

Welcome to your Temporary Worker Handbook

Welcome to MTB (My Talent Brand Recruitment), an employment business established in 2020. We operate across the East and West Midlands.

We want to know all about your employment history, strengths, weaknesses and aspirations. With this insight, we will know what job vacancies are an ideal fit for you.

Our team is friendly and refreshingly honest and will go “above and beyond” ensuring you an incredible candidate experience.

MTB is a member of Recruitment and Employment Confederation (REC). MTB works to these best practices to not only provide a high-quality recruitment service but also to protect the rights and well-being of our temporary workers at all times. You are important to us. We are only as good as our key assets - and that includes you.

Why should I read the Temporary Workers Handbook?

We have compiled this handbook to inform you of all the policies and procedures that apply to you while employed as a temporary worker with MTB. Here you will find information on how to turn in your timesheets, when you'll get paid, your legal rights, how to handle personal time off and much more. It's important that you read it through carefully and ask your consultant to explain anything that might need clarifying.

By reading this guide you can:

- Help ensure that you are always paid on time by following correct procedures
- Learn what your rights are and what steps to take if you encounter problems
- Discover what resources are available to you
- Understand what's expected of you so you know how to meet expectations
- Set yourself up for success in your role
- In addition to this online guide, you may also be given access to a client handbook which will give you specific information regarding your assignment.

We hope you find your time with MTB valuable and rewarding. If at any time during your employment you need assistance and your line manager is unavailable for any reason, please don't hesitate to contact your consultant. Our job is not done when you find your new role - we are always here to support you.

General Rules: Day 1 Rights

You have rights from day 1 of your assignment. Rights that apply from day one include the right to be treated no less favourably than the client's comparable employees and

workers in relation to shared facilities and amenities provided by them. This includes (but is not limited to) use of their canteen, staff room, car parking facilities, etc.

You also have the right from day one of the assignment to be given the same information about relevant vacancies as comparable employees.

General Rules: DBS Checks

Some assignments may be subject to receipt of a satisfactory DBS disclosure in order to ensure you are suitable for work in that particular position. If this is the case, a special procedure will be followed which will be explained to you in detail at the appropriate time.

In addition, if either before or during the course of an assignment, you become aware of any reason why you may not be suitable for that assignment, you must notify your consultant without delay.

Change in Circumstances or Status

It is also your responsibility to let your consultant know about changes in your circumstances or status while under contract with MTB. This includes, but is not limited to:

- A change in your address or phone number
- A change in your right to work status
- A change in your DBS that would make you unsuitable for an assignment
- You become aware of any other reason why you may not be suitable for an assignment

General Rules: Personal Appointments

Please attempt to make routine or non-urgent appointments (such as dentist or doctor) outside of working hours.

Where urgent or specialist treatment is required, appointments may be made in work hours with the authorisation of your line manager. Time away from work will normally be unpaid.

General Rules: Complaints Procedure

We appreciate that, at times, you may have concerns or problems with your assignment or working environment.

If you have a complaint or query, do not hesitate to contact your line manager at your assignment. It is important that you bring the issue to light at the earliest opportunity, so that you and your line manager can rectify the problem quickly.

If this is not appropriate, contact your consultant and s/he will endeavour to resolve the complaint within a five working day period. If the complaint relates to your consultant, put it in writing and send it to the Branch Manager/Managing Director, who should respond within a five working day period.

If this fails to produce a mutually acceptable resolution please follow our Complaints policy by putting your complaint in writing and emailing it to hello@mytalentbrand.co.uk and the Team will respond and escalate to the relevant manager. You should receive a response within a five working day period.

Alternatively, you can raise your complaint with the Recruitment Employment Confederation, our industry body. Their contact details are 15 Welbeck Street, London, W1G 9XT or 020 7009 2100.

General Rules: Health & Safety

Your good health is important to us and we encourage you to take steps to maintain good physical and mental health.

Workers and employers have duties and responsibilities under the Health and Safety at Work Act 1974. As a temporary worker you have a duty to take care of your own health and safety, as well as that of others who may be affected by your actions. Therefore, we suggest that you familiarise yourself with all the health and safety information which the client provides you with at induction and at all other times.

If you do come across any factors that you feel may affect your health and safety at work or you have any concerns, please bring it to the attention of your line manager at your place of work immediately.

When you commence work at the client's premises it is the responsibility of your line manager or Health and Safety Officer, or both, to advise you on the following points:

- What to do in the event of a fire
- The location of fire exits
- The location of fire extinguishers
- The location of assembly points
- Alarm systems
- First aid procedures and officers/appointed persons/responsible persons
- Use of the accident book
- Client site rules
- Importance of understanding and complying with risk assessments

Please let your consultant know immediately if you have any health and safety concerns.

Accidents at Work

If you have an accident at work, however trivial, report it to your line manager and make sure it is entered in the accident book located at your place of work. Ensure that you also pass details of the accident to your consultant by telephoning them immediately. This is to enable them to keep a record.

It is a legal requirement under Health and Safety Regulations to record all accidents that happen in the workplace.

Night Work

A night worker is someone who normally works for 'three or more hours a night' between the hours of 11pm and 6am.

If you work nights you will be required to complete a health questionnaire in order to ensure your suitability for this type of work.

The Health and Safety at Work Act 1974 states that you should be offered, at least once a year, the opportunity to see a health professional for a medical examination. You are under no obligation to take this medical, which is normally provided through a general practitioner (GP).

Induction Training

The client is responsible for your induction training and will make you aware of risk assessments that are appropriate to your job. Your place of work should have already been risk assessed so that we are sure the environment is a safe place for you to work.

General Rules: Working Time Regulations

The Working Time Regulations are intended to promote the health and wellbeing of all workers. Your health and safety is important to us and we believe it is important for you to understand the regulations.

The regulations provide these basic rights and protections for adult workers (aged 18 or over):

Legal Breaks

Rest breaks at work - Workers have the right to one uninterrupted 20-minute rest break during their working day if they work more than 6 hours a day. This could be a tea or lunch break. The break doesn't have to be paid - it depends on the employment contract.

Daily rest - Workers have the right to 11 hours of rest between working days. So for example, if you finish work at 8pm, you shouldn't start work again until 7am the next day.

Weekly rest - Workers have the right to either:

An uninterrupted 24 hours without any work each week or an uninterrupted 48 hours without any work each fortnight

Your line manager will inform you of any extra breaks you may be entitled to take. Hours will vary from assignment to assignment, but you will be informed of these prior to starting the assignment. If you are a driver, please refer to the driver's handbook for additional guidance on working hours.

Work Week Limit

Workers have the right to a limit of working up to 48 hours a week, averaged over a 17-week reference period, although as a temporary worker, you can choose to work more if you want to.

If you want to work for more than 48 hours a week you will be required to sign an opt-out agreement, which you can cancel at any time. This is stated under Regulation 4 of the above Act. Where relevant your consultant will discuss this with you. The 48 hours mentioned here includes the total number of hours worked in any job, not just those worked with us. So if you have registered with other agencies please let us know.

Modern Day Slavery

Helpline - 08000 121 700

The Modern Day Slavery Helpline is fully independent, completely confidential and free to call. You can learn more about modern slavery and labour exploitation from UnseenUK.org where you can also submit reports online. A comprehensive guide on how to spot the signs of modern slavery is also available on their website.

Migrant Help

Helpline - 0141 884 7900 (daytime) 0141 212 8553 (out of hours)

Migrant Help are there to help protect people affected by displacement and exploitation. Their core services include:

- Asylum Support
- Victims of Slavery and Human Trafficking Support
- Refugee Resettlement
- EU Settlement Scheme
- Clear Voice Interpreting Services

Auto Enrolment Pension

A Workplace Pension (Auto Enrolment) is a defined contribution Employer Pension Scheme. Employers are required to enrol all staff in a workplace pension scheme if they:

- Work in the UK
- Are not already in a suitable (qualifying) workplace pension scheme
- Are at least 22 years old, but under state pension age
- Earn more than £10,000 a year (tax year 2020-21)

Once you have reached the above thresholds you will be automatically enrolled and will receive an e-mail promoting an online registration for access to your pension account. As a temporary worker your enrolment may be deferred for 12 weeks, should you wish to be enrolled earlier, please e-mail accounts@mytalentbrand.co.uk.

If you choose to opt out you must first be enrolled. If you opt out within the first 30 days your contributions will be refunded to you. After this time your contributions will remain in your 'pension pot' for your retirement. Information on how to opt out is available from your pension provider. If you do choose to opt out you will lose out on your employer's contribution and the government's contribution in the form of tax relief.

By law employers must re-enrol all employees back into the scheme approximately every three years, if they still meet the eligibility criteria.

Policies: Mental Health

If you have any concerns, you can speak in confidence to your recruitment consultant.

For information and advice on a wide range of mental health topics please visit the Mind website.

Policies: Privacy Policy

Details of how we collect, use and protect your personal data can be found here.

Policies: Personal Rules

Social Media

Most companies will have a social media or social networking policy in place, alongside other policies that you should be aware of and expected to follow in the course of your work.

It is recognised that you will also use the Internet for personal purposes and that you may participate in social networking on websites such as Facebook, X, etc.

However, in order to ensure that the confidentiality and reputation of MTB and that of our clients is protected when you use social media you are required to:

- Refrain from identifying who you are working for
- Ensure that you do not conduct yourself in a way that is detrimental to the client
- Take care not to allow your interaction on these websites to damage working relationships between members of staff, colleagues and clients

Drugs and Alcohol

You must not work under the influence of drugs, alcohol or any controlled substances. Clients are within their right to either request you to participate in a breathalyser test and/or urine test or to refuse to allow you to continue the assignment if they are suspicious of your behaviour.

Smoking (including e-cigarettes)

Smoking is banned in all public places in accordance with the Health Act 2007.

This applies to drivers that use a company vehicle or use their own private vehicle for company business. Smoking is banned in a company vehicle when it is shared by two or more workers (even if they do not use the vehicle at the same time). Smoking is only allowed in a vehicle if it is used for the sole private use of the driver and it is not used by anyone else either as a driver or a passenger.

It is the legal responsibility of anyone who drives, manages or is responsible for order and safety in a vehicle to prevent people from smoking.

The above rule applies equally to 'e-cigarettes' which are battery powered products that release a visible vapour containing liquid nicotine that is inhaled by the user.

Please talk to your consultant if you would like to find out more.

Change in Circumstances

It is your responsibility to let us know of any changes in your circumstances including (but not limited to):

- Your availability to work
- Your Right to Work status
- Your address or contact information
- Any change in the content of your DBS, if it would make you unsuitable for an assignment
- Any other reason why you may not be suitable for an assignment

Failure to follow any of these policies may result in the termination of your assignment and possibly the termination of your contract.

Policies: Equal Opportunities

MTB is fully committed to the principle of equal opportunities and do not discriminate on the grounds of; sex, race, colour, nationality, ethnic and national origins, age, marital status (including civil partnerships), pregnancy and maternity, disability, religion, belief, sexual orientation or gender reassignment.

Policies: Prevention of Sexual Harassment

Unwanted behaviour in the form of bullying and harassment affects the dignity of everyone subjected to it and will not be tolerated. You have the right to be treated with consideration and respect at work.

If you experience any form of bullying or harassment, including but not limited to, sexual harassment, whilst in your assignment please inform your line manager who will endeavour to assist you and take appropriate action. You can also speak to our Customer Success Team in confidence, for this please see both our complaints procedure or our Prevention of Sexual Harassment Policy and Procedure which is in the Resources section of your Candidate Account.

It is your responsibility to:

- Act in a professional manner at all times
- Treat all colleagues with the same consideration and respect

Agency Workers Regulations 2010

The Agency Workers Regulations 2010 came into force in October 2011 giving agency workers the same basic employment conditions after 12 weeks in a given job as those that would have applied if they had been recruited directly by the hirer.

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The 12 Week Qualifying Period

You will meet the 12-week qualifying period once you have carried out the same role, or substantively similar roles, at the same hirer for 12 weeks. You will then qualify for the same basic working and employment conditions to which you would have been entitled had you been directly recruited by the hirer.

The 12-week period does not need to be continuous. Certain breaks will pause the time during which you accrue service, and you will resume accumulating service on return from the break.

Breaks between assignments, or during an assignment, during which the qualification period will pause are those where the break is:

- For any reason and lasts no more than 6 weeks
- Due to sickness absence and lasts up to 28 weeks
- Related to pregnancy, childbirth or maternity during a protected period
- For the purpose of taking other leave to which you have statutory or contractual entitlement e.g. annual leave
- Due to jury service and lasts up to 28 weeks
- Due to a pre-determined period where the employer temporarily does not require any worker to attend the workplace and work in the particular role (e.g. a temporary factory "shut down") due to industrial action.

After the 12-week qualifying period you will be entitled to:

Other Pay

Pay means salary and other entitlements linked directly to your work, including overtime pay, holiday entitlement, shift allowances, risk payments, and commission pay and any bonuses linked to the quality or quantity of work done by you.

Night work

You will be entitled to work the same hours and receive the same allowances as a permanent member of staff.

Breaks

You will be entitled to the same level of rest periods and the same amount of daily breaks as a permanent member of staff.

Holiday

You will be entitled to the same amount of annual leave as a permanent member of staff. This leave entitlement may be more than your leave allowance with MTB.

Working Hours

You will also benefit from any specific company agreements that apply to comparable direct recruits in relation to working hours. So for example, if you would have been entitled to normal working hours of 35 hours a week and been directly recruited to the same job by the hirer, you will be entitled to this after the 12-week qualifying period.

Working for MTB: How to leave

If you would like to stop working on an assignment for MTB Recruitment, please contact your consultant by email or phone to inform them of your situation.

Working for MTB: Working time duration

Please see **Working Time Regulations** section.

Working for MTB: Statutory pay

Under certain conditions, you may qualify for other kinds of statutory pay, such as Statutory Sick Pay, Statutory Maternity Pay, Statutory Adoption Pay and Statutory Paternity Pay. Please speak to your consultant who will be able to advise you on this.

Holiday Entitlement

Under the Working Time Regulations 1998 you are entitled to 5.6 weeks (for a 5 day week this is 28 days) annual leave including bank holidays if you work **full-time** in an assignment over the year. If you work **part time**, this amount is **pro rata**.

Your holiday begins accruing from your first working day. The accrual rate is based on your average hours in a working week and a day rate based on your average earnings.

As an agency worker your hours and pay may vary considerably over time. Here are 3 different shift scenarios showing what your holiday entitlement would be in a 12-month period for each:

1. **Your shifts are always the same length - regardless of which day or what time of day each shift falls on. In this scenario, you are entitled to the lower of the two:**
 - 6 weeks x average shifts per week, or

- 28 days' worth of shifts
- 2. Your shifts differ in length but the hours per week you work are the same. In this scenario, you are entitled to the lower of the two:**
- $6 \times \text{average days worked per week (average day = hours worked per week} \div \text{days worked per week)}$, or
 - 28 average days
- 3. Your shifts differ in length and the hours you work per week differ. In this scenario you are entitled to:**
- $6 \times \text{average days/hours worked a week}$

All holiday accrued should be taken within a year of your start date and will not be carried over to the following year.

You must request any holiday online, via our [website](#) and you must give at least two week's notice. Your request will be reviewed by a consultant who may need to liaise with your line manager. Your request will either be approved or declined and you will receive an email and text notification to inform you of the outcome. You must wait till you have received approval of your holiday request before taking the day off.

Where a bank holiday falls during an assignment, if you are not working and wish to be paid, you must book holiday, as bank holidays are included in your entitlement.

For further details please speak to your line manager or your consultant.

Holiday Pay

Your holiday pay will be based on a week's pay. Here's how we calculate that:

A week's pay = the average of all earnings in the previous 52 weeks, or the number of complete weeks you have been employed (if less than 52 weeks). A day rate is then calculated based on your average weekly hours.

Working for MTB: Absences

If you are going to be late for an assignment, are ill or unable to attend work for any other reason, please inform your consultant at the earliest opportunity and at least one hour before your normal start time on the day you are due to be at work. You can call the out of hours telephone number or leave a message on our answering machine. Your place of work will then be informed within working hours.

We ask that you keep us informed of the situation and your approximate date of return so that we have a reasonable amount of time to arrange cover if necessary. Dependent upon circumstances, your assignment may be filled by another temporary worker. If

this is the case we will endeavour to find you a new assignment when you are able to return to work.

Working for MTB: Payment

Temporary staff are paid weekly, one week in arrears. Payment is made by BACS transfer into your account on the Friday of the following week. If the Friday is a Bank Holiday, payment will normally be made on a Thursday.

Payment dates during annual holidays (Christmas, New Year and Easter) may vary, however you will be notified in advance.

You can access your payslips online from the details which we will email to you when you join. If you have a query regarding receipt of your pay please first check with your bank that it has been received as on some occasions cashpoints do not reflect recent deposits.

Tax and National Insurance

Please note that all payments made to you will be subject to deductions for tax and National Insurance contributions and any other statutory deductions. No other deductions will be made to your pay without your prior consent.

Payment Queries

If you believe a mistake has been made regarding the amount of pay you have received, or you have any other pay-related queries please contact your consultant.

Working for MTB: Timesheets

Depending on your assignment, timesheets may need to be submitted by you either manually or online, or they may be submitted by the client.

At the point of assignment your consultant will advise you of the timesheet process. If a manual or online timesheet is required, this must be submitted by 10am on a Monday morning for the previous work week to ensure timely payment.

If submission of your timesheet is your responsibility, you must make sure that it is signed by an authorised client signatory (for example your line manager) and handed in or emailed to your consultant (or submitted online if appropriate) by **10am every Monday morning**.

If you need to email in your timesheets, an email address should have been given to you when you registered with MTB. If you are unsure, please contact your consultant. This is very important as there is no guarantee you will receive payment on time otherwise! If

you have a problem with meeting this deadline, let your consultant know as soon as you can so they can do their best to assist you.

Make sure you double check that you have completed your timesheet correctly or we may have to return it to you, which may cause you to miss the payment deadline.

If you are manually submitting and run out of timesheets, please contact your consultant. Your consultant can email you a copy or send some in the post to you.

When completing timesheets either manually or digitally please note the following:

- Always use the 24 hour clock
- Always enter start and finish times
- Calculate to the nearest 1/4 of an hour the number of hours worked
- Always deduct your breaks
- Always obtain an authorised signature confirming the hours worked
- Always use a new timesheet for **each new client** and **each new week**

Working for MTB: Dress Code

Please ensure that you are smartly dressed (or appropriately dressed) and well presented at all times. Some assignments have a 'casual dress' policy. If this is the case you will be informed by your line manager.

If you already have the required overalls or uniform you may bring your own. Dependent on the type of placement you may need certain items of protective clothing or industrial work wear. If this is the case your consultant will discuss this with you in further detail.

Working for MTB: Punctuality & Timekeeping

Please ensure that you arrive at the assignment with enough time to prepare yourself for the day's work ahead. Being punctual creates a good impression and your timekeeping will be noted by your line manager.

You are also required to conduct yourself in a professional, polite and considerate manner at all times, whether under supervision or not.

Working for MTB: Assignments

After you have registered, your consultant will be hard at work looking for suitable assignments on your behalf. Open communication is very important to us. So, don't hesitate to give us a call to discuss things like:

- Changes in your availability
- New skills / qualifications you might have

- Any reason why you might be unsuitable for an assignment
- Your recent employment

It is vital that you keep us informed of your availability for work. Many assignments are at short notice and require a rapid response. Up to date contact details and a flexible approach are essential for regular work to be achieved.

You must ensure you have been given all booking details before you are sent on an assignment. This will include:

- Working hours
- Name of person to report to
- Client name, address & telephone number
- Pay rate
- The anticipated length of the assignment
- The type of work involved

As a team member of MTB, please treat all information relating to a client or MTB as confidential. Failure to do so may be in breach of GDPR 2018 and could result in the termination of your assignment. MTB will also ensure it keeps your personal information in accordance with our [privacy policy](#).