you on their books. They are meant to make their money from their client companies who need workers, not from those seeking work. There are some exceptions to this rule in the entertainment and modelling sectors. They also cannot insist that you buy other products or services such as CV writing or training. Where the Agency provides other services you have a right to withdraw from those services subject to a period of notice.

CAN I CHANGE TO A DIRECT CONTRACT WITH THE USER COMPANY?
Yes, if you have been offered a permanent position by the client.

CAN I CHANGE TO A DIFFERENT JOB?
Yes. Your nearest Jobcentre Plus, or Jobs and Benefits office can help you find permanent or temporary work.

HUMAN TRAFFICKING
Human trafficking – the action of recruitment, movement or receipt of a person by coercion or deception for the purpose of exploitation such as prostitution, slavery or forced labour – is illegal. The Government is committed to identifying and supporting victims of all forms of human trafficking, men, women and children. If you think that you or someone you know has been trafficked, you should contact Crimestoppers on 0800 555 111 or call the Modern Slavery helpline on 0800 0121 700 or report online: https://www.modernslaveryhelpline.org/report. Your call will be confidential and you can give information anonymously. Or get in touch with your local police force.

VICTIM SUPPORT
If you are the victim of a crime in the UK you may want to contact the Police, or seek help on the Victim Support website:
999 – Police emergency number
101 – Police non-emergency number
www.police.uk
www.victimsupport.org.uk

For advice on consumer issues go to www.adviceguide.org.uk which is a government funded telephone and online service.

PUBLIC TRANSPORT
For bus and train information, please contact Traveline, a free telephone service 0871 2002233 that will tell you how to get from your given destination to where you want to go.

If your destination is within walking distance the link below can show the best way of getting there.
https://www.routeyou.com/en-gb/route/planner/2

DATA PROTECTION
The Company is a recruitment business which provides work-finding services to work-seekers. In order for us to perform our contract with you, the company must process personal data so that it can provide these services – in doing so, the company acts as a data controller and data processor.

The Company is registered with the Information Commissioners Office and complies with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 (DPA 2018).

Full explanation on how your personal data will be used is outlined in the Privacy Notice which can be found on the Company website.

When on assignment, you are responsible for protecting personal data at all times and complying with your assignments own Privacy Policies. You must maintain strict confidentiality, follow client site policies and rules, and only access, use, or share personal data where authorised and necessary, and in line with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 (DPA 2018).

DISCLAIMER

For the avoidance of doubt you must observe and comply with current law and legislation governing the country and area you are working in at all times regardless of the content of this handbook.

While care has been taken to ensure that information contained in this publications is true and correct at the time of publication, changes in law/legislation and circumstances after the time of publication may impact on the accuracy of this information. The Agency gives no warranty or assurance, and makes no representation as to the accuracy or reliability of any information or advice contained in this handbook, or that it is suitable for your intended use.

The handbook provides links to external internet sites. These external websites are outside the Agency's control. It is the responsibility of internet users to make their own decisions about the accuracy, currency, reliability and correctness of information found. While care is taken to provide links to suitable material the nature of the internet prevents the Agency from guaranteeing the suitability, completeness or accuracy of any material that this site may be linked to.

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The listing of a person or company in any part of this handbook does not imply any form of endorsement by the Agency of the goods, services and/or works provided by that person or company. Those wishing to engage any listed providers should rely upon their own enquiries as relevant to their needs.

IMPORTANT

You must read and understand the Agency Workers Handbook.

The Handbook is not a contract for services and should not be deemed as such.

For any queries relating to this handbook or your engagement, please refer to the contact details listed below.

CONTACT DETAILS

CDL Personnel Ltd.

Company Registration Number 13750463

Unit 10, Evolve Business Park
Old Ipswich Road
Ardleigh
Colchester
CO7 7WX

01206 899 279

www.cdlpersonnel.com

REVISION

April 2026

NOTES

NOTES

NOTES

stronger together

tackling hidden labour 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 or bank account?
- Is someone threatening or intimidating you or your family?

YES? GET HELP!

Tell a trusted manager or worker representative or call 01206 899 279

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

For personal help and support if you are a victim - Call Migrant Help on 07766 668781 or the Salvation Army on 0300 303 8151.

www.stronger2gether.org

01206 899 279

info@cdlpersonnel.com

www.cdlpersonnel.com