



Temporary Worker Handbook

For temps with common sense, strong work ethic, and a bit of personality.

Welcome!

We're buzzing to have you onboard! Whether you're behind the wheel of a lorry, booking freight for Heathrow, or managing an admin desk like a boss, you're part of the LucyJames Recruitment crew. This handbook sets the tone – clear expectations, straight talk, and no faffing about.

Your Contract & Assignments

As a **temporary worker (agency worker)**, you'll be working assignments for our clients. We'll send you a **Key Information Document (KID)** and **Assignment Details** before each job, covering where you're going, who you're reporting to, what it pays, and when to show up.

You're paid by us, not the client – and we'll always do our best to look after you.

Notice Periods

We ask for a **minimum of two weeks' notice** if you plan to end an assignment or leave the agency. We'll do the same for you wherever possible. Respect goes both ways.

Conduct, Hygiene & Communication

We expect:

- **Good personal hygiene** – you're working with others, not camping at a festival

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- A **good standard of spoken and written English**, to meet operational and health & safety requirements – clear communication keeps everyone safe
 - Professional behaviour on-site – be polite, reliable, and don't bring the drama
 - Respect for everyone – colleagues, clients, and even the vending machine
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Timekeeping & Breaks

Let's be clear – **your start time is not your arrival time**. You should be at your place of work **10–15 minutes early**, giving you enough time to get through the door, settle in, and be ready to start on time.

Break times are set so everyone knows when people are away from their workstations and to ensure you get time to rest and eat properly. Being punctual for breaks and returning on time is just as important.

Poor timekeeping and excuses? We operate 2 strikes **and you're out** rule. Our clients are running busy operations, and their time is money – so respect it.

Smokers – we're not here to lecture you, but you must:

- Stick to designated smoking areas
- Only smoke during agreed breaks
- **Keep a pack of mints handy** and wash your hands after

Smelling like an ashtray doesn't go down well on the shop floor.

Sickness & Absence

Not feeling well?

- **Call us before your shift starts** – not by text, and definitely not by silence
- If you're off **4 days or more**, you might qualify for **Statutory Sick Pay (SSP)**

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- SSP is only paid if you meet eligibility (currently £116.75/week – check gov.uk for updates)
- You'll need to provide self-cert or a sick note, depending on the length

Temps do **not** receive paid company sick leave.

Holiday Requests

You'll earn holiday pay as you work. If you'd like to book time off:

- **Give at least 2 weeks' written notice**
 - We'll check with the client and confirm if it's approved
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Pay & Deductions

- Weekly pay (usually Fridays)
- Payslips emailed or available online
- Deductions include tax, NI, and pension if enrolled

Referral Bonus:

- £100 for referring a candidate (must work 4 weeks)
 - £200 for referring a client who signs up with us
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Drivers – Read This Bit Twice

If you're driving for us, the rules are firm, fair, and non-negotiable:

Zero Tolerance

- **No mobile phone use** while driving or sitting in control of a vehicle
- **No smoking or vaping** in any vehicle – even if it's raining and the window's open
- Either of the above = **immediate dismissal** – no warnings, no do-overs

🚗 Vehicle Damage, Conduct & Responsibility

- Drive responsibly and look after the vehicle – it's not a dodgem
- If **damage is caused by your negligence**, you'll be liable for **£250 excess** towards the client's insurance
- **Two-strike policy** applies to minor but preventable incidents (e.g. clipping wing mirrors, scrapes, or bumps). Two silly mistakes = no more driving jobs
- **Clean up after yourself** – no rubbish, no food mess, no mystery smells. Treat the inside of the vehicle like your Nan's living room – respectfully.
- **Report any accident, incident, or vehicle fault immediately** – even small things:
 - Call us (preferred)
 - Or send a text/email if it's outside hours
 - Don't wait for someone else to notice

We take your word and dash cam footage seriously. Reporting quickly helps us protect you, the client, and future work opportunities.

📋 Driver Requirements

- Correct and valid licence for the class of vehicle
- In-date CPC and Tacho card (where needed)
- Full compliance with road laws, rest breaks and site safety rules
- Fill out logs and paperwork honestly – no guesswork

🛡️ PPE & Site Safety

If your role requires Personal Protective Equipment (PPE), it will be provided by us or the client. You must always wear it as instructed. Turning up without it could mean being sent home unpaid.

Make sure you attend any site induction, know the emergency exits, and always follow safety signage and procedures. If something's unsafe – speak up.



social media & Confidentiality

Please avoid posting about your job, workplace or clients on social media. No rants, no naming and shaming. Keep it professional – even off the clock.

If your job involves handling any kind of private or sensitive information (client data, deliveries, etc), **you must keep it confidential**. Breaching this is serious and could lead to dismissal or legal action.

Training Opportunities

Ask us about:

- GSAT / Airfreight Security
- Manual Handling
- DBS applications

Boost your skills – better roles come your way.

Equal Opportunities

Everyone's welcome here. We don't tolerate discrimination, bullying, or dodgy behaviour. Be decent. Be fair. If something feels wrong – speak up.

Gross Misconduct

Some behaviours are serious enough to result in **immediate dismissal**. LucyJames Recruitment has a zero-tolerance approach to:

- **Theft** – taking anything that doesn't belong to you, including petty items
- **Sexual harassment** – any unwanted or inappropriate behaviour
- **Bullying** – including threats, intimidation, or isolating others
- **Being untruthful** – lying to the agency or client, falsifying timesheets, or covering up mistakes
- **Violence or threats of violence**

- **Possession or use of drugs or alcohol at work**

These actions will not be tolerated and will result in your removal from the agency, potential legal action, and permanent blacklisting from future work.

If you witness or experience any of the above, speak to us immediately and confidentially.

Issues & Complaints

Got a problem?

- Let us know – we'll listen and act quickly
 - We've got a fair complaint process if it's more serious
 - It's always confidential and judgement-free
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What We Need From You

Before you start:

- Right to work proof
 - NI number
 - Bank details
 - Relevant licences or qualifications
 - Registration forms completed
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Timesheets (If Applicable)

Some clients use timesheets. If this applies to your assignment:

- Fill them in clearly and accurately
 - Submit them on time – no timesheet, no pay
 - Falsifying hours will result in instant removal and potential legal action
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End-of-Assignment Checklist

When finishing up on a site:

- Return any uniform, ID badges, keys, or equipment
- Let us know how it went – we may have another role lined up
- Don't just disappear – a good handover helps everyone

Final Word

Thanks for being part of the LucyJames family.

We keep things simple:

- ✓ Do your job well,
- ✓ Turn up on time,
- ✓ Respect the gear and the people around you.
- ✓ We'll do the same in return.

Got questions? Drop us a message, give us a call, or pop in for a cuppa.