



**Group**  
YOUR JOB, OUR WORK

# Flexible Employee Handbook

[www.gigroupuk.com](http://www.gigroupuk.com)

FEHGi1117v7.0

## Terms of employment

This handbook is designed to give you details of the terms and conditions which you will be working to whilst working for Gi Group. It should be read in conjunction with your Terms of Employment of which it forms a part.

Should you require any further information about the matters covered in this handbook and your Terms of Employment or other matters concerning your employment with Gi Group, you should contact your Gi Group branch who will be able to provide you with additional information.

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# 1. Time Records and Pay

## Timesheets

- 1.1 Before each assignment you will usually be issued with an individual timesheet which will be renewed on a weekly basis.
- 1.2 Each week, simply follow any clocking in and out procedures required by the Client, enter the hours you work on the timesheet, have this signed by an authorised representative of the Client and return it to your Gi Group branch by no later than 6.00pm on the Friday of the assignment week (or by special arrangement with your Gi Group branch). If the procedure is not followed there may be a delay in processing your pay.
- 1.3 Alternatively, you may be asked to use multi-timesheets, attendance sheets, swipe cards or some other method to record your start/break/finish times. In some cases, you will also be asked to register your department and/or category of work. Full instructions will be provided by your Gi Group branch. With these alternative methods your pay information is processed automatically so you don't need to complete a separate timesheet. Remember, though, it is your responsibility to follow the correct procedures and failure to do so may result in delay or error in processing your pay.

## Hours of work

- 1.4 The anticipated hours of work applicable to any assignment will be notified to you in advance of the assignment. In terms of the Working Time Regulations 1998 you are entitled to a break of 20 minutes if you work more than six hours on a continuous basis. If whilst working with a Client you are not provided with your statutory rest breaks, you should raise this immediately with your Gi Group branch. If your assignment is subject to the Road Transport (Working Time) Regulations 2005 you may not exceed six hours Working Time without taking a break of at least 15 minutes. You must have taken no less than 30 minutes break after working for 9 hours and must take an additional 15 minutes after 9 hours work.

## Timekeeping

- 1.5 Punctuality is very important. On the first day of an assignment we recommend that you always allow for unexpected delays and aim to arrive 15 minutes early. If you anticipate being late at any time, contact your Gi Group branch immediately.

## Overtime

- 1.6 Overtime is not guaranteed and if it is offered there is no obligation on you to accept it. Overtime is not covered by any guaranteed working hours provisions and does not form part of normal working hours. Overtime will not form any part of the calculations on holiday pay entitlement.

## Absence from work

- 1.7 If you are absent from work for any reason you must inform your Gi Group branch no less than 30 minutes prior to the commencement of your agreed start time on your first day of absence and on any subsequent days of absence.
- 1.8 Absence for holidays, Jury Service, Military Service or other reasons should be agreed in advance with your Gi Group branch who will advise you of the procedure to be followed.
- 1.9 You should try to ensure that, wherever possible, any medical or dental appointments are made outside your normal working hours.

## Holidays

- 1.10 Under the Working Time Regulations 1998 you qualify for paid holiday. Your holiday entitlement is 28 days paid holiday in each holiday year. This includes public holidays. This will be updated with any amendments to statutory requirements.
- 1.11 Your holiday year will be a 12 month period. The holiday year runs from 1st January to 31st December.
- 1.12 If your employment begins or ends part way through the holiday year your holiday entitlement for that year will be assessed on a pro rata basis.
- 1.13 You may only take paid holiday to the extent that you have accrued it by your period of continuous work on any assignment. One week's holiday pay is an average of the previous 12 worked week's remuneration. Your normal working hours will be advised to you at the start of each assignment.
- 1.14 If on the termination of your employment, you have taken holidays in excess of the statutory holiday entitlement which has accrued to you at that time you will be required to repay to Gi Group holiday pay in respect of those holidays.
- 1.15 Subject to clause 1.12 and unless otherwise stated in the Assignment Information, during the first 12 months of employment your entitlement to paid annual leave shall accrue in proportion to the length of your employment. The amount of payment which you will receive in respect of periods of annual leave will be calculated on the basis that one week's holiday pay is an average of the previous 12 worked weeks remuneration in accordance with the statutory requirements.
- You may not take more than 2 weeks' holiday in any one month period, nor may you during your first 12 months of employment take holiday, which has not accrued.
- 1.16 Gi Group may require you to take part or all of any unpaid holiday entitlement by giving you not less than two weeks notice.
- 1.17 All holidays must be taken in the holiday year in which they accrue and cannot be carried over to the next holiday year, unless in situations such as long term sickness or maternity leave. Please speak with your Manager for further information.

## Sickness

- 1.18 If you are sick for more than three days, subject to certain conditions, you may be entitled to Statutory Sick Pay. Details are contained in your terms of employment.

## Your pay

- 1.19 We know how important it is to be paid promptly so, provided the appropriate timesheet procedures have been completed and returned to us as instructed, you will be paid directly by credit transfer into your bank or building society account on the Friday following the week you worked. Full payment details will appear on your pay advice slip.

### **Tax and National Insurance**

- 1.20 We have a legal obligation to deduct PAYE and NIC from your pay. To avoid paying more tax than necessary or to avoid delays in processing your pay, we must receive your P45, P46 or a P38(s) along with your National Insurance number before you start any assignment. If you do not pay PAYE and NIC in the usual way, special arrangements must be made through your Gi Group branch.

### **Tax code queries**

- 1.21 Once you have supplied us with your tax documents, and commenced working, any queries relating to your tax code should be directed to the HMRC office shown on any correspondence received.

### **P45s**

- 1.22 Should you wish to resign from flexible employment with Gi Group, please request your P45 from your branch.

## **2. Pensions**

- 2.1 Following the introduction of the Government Auto-Enrolment pension scheme, Gi Group have chosen to offer NEST as our workplace pension scheme provider to meet our employer duties and help you put aside money for your retirement. You will be provided with the relevant information about this scheme once you become an employee of Gi Group.

### 3. Working with Gi Group

#### Our professional reputation

- 3.1 Gi Group's ability to offer you suitable assignments depends on our continued reputation for high quality and reliability. Please remember to maintain a high standard of professional conduct and to do your utmost to promote the interests of Gi Group at all times.

#### Entitlement to work in the UK

- 3.2 You confirm that you are legally entitled to work in the United Kingdom. If Gi Group discovers that you do not have permission to live and work in the United Kingdom, or if your permission to do so is revoked, Gi Group will be entitled to terminate your employment immediately without giving you any notice or paying you in lieu of notice. Gi Group can do so in those circumstances without giving you any warning in terms of the disciplinary procedure. If there are any changes to your visa or other permission to work in the UK, you must inform your Gi Group branch immediately.

#### Outside employment

- 3.3 If you wish to undertake outside employment then you must inform Gi Group in order to meet working time regulation requirements. The work undertaken must not be in competition with the business of the Client, must not affect the performance of your duties and must not prevent you from being available to accept assignments.

#### Changes to circumstances

- 3.4 To help us offer you the most suitable assignments, please inform us immediately of any change in your circumstances. This may be a new skill you have acquired, or perhaps a change of address, phone number, bank account, mobility or your availability for work.

If you are subject to any criminal convictions during your employment with Gi Group, or if you have any pending convictions then you must let your manager know immediately. Failure to do so may result in your employment being terminated.

- 3.5 If seeking assignments requiring any licence or permit, for example as a driver, you must inform us immediately of any changes to your licence.
- 3.6 You must also tell us if there is a change to your health and fitness compared to the information provided by you at registration. If you become pregnant, you should inform your Gi Group branch who will provide you with a copy of the Maternity Policy.

#### Employment by the Client

- 3.7 If you are looking for permanent employment you are in the ideal position as a Gi Group flexible employee. Not only do our Clients often offer permanent work to people who perform well, but also you have the ideal opportunity to try a post before you commit yourself. We can help you find the very best opportunities. If you are offered a permanent post by any Client please let your Gi Group branch know immediately.

#### Scope of Assignment

- 3.8 While on an assignment, you must not carry out any job functions or tasks that are outside the scope of your assignment as notified to you. If whilst working on an assignment you are requested by the Client to carry out a task outside this scope, please contact your Gi Group branch immediately.

- 3.8.1 Flexible Employees who are Mobile Workers working in operations not subject to EU Drivers Hours Rules and Flexible Employees who are not Mobile Workers will be subject to the Working Time Regulations 1998 (as amended). In order to calculate the average number of weekly hours worked on an Assignment by such workers, the start date for the relevant averaging period under the Working Time Regulations 1998 (as amended) shall be the date on which the Flexible Employee commences the first Assignment.
- 3.8.2 Flexible Employees who are mobile employees working in operations subject to EU Drivers Hours Rules shall be subject to the Road Transport (Working Time) Regulations 2005. The first 26-week Reference Period began at 00.00 hours on 5th April 2005. Subsequent Reference Periods begin at 00.00 on the penultimate Monday in March and September respectively, except for the final period which begins on 16th September 2019. The Workforce Agreement also derogates from the 10 hour Night Work limit imposed by the Road Transport (Working Time) Regulations 2005. The Workforce Agreement remains in place until 15th March 2020.

### **Personal Appearance**

- 3.9 Gi Group flexible employees are renowned for maintaining a high level of personal appearance and dress at all times. Presenting a professional image is very important.
- 3.10 In particular, you should follow all instructions from the Client regarding uniforms, safety footwear, special grooming, appearance or conduct, specifically with reference to health, safety and hygiene. If you have any doubts as to what is expected, please ask your Gi Group branch.
- 3.11 If dressed unsuitably, you may be sent home and required to return suitably attired. In such circumstances, no payment may be made for the time spent away from work.
- 3.12 In circumstances where you consider that observing the dress code may contravene principles regarding discrimination, you should contact your Gi Group branch in order to discuss the issue.

### **Conduct**

- 3.13 Please conduct yourself professionally at all times. Be polite and aim never to cause offence or misunderstanding. Remember that when on assignment you are our ambassador and future Client assignments may depend on your conduct.
- 3.14 It is not possible to provide a comprehensive list of rules as to how any employee should conduct himself/herself, but the following list outlines normal rules and practices to be followed.
- 3.14.1 If in doubt about any rules or practices ask your Gi Group branch.
- 3.14.2 While engaged on any assignment for a Client, you must:
- 3.14.2.1 co-operate with the Client and its employees and other workers and accept the lawful direction, supervision and instruction of any responsible person in the Client's organisation;
  - 3.14.2.2 observe any rules and regulations of the Client's workplace to which your attention has been drawn or which you might reasonably be expected to anticipate or find out;
  - 3.14.2.3 treat with courtesy and respect all fellow employees, visitors and Clients;



- 3.14.2.4 conform to the normal hours of work for the Client's workplace (unless arrangements have been made in advance to the contrary with both your Gi Group branch and the Client);
- 3.14.2.5 take all reasonable steps while working for the Client to safeguard your own safety and the safety of any others who may be present or affected by your actions during the assignment and comply with the Health and Safety policy of the Client;
- 3.14.2.6 not engage in any conduct detrimental to the interests of the Client;
- 3.14.2.7 not use any motor vehicle or any mechanised equipment in connection with any assignment unless proper insurance cover is in force for such use. You shall indemnify and keep indemnified Gi Group against loss or liability incurred directly or indirectly by Gi Group arising out of any such use.

### **Property and resources**

- 3.15 Flexible employees are asked to respect Gi Group and Client property at all times and ensure the cost conscious use of telephones, stationery etc. Telephones, internet, fax machines etc must not be used for personal use unless prior authorisation has been obtained. Misuse of Gi Group or Client resources for personal means may be treated as a disciplinary matter.

### **Security**

- 3.16 Please ensure that you comply with Client security measures at all times, including following any instructions relating to the wearing of security badges or identity cards.
- 3.17 You may be provided with items such as keys and access cards as are necessary to gain correct access to the parts of the Client's premises where work is to be carried out. These items remain the property of the Client and should be returned as requested or on termination of the assignment or your employment.
- 3.18 Please keep confidential information, valuables, equipment and materials adequately secured at all times.
- 3.19 You must never be in unauthorised possession of any property, including cash belonging to the Client, your colleagues or Gi Group.
- 3.20 Report suspicious incidents or loss of items immediately to your Gi Group branch.

### **Stop and Search**

- 3.21 Gi Group or the Client reserves the right to stop and search fully any flexible employee (or their vehicles) or any visitor (or their vehicles), both prior to entry and before exit from the working location, using whatever reasonable means are at Gi Group/the Client's disposal. Access may also be denied to the working location as part of the stop and search policy.
- 3.22 It is part of your Terms of Employment that if you are asked to take part in a random stop and search that this is complied with. Failure to comply with this may result in disciplinary action and may lead to summary dismissal.
- 3.23 A search may be made of your office, desk, filing cabinet, car, bag or person.

## **Smoking**

3.24 It is illegal to smoke in all enclosed places and workplaces.

## **Alcohol/Substance Abuse**

3.25 Gi Group regards drunkenness or disorderly conduct (including being under the influence of alcohol, unauthorised substances or misusing substances) whilst at work, on Gi Group or Client business or otherwise on Gi Group's or a Client's premises, as being gross misconduct for which you can be dismissed summarily.

3.26 You should inform your Gi Group branch of any prescribed drug you are taking or course of treatment you are following which may have an impact upon your ability properly to perform your job (e.g. by making you drowsy or affecting concentration). It is your responsibility to ensure that your practitioner/pharmacist is aware of the requirements of your job. It is your responsibility to ensure that you are fully informed of the potential side effects of any drug/treatment recommended for you, and that any potential side effects are reported to your Gi Group branch.

3.27 Gi Group regards the selling, purchasing, use or possession of any illegal substance whilst at work, on Gi Group or Client business or otherwise on Gi Group's or a Client's premises, as gross misconduct for which you may be summarily dismissed. Gi Group reserves the right to inform the police of any such behaviour.

## **Tools/Equipment/PPE**

3.28 If, as a matter of convenience, you are provided with any tools or equipment by Gi Group or a Client for the purposes of an assignment, you shall be responsible for the security and condition of such tools or equipment. Any damage to tools or equipment must be reported to Gi Group and to the Client immediately. If and to the extent that any tools or equipment are damaged or lost while in your care, you will be responsible for the cost of any necessary repairs or replacement. You will pay to Gi Group the cost of repair or replacement where the tools and/or equipment belong to Gi Group and you will pay to Gi Group an amount equivalent to any charge made to Gi Group by the Client on account of such loss or damage where the tools and/or equipment belong to the Client. Gi Group may, if it wishes, obtain part or all of such payment by making deductions from pay due to you under the terms of your Terms of Employment.

3.29 You may be required to wear Personal Protective Equipment (PPE). PPE issued by Gi Group will remain at all times the property of Gi Group and must be returned at the end of your assignment.

3.30 Failure to return PPE at the end of an assignment will result in the cost of the PPE being deducted from your final pay.

## **Night-working**

3.31 Sometimes you may be classed as a night worker. If you are in any doubt as to your status, you should ask your Gi Group branch. If you are a night worker, you are entitled to request a health screening questionnaire from your Gi Group branch in order to identify any potential risks to your health of such work. If your health changes after you have filled out a questionnaire, you may ask for and fill out a further questionnaire.

### **Driving Fines and Penalties**

- 3.32 You will be personally liable for any fines or penalties incurred due to driving offences for which you are responsible, including parking fines for any reason, whilst using Client or company vehicles whether on public roads or private premises. Failure to pay any fines within the required timescale may lead to disciplinary action. Any fines or penalties that are levied via a Client of Gi Group or not paid by you within the required timescale or outstanding at the time you leave Gi Group may be subject to an administration charge. Both will be deducted from any monies due to you by way of wage or holiday pay.

## 4. Equal Opportunities

- 4.1 Gi Group is committed to the principle of equality of opportunity in employment. The same applies to the way in which Gi Group's recruitment services are offered to Clients and applicants. Entry to Gi Group and promotion within it are determined solely by the application of objective criteria and personal merit. No flexible employee or applicant will be treated less favourably than another on grounds of sex, marital status, sexual orientation, age, disability, race, colour, religion, ethnic or national origin or trade union involvement.
- 4.2 Likewise, no flexible employee of Gi Group should treat less favourably an individual on grounds of sex, marital status, sexual orientation, age, race, disability, colour, religion, ethnic or national origin or trade union involvement.
- 4.3 This Statement has been drawn up to ensure that employees comply with all legal requirements and understand the main points of the relevant legislation, in short to prevent discrimination.
- 4.4 A copy of the full Equal Opportunities Policy is available from your Gi Group branch.

## 5. Dignity at Work

- 5.1 As part of its overall commitment to equality of opportunity, Gi Group is fully committed to promoting a harmonious working environment. Every flexible employee has the right to be treated with respect and dignity and is entitled to work in an environment free from harassment, victimisation and bullying, whether it is related to disability, race, gender, health, social class, sexual orientation, marital status, nationality, religion, employment status, age or membership or non-membership of a trade union.
- 5.2 A copy of the Dignity at Work Policy is available from your Gi Group branch.

## 6. Public Interest Disclosure

- 6.1 You can obtain a copy of the Public Interest Disclosure Policy from your Gi Group branch. Gi Group encourages flexible employees to raise genuine concerns about malpractice at the earliest practicable stage rather than wait for proof. Malpractice within the Company is taken very seriously. In the first instance any concerns should be raised with your Gi Group consultant or if this is not practicable with a Director.

## 7. Family Friendly Policies

- 7.1 Gi Group applies the statutory schemes in respect of Maternity leave and pay, Adoption leave and pay, Paternity leave and pay, Parental leave, Dependant Care Leave and Flexible Working.

## 8. Disputes

- 8.1 No dispute between any members of Gi Group's flexible employees shall be permitted to occur either on Gi Group or Client premises and Gi Group requires that each flexible employee will at all times work in harmony with all other members of Gi Group and all personnel of the Client with whom they come into contact.
- 8.2 It is expected that flexible employees will maintain a good working relationship with colleagues at all times, complying with all procedures including the Dignity at Work and Equal Opportunities policies.
- 8.3 If you have a concern or complaint relating to your employment you should raise the matter under the Grievance Procedure.

## 9. Disciplinary Policy and Procedure

- 9.1 The purpose of the disciplinary policy is to ensure that Gi Group behaves fairly and consistently towards all flexible employees in investigating and dealing with alleged instances of unacceptable conduct or performance. To promote that purpose Gi Group has developed a procedure for disciplinary matters. The procedure is a guide, not a rule. It is not contractual. Gi Group reserves the right to depart from the precise components of its disciplinary procedure where it is appropriate to do so.
- 9.2 All cases of misconduct or poor performance must be dealt with in accordance with a fair procedure.

The aims of the policy are:

- To be consistent in the treatment of comparable cases.
  - To allow for careful investigation before penalties are applied.
  - To aim to correct behaviour where possible.
  - To deal rapidly and effectively with misconduct and incapability.
  - To be fair to all flexible employees at all levels of the organisation in disciplinary matters.
- 9.3 This policy is applicable to all Gi Group flexible employees. It does not form part of your terms of employment. It may be varied by Gi Group from time to time.

### Procedure

#### 9.4 Informal Stage

- 9.4.1 In some instances Gi Group may consider that there is no need to take formal disciplinary action, and that it is sufficient to counsel you where conduct or capability are considered to be unsatisfactory. Such counselling will still be documented in your personnel records.

#### 9.5 Formal Stage

- 9.5.1 When disciplinary matters require a hearing to be held 48 hours' notice of the hearing will be given wherever practicable and those concerned will be informed in advance of the matter to be discussed. You will receive a letter inviting you to attend the disciplinary hearing. This letter will set out the matters to be discussed at the hearing.
- 9.6 At any formal disciplinary hearing, you have the right to be accompanied by a Gi Group flexible employee or Trade Union representative. You will be entitled to hear details of any complaint made, and to examine any relevant documents prior to the disciplinary hearing. You will be given an opportunity to respond to the matters raised prior to a final decision being made. At the conclusion of each stage, you will be given a letter recording the outcome of the hearing and the means of appeal.

- 9.7 No disciplinary sanction will be imposed on you until the case has been investigated.
- 9.8 You may be suspended with pay pending the conclusion of the investigation and/or disciplinary procedure, without prejudice.
- 9.9 You will not normally be dismissed for a first breach of discipline except in the case of gross misconduct. The penalty for gross misconduct may be dismissal without notice and without payment in lieu of notice.
- 9.10 You will have the right to appeal against any disciplinary penalty imposed.
- 9.11 Your Gi Group branch manager or an appropriate Gi Group representative will conduct the disciplinary hearing. Your Gi Group branch manager will then make the decision on the level of disciplinary action to be taken.
- 9.12 All cases of disciplinary action under this procedure will be recorded and placed in Gi Group's records. A copy of Gi Group's relevant records will be supplied at your request.
- 9.13 The following procedural stages apply to offences other than gross misconduct. Gi Group, however, reserves the right to enter this process at any stage:
- 9.14 Stage 1 - Formal verbal warning
- 9.14.1 If conduct or performance (in terms of output or quality) does not meet acceptable standards, you will normally be given a formal verbal warning in the first instance. The warning will remain on your file for 6 months with details of the action(s) required to rectify the misconduct or poor performance and that it constitutes the first formal stage of the disciplinary procedure. A letter informing you of the verbal warning and the reasons for it being issued will be sent to you and kept on your personnel file at Gi Group.
- 9.15 Stage 2 - First written warning
- 9.15.1 If the offence is a serious one, or if there is a further occurrence of a minor offence, then a first written warning will be given to you. A first written warning can also be given for an accumulation of minor offences for which a verbal warning may not have already been issued. Warnings may run concurrently if for different reasons, e.g. one for misconduct and another for poor performance. Such a warning will set out the precise details of the offence and the improvement in conduct or performance required and the time scale if applicable. It will also set out the likely consequences of further offences and what action will be considered if there is no satisfactory improvement. A letter informing you of the first written warning will be sent to you. The written warning will remain on your personnel file for 12 months.
- 9.16 Stage 3 - Final written warning
- 9.16.1 If there is still a failure to improve conduct and/or performance and these remain unsatisfactory, or alternatively if the misconduct is sufficiently serious to warrant only one final written warning (but insufficient to justify dismissal) then a final written warning will be issued to you. The warning will, if appropriate, refer to any previous disciplinary action and will state the consequences of failure to improve as required. The warning will remain on your personnel file for 12 months. A letter informing you of the final written warning will be sent to you and a copy kept on your personnel file at Gi Group.
- 9.17 Stage 4 - Dismissal
- 9.17.1 If conduct and/or performance remains unsatisfactory and you still fail to reach the prescribed standards then dismissal will normally result. This stage of the disciplinary procedure will normally be carried out by a Gi Group general manager. The reason(s) for dismissal will be specified and communicated to you and where appropriate, reference will be made to any previous disciplinary action taken. The dismissal notice will indicate the effective date of

termination of employment together with the right of appeal. Dismissal at this stage will normally be with notice or pay in lieu of notice. A letter informing you of the termination of employment will be sent to you and kept on your personnel file at Gi Group.

## 9.18 Demotion

9.18.1 Gi Group may use demotion as part of the disciplinary procedure. This may be instead of or as well as any of stages 1-4 as listed above.

9.18.2 The following list provides examples of offences, which are normally regarded as gross misconduct. This list indicates the type of offences that constitute gross misconduct but is not exhaustive. An act of gross misconduct will normally warrant summary dismissal without the normal period of notice or payment in lieu of notice.

### 9.18.3 Gross misconduct

- 9.18.3.1 Falsification of records including; timesheets, tachographs and digital tachograph data or any other document relating to the timekeeping of any employee.
- 9.18.3.2 Fighting or acts of violence or intimidation. Refusal to comply with or deliberate disregard of Health and Safety regulations.
- 9.18.3.3 Persistent refusal to obey reasonable instructions given by a line manager.
- 9.18.3.4 Wilfully endangering others.
- 9.18.3.5 Serious misrepresentation on your employment application.
- 9.18.3.6 Unauthorised possession of Gi Group/Client property or property of third parties.
- 9.18.3.7 Serious negligence which causes unacceptable loss, damage or injury.
- 9.18.3.8 Conduct which could bring Gi Group/Client into disrepute.
- 9.18.3.9 Theft. Attempted theft or wilful damage to Gi Group/Client property or property belonging to any individual.
- 9.18.3.10 Being drunk and disorderly or under the influence of alcohol and/or drugs on Gi Group/Client premises.
- 9.18.3.11 Being in possession of illegal substances whilst on Gi Group/Client premises.
- 9.18.3.12 Unauthorised disclosure of any Gi Group/Client information.
- 9.18.3.13 Serious and/or persistent harassment or discrimination or bullying whether sexual, racial or otherwise.
- 9.18.3.14 Serious act of insubordination or insulting abusive or indecent behaviour.
- 9.18.3.15 Convictions for any offence affecting staff or external relations which amount to a breach of trust.
- 9.18.3.16 The abuse or misuse of Gi Group/Client internet or email systems.
- 9.18.3.17 Posting material onto social network sites such as but not limited to Facebook or Twitter which could be considered to be inappropriate and /or which could be found to lower the reputation of the organisation, staff or customers and/ or contravene the company's equal opportunity policy.

## 9.19 Appeal procedure

9.19.1 If you have been given a formal warning or have been dismissed with or without notice you will be entitled to appeal to the next level of management.

9.19.2 Appeals must be lodged with Gi Group within five working days of receipt of any formal warning or notice of dismissal.

9.19.3 If your warning was issued by the Gi Group branch, you should lodge your appeal in writing within 5 days. Reasons for the appeal must be stated. Mere disagreement with the disciplinary action taken will not be considered as a suitable basis for an appeal.

9.19.4 All appeals will be considered as quickly as possible. The decision made on appeal will be final and, where possible, will be given to the flexible employee in writing within 5 days of the appeal hearing.

9.19.5 Please note that this appeals procedure relates specifically to the outcome of a disciplinary hearing and must not be confused with the grievance procedure, which relates to concerns raised by you about your job.

## 9.20 Performance and capability

9.20.1 With reference to performance and capability, standards in terms of quality and quantity of work will be discussed and set down between you and the Client line manager. Incapability by you may be regarded as justification for dismissal without formal warnings.

# 10. Grievance Policy and Procedure

10.1 Gi Group recognises that from time to time flexible employees may wish to seek redress for grievances relating to their employment. Gi Group has a responsibility to ensure that any grievance that is raised is dealt with promptly.

10.2 The aim of this grievance procedure is to provide a process by which a flexible employee may raise a grievance and where necessary to enable the aggrieved person to appeal to the second level of management. The ambition of the procedure is to settle any grievance or issue as near as possible to the point of origin.

10.3 Gi Group's policy is to encourage free communication between flexible employees and their line managers/Gi Group to ensure a speedy resolution to disputes. This procedure is applicable to all Gi Group flexible employees. The grievance procedure does not form part of your terms of employment. Gi Group may adopt any procedure that it considers suitable to the circumstances.

## 10.4 Stage 1 – grievance in writing

If you have a grievance about your employment/assignment you may apply in writing to your immediate Gi Group branch manager. If the grievance relates to your immediate Gi Group branch manager, you should raise the matter with a regional manager.

## 10.5 Stage 2 – meeting

You will be invited to at least one meeting at which the alleged grievance can be discussed. You should take all reasonable steps to attend. Your Gi Group branch manager will aim to respond to the grievance in writing within 10 working days of the meeting taking place and will offer you the right of appeal.

## 10.6 Stage 3 – appeal

If the grievance is not resolved to your satisfaction you may appeal in writing, within 5 working days of receipt by you of the decision to the next level of management. A meeting will be arranged to discuss the appeal. You should take all reasonable steps to attend. The manager dealing with the appeal will aim to give you a written decision within 10 working days. The manager's decision will be final and binding.

10.7 If the grievance involves a Client employee then the Client will be consulted as part of the procedure.



## 11. Health & Safety Guidance

11.1 As a company, Gi Group aims to ensure the health and safety of flexible employees, clients, representatives and visitors. It is the duty of Gi Group, and Gi Group undertakes to ensure, so far as is reasonably practicable, the health, safety and welfare of its employees at work. On request the Company's health and safety policy will be made available to the Flexible Employee

11.2 It is Gi Group's policy to make sure that health and safety provision is made for the flexible employees it supplies in order to promote and encourage the highest standards of health and safety at work. In order to achieve this, it is necessary to obtain full support from every flexible employee and Client.

11.3 Gi Group undertakes to:

- Request flexible employees and Clients to co-operate with Gi Group and with each other in order to promote safety and reduce hazards.
- Request that Clients give Gi Group and the flexible employees details of specialist skills or qualifications required to carry out an assignment together with health & safety information.
- Pass to the flexible employee all information provided by the Client on health & safety issues connected with the assignment.
- Require the employee to adhere to the Client's Health & Safety Policy at all times whilst on an assignment.

11.4 You have a duty to:

- Assess risks to your own health and safety to which you are exposed at work. This extends to reporting any dangers or potential risks to your line manager at the Client and your Gi Group branch.
- Stop working immediately if you consider that your working environment is unsafe and immediately report the matter to your line manager at the Client and your Gi Group branch.
- Work in a safe manner taking all reasonable steps to safeguard your own safety and that of any persons who may be affected by your actions.
- Report incidents that have or may lead to accident or injury to the line manager at the Client and your Gi Group branch.
- Co-operate in any investigation and report on all accidents or incidents that may cause or lead to injury.
- Report any shortcomings in the Client's arrangements for health and safety to Gi Group.
- Co-operate with the Client on health & safety matters and observe all health & safety instructions and regulations from the Client.
- Wear (and request if you consider it necessary) any protective clothing and use any safety equipment that has been provided in order to carry out any assignment.
- Request a copy of the Client's Health and Safety Policy before starting any assignment, and ensure that you read and understand the Client's Health and Safety Policy.
- Observe and comply with the Client's Health and Safety Policy at all times. Take care to follow any safety regulations and be responsible not only for your own health and safety at work but also for that of your colleagues and employees of the Client.

11.5 Clients have a duty to:

- Treat all flexible employees as they would their own employees for all health & safety matters and ensure a safe system of work at all times.

- Provide Gi Group with information on special qualifications or skills, which the flexible employee will need and on special features of the work insofar as they are likely to affect the health & safety of flexible employees.
- Co-operate and co-ordinate with flexible employees on health & safety matters.
- Provide flexible employees working with them with information on health & safety risks and measures.
- Make available to the flexible employees safety equipment and protective clothing as necessary for the job to be undertaken and ensure its use.
- Tell the flexible employee the name of his/her authorised Health & Safety representative.
- Record any accidents or injuries in their Accident Record Book and report to the Health & Safety Executive, in accordance with current requirements.
- Assess health & safety risks and record the result of the assessment.

## 12. First Aid/Accidents

- 12.1 All accidents, no matter how small, must be reported to the designated Client representative and your Gi Group branch. All accidents must be recorded in the Client's and Gi Group Accident Books. If you have an accident, get first aid treatment immediately. The smallest cut, if neglected, could result in infection.

## 13. Fire

- 13.1 You must ensure that you are fully conversant with and comply with the fire and other emergency procedures and take part in all drills as organised/notified by Gi Group and/or the Client.
- 13.2 You must ensure that you do not render any fire escape or fire escape routes at the site unavailable for emergency use, nor cause any obstruction at any time to any staircases, passages, walkways, entrances and exits or any other part of the site.
- 13.3 If you require further guidance you should refer to your Gi Group branch or the Client.
- 13.4 Make sure you know:
- How to raise the fire alarm.
  - The fire evacuation procedure as explained at induction.
  - Where the fire extinguishers are but only use them if you are properly trained to do so.
  - The whereabouts of all fire exits.
  - The fire representative for your area of work (if appropriate).

## 14. Electricity

- 14.1 The 2 main risks from electricity are:
- shocks.
  - fires.
- 14.2 The Risks of electrical shocks and fires can be reduced by:
- Not overloading sockets.

- Always visually check electrical equipment to ensure it does not have a cracked or damaged casing, worn or exposed wires and is in generally good repair before using it.
- Never attempt to repair or adjust electrical appliances unless qualified to do so and authorised in writing by the Client.
- Never touching light switches or appliances with wet hands.
- The repair and maintenance of electrical appliances is a job for an expert.

## 15. Display Screen Equipment (VDUs)

- 15.1 When using computers you should sit directly in front of the computer facing the screen and the keyboard. You should also make sure that the screen is clean and the focus, brightness and contrast is adjusted to give the best picture quality. Your seating position is also important and this means having your back supported and as near to vertical as possible.
- 15.2 HSE Guidance suggests that you take periodic breaks from the VDU. This does not mean that you have to stop work. The recommendation is that you take time out from using the screen every one to two hours. It is stressed that frequent short breaks are better than occasional longer ones.
- 15.3 If you feel that you are having health problems associated with the use of your computer you should in the first instance discuss this with the Client and inform Gi Group immediately. You will need to keep Gi Group informed as to feedback from the Client and any actions taken.

## 16. Manual Handling

- 16.1 Manual handling regulations cover the tasks which involve supporting or transporting loads by physical human effort. You should familiarise yourself with good handling techniques as hazards are not only presented by heavy loads. There is no particular maximum weight specified in the regulations, which recognise the fact that whilst weight is evidently a significant factor, there are other considerations of equal importance.
- 16.2 You should think about the following points if you have to do any lifting
- Plan the lift. What is the best way to get the load from A to B?
  - Get help if the load is beyond your capability or awkward. If you are in any doubt about the lift you are about to attempt, seek help and advice from your line manager at the client.
  - Always use appropriate handling equipment such as trolleys, wheels, ramps and hoists.
  - Always use appropriate personal equipment such as safety shoes, gloves, overalls and eye protection.
  - Prepare the handling area and watch for hazards such as constraints on posture, uneven or slippery floors, variations in levels, hot/cold/humid conditions or strong air movements. Improve these factors as far as it is reasonably practical.
  - Remove obstructions and ensure that you can see over the load when carrying it.
  - Ensure you are balanced properly for lifting by positioning the feet apart, one foot pointing away from the other and slightly in front with you weight balanced between them.
  - Take a comfortable hand hold, using the palm or surface of your hand and fingers. Keep elbows tucked into the sides of your body.
  - Adopt a good posture, bend the knees using them to lift, and keep the back straight during the lift. Get a firm grip on the load before lifting.
  - Keep the load close to your body.

- Lift smoothly trying not to jerk.
- If necessary lift by easy stages, re-adjusting your lifting posture accordingly.
- Do not twist your body when turning to the side.
- Put the load down before adjusting it to the desired position.

The above is general guidance. If you feel you need more or specific information regarding manual handling, please contact your Gi Group branch.

### 16.3 Machinery:

The 5 main types of danger from machines are:

- Traps
- Entanglement
- Contact
- Ejection
- Impact

## 17. To minimise risk:

- Operate only machines you have been trained and authorised to use.
- Make sure you can reach the controls easily and know how to stop the machine.
- Safety guards fitted to machines must be used.
- If you are trained and authorised to do so, wait until a machine has stopped and has been switched off before you clean and clear it.
- Do not wear dangling jewellery or loose clothing which could get caught in moving parts.
- Keep long hair tucked under a cap or tied back.
- Do not distract other people who are using machines.
- Inform your Supervisor if any machine is not working properly.

### 17.1 Hand tools

To avoid accidents with hand tools follow the basic safety rules:

- Use the right tool for the job
- Make sure that it is in good condition
- Use it in the correct way
- Do not use tools you have not been trained for
- Report worn and broken tools

### 17.2 Safety signs

Safety Signs must comply with strict requirements on their shape and colour. There are four types of Safety Signs;

- Information, Green on White background
- Prohibition, Red on White background
- Warning, Yellow on White background
- Mandatory, Blue on White background

### 17.3 Always ensure you understand and comply with any safety signs displayed.

## 18. The Control of Substances Hazardous to Health Regulations 2002 (as amended), known as C.O.S.H.H.

18.1 The C.O.S.H.H. regulations seek to control exposure to hazardous substances arising out of or in connection with work at the workplace. No flexible employee may work with substances hazardous to health unless they have first been given the appropriate information and training by either the Client or Gi Group. In section 18.2 below are five classifications of Health Effect as explained in the Chemicals (Hazard Information and Packaging for Supply) Regulations 2002 (CHIP3). These are general explanations of the terms and do not replace the information and training received during your pre-placement induction or workplace training.

18.2 Chemicals (Hazard Information and Packaging for Supply) Regulations 2002 (CHIP3)

- Very Toxic – Substances and preparations which in very low quantities cause death or acute or chronic damage to health when inhaled, swallowed or absorbed via the skin.
- Toxic – Substances and preparations which in low quantities cause death or acute or chronic damage to health when inhaled, swallowed or absorbed via the skin.
- Harmful – Substances and preparations which may cause death or acute or chronic damage to health when inhaled, swallowed or absorbed via the skin.
- Corrosive – Substances and preparations which may, on contact with living tissues, destroy them.
- Irritant – Non-corrosive substances and preparations which, through immediate, prolonged or repeated contact with the skin or mucous membrane, may cause inflammation.

## 19. Guide to using hazardous substances safely

If using any substance that falls into the categories above you must:

- Make sure you obtain, read and understand copies of all relevant C.O.S.H.H. data sheets from the Client before using any hazardous substances.
- Only use substances you have been trained and authorised to use.
- Ensure hazardous substances are suitable for the intended task.
- Check the container and instruction labels are intact.
- Obtain and wear all protective clothing.
- Check work area/equipment for potential dangers.
- Prepare hazardous substances/cleaning materials as directed on the label.
- Use hazardous substances as directed on the label.
- Rinse and dry as directed on the label.
- Dispose of any unused hazardous substances safely.
- Return hazardous substances to the correct storage area.
- Never mix hazardous substances.
- Do not smoke, eat or drink whilst using hazardous substances.
- Stop working immediately if you think that the working environment is unsafe.

## 20. Special notes for food production assignments

- Hands must be washed frequently, especially after using the toilet, after breaks, before starting work and between tasks. Cuts and sores must be covered. Nails must be short and unvarnished.
- Hair must be clean and neat. If long it must always be tied back and secured under protective headwear, when working in a food preparation or service area.
- Jewellery: with the exception of one plain ring (with no stones or engraving) no jewellery should be worn while on duty.
- Personal hygiene: please take care with personal freshness. Frequent washing and the use of deodorants are recommended. Ensure that your uniform is clean and fresh.
- Sickness: never cough or sneeze near food. A clean handkerchief or tissue should be used to contain the cough or sneeze, which should then be disposed of immediately. Hands must then be washed.

## 21. Flexible Employees must inform their Gi Group branch immediately

If they are suffering from any of the following conditions: food poisoning; typhoid/paratyphoid; dysentery; hepatitis; influenza; ear or throat infection; stomach upset; open sores; eczema. Please note that under no circumstances should you work in a catering environment whilst suffering from any of these ailments.

## 22. Special notes for driving assignments

- Always observe the requirements of the EU Drivers' Hours Rules and Road Transport (Working Time) Regulations 2005. If you are in any doubt please contact your Gi Group branch.
- Always observe the relevant legislation including the Road Traffic Act and Highway Code.
- Ensure that the load is secure. It is your responsibility as the driver even if the vehicle has been loaded by someone else.
- Check that the vehicle has not been overloaded in both gross weight and individual axles. If you feel that it has, ask the Transport/Traffic Manager for permission to proceed to a weighbridge.
- Ensure that the load is evenly distributed, particularly after partial unloading.
- Always complete sufficient checks on the vehicle, to ensure its roadworthiness before leaving the premises.
- Make sure that the Client is informed of any defects and they are entered in the Defect Report Book.
- Ensure that you know how to operate all vehicle equipment before starting your journey. If you have any doubts contact the Client.

### 22.1 Time Sheets

22.1.1 At the end of each week of an Assignment (or at the end of the Assignment where it is for a period of one week or less or is completed before the end of a week) the Flexible Employee shall deliver to the Employment Business a time sheet duly completed to indicate all the hours worked during the preceding week for all employment agencies and employers and signed daily by the authorised representative of the Client(s). The Driver's Declaration must be signed by the Flexible Employee unless the Flexible Employee is unable to agree the declaration, in which case information must be provided to indicate the reason for not signing.

- 22.1.2 Subject to clause 22.1.3 The Employment Business shall pay the Flexible Employee for all the hours worked for Gi Group Limited regardless of whether the Employment Business has received payment from the Client for those hours.
- 22.1.3 Where the Flexible Employee fails to submit a properly authenticated time sheet the Employment Business shall, in a timely fashion, conduct further investigations into the hours claimed by the Flexible Employee and the reasons that the Client has refused to sign a time sheet in respect of those hours. This may delay any payment due to the Flexible Employee. The Employment Business shall make no payment to the Flexible Employee for hours not worked.
- 22.1.4 Flexible Employees who are Mobile Workers working in operations not subject to EU Drivers Hours Rules and Flexible Employees who are not Mobile Workers will be subject to the Working Time Regulations 1998 (as amended). Such Flexible Employees' Working Time shall only consist of those periods during which s/he is carrying out activities or duties for the Client as part of the Assignment. Time spent travelling to the Client's premises; lunch breaks and other rest breaks shall not count as part of the Flexible Employee's Working Time for these purposes.
- 22.1.5 Flexible Employees who are mobile employees working in operations subject to EU Drivers Hours Rules shall be subject to the Road Transport (Working Time) Regulations 2005. Working Time, as defined by the Road Transport (Working Time) Regulations 2005 comprises all driving and other non-driving work. In addition to the Working Time, Periods of Availability will form part of the payable hours. Time spent travelling to the Client's premises, lunch breaks and other rest breaks (unless agreed by the Client) will not be paid.
- 22.1.6 I will keep Gi Group informed in writing as to the details of Working Time undertaken for other employers or employment businesses on a weekly basis. My time sheet will show all work for all employers or employment agencies for the working week. The detail provided relating to my Periods of Availability, breaks and other work will be accurate and true.
- 22.1.7 I will inform Gi Group immediately if there are any changes to my situation which impacts on my Working Time.
- 22.1.8 I understand that any work undertaken for any other employer, regardless of the type of work, shall not be rest for the purposes of EU Drivers Hours Rules.

## 23. Special notes for catering assignments

23.1 The following are common major hazards:

- Floors, steps and stairs throughout, particularly if wet.
- Dangerous machines, including slicers, mincers, mixers, food processors and waste disposal units.
- Manual handling hazards, particularly movement of hot pans and food stocks. Large cooking pots containing hot liquid, must not be carried across the kitchen; a safe system of decanting should be implemented.
- Storage, use and disposal of cleaning products and pest control baits.
- Storage and use of knives and other sharp work equipment.
- Electrical installation to equipment.
- Access and egress to cold rooms and freezers.
- Access to shelving in stores and kitchen area.
- Work with hot equipment, including ovens, Bain Marie's and stills or hot water boilers, fryers, solid tops.
- Use of barbecue equipment with respect to position near flammable materials, use of gas cylinders and risk of burns to public or catering staff.

23.2 It is recognised that the use of hot equipment and liquids, including steam, hot or boiling water, frying oil and the food itself, is an essential part of the catering environment and the hazards can never be entirely eliminated.

23.3 The nature of the catering environment is such that cuts are one of the most common occupational hazards in the kitchen. It is essential that cuts are minimised, by ensuring that all staff, particularly the less experienced staff, are aware of the hazards and take appropriate precautions to minimise injury to themselves and others.

23.4 There is risk of injury when carrying out cleaning of stainless steel equipment, particularly when cleaning sharp underside surfaces or recesses etc. Staff must use common sense when carrying out such cleaning and use Personal Protective Equipment if provided.

23.5 Key measures include:

- Correct knife training and procedures, particularly with respect to use and storage.
- Staff use the appropriate knife or implement for the purpose it is intended.
- Adequate supervision must be given to all staff and particularly those under training as young persons.
- Care must be taken when opening tins, with appropriate safeguards and equipment being used.
- Care must be taken when opening food packages, particularly when handling wire staples etc. All such packaging must be disposed of appropriately. Care must be taken when cutting Cling Film and using Mandolins.
- Any breakages, including glass jars, bottles, bowls or dishes or other equipment, must be immediately and properly cleared away in a common sense manner, so as to reduce the risk of injury to yourself or third parties – disposed of in a rigid container not a plastic bag.
- Care must be taken when using sinks, when washing up and also removing sharp or broken items from dishwashers.
- No one must intentionally interfere with equipment or guarding provided to promote Health and Safety.



# Terms of employment for flexible employee

between Gi Group Recruitment Limited ("the Company")

and ..... NI Number.....

Job Role ..... Gi Group Payroll Number.....

You are employed by the Company as one of its Flexible Employees and will be assigned by it to provide services to the Company's Clients from time to time. This document gives details of the terms and conditions upon which you are employed by the Company, as at the date of your first assignment. It contains the initial employment particulars required by the Employment Rights Act 1996. Further relevant provisions are included in the Flexible Employee Handbook (a copy of which is issued with this document). Your terms and conditions of employment are in this document and in the Flexible Employee Handbook except where it is stated therein that certain provisions are not contractual. Those documents constitute the entire contract between you and the Company. There are no collective agreements which affect your terms and conditions of employment.

## Definitions:

In this document the following words shall have the following meanings:

- "Assignment"** means assignment services to be performed by the Employee for the Client for a period of time during which the Employee is supplied by the Company to work temporarily for and under the supervision and direction of the Client and for the avoidance of doubt holidays or factory shutdown for whatever reason do not constitute the ending of the assignment always provided that it is the intention that the Employee will return to the assigned role after the holiday or shutdown as the case may be. The Temporary Worker acknowledges that due to fluctuations in the Clients requirement, there may be periods during an assignment when no suitable work is available;
- "Branch"** means the branch stated above;
- "Client"** means the person, firm, company or organisation to whom you are assigned to work;
- "Line Manager"** means the line manager of the Client to whom you report on a day to day basis;
- "RTR"** means Road Transport (Working Time) Regulations 2005;
- "Working Time"** means working time as defined under the Road Transport (Working Time) Regulations 2005, namely, time consisting of those periods during which the Flexible Employee is at their workstation at the disposal of the Client and exercising his/her functions or activities, and that such periods of time are devoted to road transport activities, such as driving, loading and unloading, assisting passengers boarding the vehicle, cleaning and maintenance of the vehicle, and all other work intended to enhance the safety of the vehicle, cargo and passengers or to fulfill the legal or regulatory obligations directly linked to the specific transport operations;
- "Periods of Availability"** means periods of waiting time as defined under the Road Transport (Working Time) Regulations 2005, namely, periods of waiting time whose duration is known about in advance by the Flexible Employee. Such periods of time consist of time spent when the Flexible Employee is not required to remain at his/her workstation, but must be available to answer calls to start or resume driving or other work on request; and the period and the foreseeable duration is known in advance by the mobile worker, either before departure or just before the start of the period of availability in question;
- "Mobile Worker"** is any worker forming part of the travelling staff who is in the service of an undertaking, which operates road transport services for passengers or the movement of goods;
- "EU Drivers Hours Rules"** means European Community Drivers' Hours Regulation No. 561/2006.

1. The Company undertakes at all times during the currency of this contract to use reasonable endeavours to allocate you to Assignments and as a minimum guarantees that you will be offered at least 336 hours of work on Assignment over the course of any full 12 month period (commencing on the start date of your continuous employment) paid at a rate at least equivalent to the then current National Minimum Wage. For part-time Flexible Employees the guarantee shall be pro rata based upon full time work of 35 hours per week. For the avoidance of doubt there is no entitlement to any particular number of hours of work on Assignment in any particular period shorter than 12 months. The provisions of the Apportionment Act 1870 shall not apply to this contract. Save as provided for herein the Company does not guarantee that there will always be an Assignment to which you can be allocated. You acknowledge that there may be periods when no work is available for you. In such circumstances the Company has no obligation to pay you when you are not carrying out work or not on Assignment. You are obliged to work when required by the Company. If you do not work when required to do so by the Company, without good cause, the Company shall be entitled to terminate your employment with immediate effect.
2. The Company will assign you from time to time to carry out work for Clients. In doing so you agree to work under the direction of the Client at the premises where you are assigned to work from time to time and to carry out those duties in a loyal and trustworthy manner.
3. Whilst employed by the Company you must comply with all the Company's reasonable instructions, rules, regulations and policies from time to time in force. You are obliged to comply with any rules or instructions which the Client may request you to observe whilst working on any premises to which you may be assigned by the Company.
4. You agree that you may be transferred to a new Assignment at any time, without restriction to location or Client, as directed by the Company. Further you agree that the Company may terminate an Assignment at any time without prior notice or liability. If you wish to terminate an Assignment you must give the Company one week's notice. Termination of an Assignment is not termination of your employment by the Company or by you and does not affect the continuity of your employment.
5. You are employed by the Company under a contract of service. The Company undertakes to pay you in respect of work done by you, whether or not the Company is paid by its Client in respect of that work. The Company is acting in relation to you as an employment business as defined by the Employment Agencies Act 1973 and is prohibited (by s 13(1)) of the Act from charging you a fee in relation to the work-finding services provided to you.
6. Your assigned hours of work will vary according to the requirements of the Client. It is a condition of your employment that you work flexibly in accordance with these requirements. The Company will give you as much advance notice as is reasonably practicable of the hours you will be required to work.
7. Your period of continuous employment with the Company will commence on the date of your first Assignment after the date of signing this document. No employment with a previous employer counts as part of your period of continuous employment with the Company. Any contract of employment or engagement which was previously issued to you by the Company will cease to have any effect on the date upon which you commence work under this contract. This document will supersede any previous contract, whether of employment or for services.
8. Whilst on Assignment you will be entitled to be paid for the hours that you work. Payment will be made weekly in arrears directly into your bank account subject to deduction of tax and national insurance in respect of hours worked in the preceding week.
9. Your rate of pay will at all times be no less than the current National Minimum Wage or Agricultural Minimum Wage, where relevant, currently in force per hour worked. Enhanced rates may be applicable during specific Assignments. Rates of pay may differ from one Assignment to another and you will be notified in advance of the specific rate applicable for each particular Assignment. You will be provided with such information at the beginning of each Assignment. Where overtime rates are applicable you will be notified of this at the start of any Assignment.
10. You agree that the Company may deduct from your remuneration any sums due from you to the Company including, without limitation, your pension contributions (if any), any overpayments, loans or advances made to you by the Company, holiday pay as provided for in clause 16, driving-related penalties or fines and any deposit or loss to the Company in respect of the provision of any personal protective equipment.

11. Unless agreed in writing with the Company, neither the Company nor the Client shall be responsible for your expenses.
12. You will be required to work at various places as the Company may direct from time to time. The Company may change your place of work by giving you such notice as is reasonably practicable in the circumstances. The address of the Company for purposes related to your employment is the Branch.
13. If you wish to terminate your employment, you must give the Company one week's notice in writing. When your employment terminates if you have taken more holidays than you have accrued in terms of the statutory holiday entitlement for that holiday year, you will be required to pay to the Company the appropriate holiday pay for each day's holiday that you have taken in excess of your accrued statutory entitlement.
14. Subject to Clause 4 above, the Company must give you whichever is greatest of the following periods of prior written notice to terminate your employment; (i) immediate notice if you have been continuously employed for less than one month; (ii) two weeks' notice if you have been continuously employed for one month or more but less than two years; or (iii) three weeks' notice if you have been continuously employed for two years or more but less than three years with an additional week's notice for every year of continuous employment thereafter up to a maximum of 13 weeks' notice for 12 or more years of continuous employment. There is no guarantee that work will be available during any notice period.
15. When you are not on Assignment you are obliged to contact the Company regularly to confirm your availability to undertake further Assignments. In the event you do not work with the Company for any continuous period of four weeks following the end of your last Assignment you expressly agree that the Company may choose to treat this as your notice of termination of your employment with immediate effect.
16. Your entitlement to holidays and holiday pay is as detailed in the Flexible Employee Handbook.
17. If you are absent from work for any reason you must inform your Gi Group branch no less than 30 minutes prior to the commencement of your agreed start time on your first day of absence and on any subsequent days of absence. Any absence due to sickness, injury or accident, should be covered by a self-certification form and any sickness that continues for more than 7 consecutive days (including weekends), must be covered with a medical certificate to cover that absence. If you remain absent from work, you must produce a medical certificate to cover the entire period while you are absent. The medical certificate must state the reason for absence. Whilst you remain absent you must also contact your branch at least once a week to update on your situation. If you do not follow these requirements, you may lose your entitlement to Statutory Sick Pay ("SSP") and may also be subject to disciplinary action in accordance with the Company's disciplinary policy. If you are absent from work due to sickness, injury or accident, and you comply with the requirements in this Clause and your earnings are sufficient to trigger entitlement to SSP in accordance with the relevant legislation from time to time, you will be paid SSP. The Company reserves the right to require you to undergo a medical examination conducted by a doctor nominated by the Company, at the Company's expense.
18. Gi Group offer the NEST workplace pension scheme which you may be eligible to join. You will be provided with the relevant information when you become a Gi Group employee.
19. You agree that whilst on Assignment to a Client, any right, title and interest in any idea, concept, technique, invention, design or computer programs and the like ("Intellectual Property Rights") you develop or acquire belong solely to the Client. You further agree that you will do all that is necessary to vest the Intellectual Property Rights in the Client at their request. You will not at any time divulge to any person, nor use for your own or any other person's benefit, any confidential information in relation to the Client or the Company or in relation to any of their employees, business affairs, transactions or finances which you may acquire during the currency of your employment with the Company. This clause applies both while you are employed by the Company, and after your employment with the Company terminates.

20. The Company will collect and process personal data from you, which may include sensitive personal data, for the purpose of carrying out its business of supplying Flexible Employees to Clients and in order to find you suitable Assignments. This includes information required by Clients or enforcement authorities for the investigation of offences committed under regulations such as; The Road Traffic Act, EU Drivers Hours Rules and RTR. The Company may also collect personal data about you from third parties, such as referees and third party agencies, in order to verify information such as professional qualifications and educational background. We may disclose your personal data to Clients for the purposes of an Assignment or potential Assignment. You hereby consent to us collecting and processing your personal data and disclosing this information to Clients and other relevant third parties for the purposes outlined above. If you terminate this contract or enter into new terms of engagement with a different organisation, in circumstances where you continue to work for the same Client, we may disclose your personal information to the new organisation at the Client's request. We may divulge your personal data to third parties who may provide you with information about their products and activities. Your agreement to these terms of employment indicates your acceptance of this clause.
21. The disciplinary rules and grievance policy which apply to you are contained in the Flexible Employee Handbook. If you have a grievance about your employment, you are entitled to raise a complaint in accordance with the Company's grievance policy. All grievances must be directed to the Company via the Manager of the Branch and must not be directed to the Client. The grievance and disciplinary procedures are not contractually binding on the Company. The Company may alter them, or omit any or all of their stages, where it considers it appropriate.
22. During the course of an Assignment, telephone calls (or portions of telephone calls) may be monitored and/or recorded for quality control, customer service, employee training, security and other lawful purposes by the Client. In addition the Client may monitor the use you make of e-mail and the internet. You hereby consent and agree to such monitoring and recording. Your consent shall continue in effect and need not be confirmed prior to, or during such monitoring or recording. You further agree to comply with all specific security requirements of the Client including where applicable consenting to the Client or the Company on behalf of the Client conducting Disclosure and Barring Service checks, credit checks or personal searches.
23. The Company reserves the right to amend your terms and conditions of employment in writing. You will be given not less than one month's written notice of any significant changes. You will be deemed to have accepted those changes unless you notify the Company of any objection in writing before the expiry of the notice period.
24. You confirm that you are legally entitled to work in the United Kingdom. If the Company discovers that you do not have permission to live and work in the United Kingdom, or if your permission to do so is revoked, the Company will be entitled to terminate your employment immediately without giving you any notice or paying you in lieu of notice. The Company can do so in those circumstances without giving you any warning in terms of the Company's disciplinary procedure.

I acknowledge that I have received, read and understood the Flexible Employee Handbook, containing my Terms of Employment (document reference number FEHGi1117v7.0) and I agree to be bound by all the terms contained within.

I also authorise the Company to make any deductions from salary or final payments due to me as specified within these documents.

If you have not consented to your personal data being used in accordance with Clause 20, please tick the following box. ☐

Signed by the Flexible Employee

.....

Date .....

# Employee handbook and contract of employment confirmation

between Gi Group Recruitment Limited ("the Company")

and ..... NI Number .....

Job Role ..... Gi Group Payroll Number .....

I acknowledge that I have received, read and understood the Flexible Employee Handbook, containing my Terms of Employment, (document reference number FEHGi1117v7.0) and I agree to be bound by all the terms contained within.

I also authorise the Company to make any deductions from salary or final payments due to me as specified within these documents.

If you have not consented to your personal data being used in accordance with Clause 20, please tick the following box: ☐

.....  
Signed by the Flexible Employee Date

.....  
Signed for and on behalf of the Company Date

## Terms of employment for flexible employee

1. The Company undertakes at all times during the currency of this contract to use reasonable endeavours to allocate you to Assignments and as a minimum guarantees that you will be offered at least 336 hours of work on Assignment over the course of any full 12 month period (commencing on the start date of your continuous employment) paid at a rate at least equivalent to the then current National Minimum Wage. For part-time Flexible Employees the guarantee shall be pro rata based upon full time work of 35 hours per week. For the avoidance of doubt there is no entitlement to any particular number of hours of work on Assignment in any particular period shorter than 12 months. The provisions of the Apportionment Act 1870 shall not apply to this contract. Save as provided for herein the Company does not guarantee that there will always be an Assignment to which you can be allocated. You acknowledge that there may be periods when no work is available for you. In such circumstances the Company has no obligation to pay you when you are not carrying out work or not on Assignment. You are obliged to work when required by the Company. If you do not work when required to do so by the Company, without good cause, the Company shall be entitled to terminate your employment with immediate effect.

2. The Company will assign you from time to time to carry out work for Clients. In doing so you agree to

work under the direction of the Client at the premises where you are assigned to work from time to time and to carry out those duties in a loyal and trustworthy manner.

3. Whilst employed by the Company you must comply with all the Company's reasonable instructions, rules, regulations and policies from time to time in force. You are obliged to comply with any rules or instructions which the Client may request you to observe whilst working on any premises to which you may be assigned by the Company.

4. You agree that you may be transferred to a new Assignment at any time, without restriction to location or Client, as directed by the Company. Further you agree that the Company may terminate an Assignment at any time without prior notice or liability. If you wish to terminate an Assignment you must give the Company one week's notice. Termination of an Assignment is not termination of your employment by the Company or by you and does not affect the continuity of your employment.

5. You are employed by the Company under a contract of service. The Company undertakes to pay you in respect of work done by you, whether or not the Company is paid by its Client in respect of that work. The Company is acting in relation to you as an employment business as defined by the Employment

Agencies Act 1973 and is prohibited (by s 13(1)) of the Act from charging you a fee in relation to the work-finding services provided to you.

6. Your assigned hours of work will vary according to the requirements of the Client. It is a condition of your employment that you work flexibly in accordance with these requirements. The Company will give you as much advance notice as is reasonably practicable of the hours you will be required to work.

7. Your period of continuous employment with the Company will commence on the date of your first Assignment after the date of signing this document. No employment with a previous employer counts as part of your period of continuous employment with the Company. Any contract of employment or engagement which was previously issued to you by the Company will cease to have any effect on the date upon which you commence work under this contract. This document will supersede any previous contract, whether of employment or for services.

8. Whilst on Assignment you will be entitled to be paid for the hours that you work. Payment will be made weekly in arrears directly into your bank account subject to deduction of tax and national insurance in respect of hours worked in the preceding week.

Continued on back cover ➡

9. Your rate of pay will at all times be no less than the current National Minimum Wage or Agricultural National Minimum Wage, where relevant, currently in force per hour worked. Enhanced rates may be applicable during specific Assignments. Rates of pay may differ from one Assignment to another and you will be notified in advance of the specific rate applicable for each particular Assignment. You will be provided with such information at the beginning of each Assignment. Where overtime rates are applicable you will be notified of this at the start of any Assignment.
10. You agree that the Company may deduct from your remuneration any sums due from you to the Company including, without limitation, your pension contributions (if any), any overpayments, loans or advances made to you by the Company, holiday pay as provided for in clause 16, driving-related penalties or fines and any deposit or loss to the Company in respect of the provision of any personal protective equipment.
11. Unless agreed in writing with the Company, neither the Company nor the Client shall be responsible for your expenses.
12. You will be required to work at various places as the Company may direct from time to time. The Company may change your place of work by giving you such notice as is reasonably practicable in the circumstances. The address of the Company for purposes related to your employment is the Branch.
13. If you wish to terminate your employment, you must give the Company one week's notice in writing. When your employment terminates if you have taken more holidays than you have accrued in terms of the statutory holiday entitlement for that holiday year, you will be required to pay to the Company the appropriate holiday pay for each day's holiday that you have taken in excess of your accrued statutory entitlement.
14. Subject to Clause 4 above, the Company must give you whichever is greatest of the following periods of prior written notice to terminate your employment; (i) immediate notice if you have been continuously employed for less than one month; (ii) two weeks' notice if you have been continuously employed for one month or more but less than two years; or (iii) three weeks' notice if you have been continuously employed for two years or more but less than three years with an additional week's notice for every year of continuous employment thereafter up to a maximum of 13 weeks' notice for 12 or more years of continuous employment. There is no guarantee that work will be available during any notice period.
15. When you are not on Assignment you are obliged to contact the Company regularly to confirm your availability to undertake further Assignments. In the event you do not work with the Company for any continuous period of four weeks following the end of your last Assignment you expressly agree that the Company may choose to treat this as your notice of termination of your employment with immediate effect.
16. Your entitlement to holidays and holiday pay is as detailed in the Flexible Employee Handbook.
17. If you are absent from work for any reason you must inform your Gi Group branch no less than 30 minutes prior to the commencement of your agreed start time on your first day of absence and on any subsequent days of absence. Any absence due to sickness, injury or accident, should be covered by a self-certification form and any sickness that continues for more than 7 consecutive days (including weekends), must be covered with a medical certificate to cover that absence. If you remain absent from work, you must produce a medical certificate to cover the entire period while you are absent. The medical certificate must state the reason for absence. Whilst you remain absent you must also contact your branch at least once a week to update on your situation. If you do not follow these requirements, you may lose your entitlement to Statutory Sick Pay ("SSP") and may also be subject to disciplinary action in accordance with the Company's disciplinary policy. If you are absent from work due to sickness, injury or accident, and you comply with the requirements in this Clause and your earnings are sufficient to trigger entitlement to SSP in accordance with the relevant legislation from time to time, you will be paid SSP. The Company reserves the right to require you to undergo a medical examination conducted by a doctor nominated by the Company, at the Company's expense.
18. Gi Group offer the NEST workplace pension scheme which you may be eligible to join. You will be provided with the relevant information when you become a Gi Group employee.
19. You agree that whilst on Assignment to a Client, any right, title and interest in any idea, concept, technique, invention, design or computer programs and the like ("Intellectual Property Rights") you develop or acquire belong solely to the Client. You further agree that you will do all that is necessary to vest the Intellectual Property Rights in the Client at their request. You will not at any time divulge to any person, nor use for your own or any other person's benefit, any confidential information in relation to the Client or the Company or in relation to any of their employees, business affairs, transactions or finances which you may acquire during the currency of your employment with the Company. This clause applies both while you are employed by the Company, and after your employment with the Company terminates.
20. The Company will collect and process personal data from you, which may include sensitive personal data, for the purpose of carrying out its business of supplying Flexible Employees to Clients and in order to find you suitable Assignments. This includes information required by Clients or enforcement authorities for the investigation of offences committed under regulations such as; The Road Traffic Act, EU Drivers Hours Rules and RTR. The Company may also collect personal data about you from third parties, such as referees and third party agencies, in order to verify information such as professional qualifications and educational background. We may disclose your personal data to Clients for the purposes of an Assignment or potential Assignment. You hereby consent to us collecting and processing your personal data and disclosing this information to Clients and other relevant third parties for the purposes outlined above. If you terminate this contract or enter into new terms of engagement with a different organisation, in circumstances where you continue to work for the same Client, we may disclose your personal information to the new organisation at the Client's request. We may divulge your personal data to third parties who may provide you with information about their products and activities. Your agreement to these terms of employment indicates your acceptance of this clause.
21. The disciplinary rules and grievance policy which apply to you are contained in the Flexible Employee Handbook. If you have a grievance about your employment, you are entitled to raise a complaint in accordance with the Company's grievance policy. All grievances must be directed to the Company via the Manager of the Branch and must not be directed to the Client. The grievance and disciplinary procedures are not contractually binding on the Company. The Company may alter them, or omit any or all of their stages, where it considers it appropriate.
22. During the course of an Assignment, telephone calls (or portions of telephone calls) may be monitored and/or recorded for quality control, customer service, employee training, security and other lawful purposes by the Client. In addition the Client may monitor the use you make of e-mail and the internet. You hereby consent and agree to such monitoring and recording. Your consent shall continue in effect and need not be confirmed prior to, or during such monitoring or recording. You further agree to comply with all specific security requirements of the Client including where applicable consenting to the Client or the Company on behalf of the Client conducting Disclosure and Barring Service checks, credit checks or personal searches.
23. The Company reserves the right to amend your terms and conditions of employment in writing. You will be given not less than one month's written notice of any significant changes. You will be deemed to have accepted those changes unless you notify the Company of any objection in writing before the expiry of the notice period.
24. You confirm that you are legally entitled to work in the United Kingdom. If the Company discovers that you do not have permission to live and work in the United Kingdom, or if your permission to do so is revoked, the Company will be entitled to terminate your employment immediately without giving you any notice or paying you in lieu of notice. The Company can do so in those circumstances without giving you any warning in terms of the Company's disciplinary procedure.