

# Vector

**RECRUITMENT SOLUTIONS**

## **Worker Handbook**

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# General Rules and Procedures

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This section contains information relating to various rules and procedures. For the avoidance of any doubt the entire section is deemed to form part of your contract for services with us.

## **A) CHANGES IN PERSONAL DETAILS**

You should notify us of any change of address, emergency contact etc., in order that we can contact them in an emergency and, if necessary, outside normal working hours.

## **B) MOBILITY**

Although you may spend long periods at one site you must be prepared, whenever applicable, to work at any other of our sites. This flexibility is essential to the smooth running of our business.

## **C) STATEMENTS TO THE MEDIA**

You must not make any statement to reporters from newspapers, radio, television etc. in respect of our organisation. Any enquiries should be directed to your Manager.

## **D) WASTAGE, DAMAGE AND LOSS**

- 1) We maintain a policy of "minimum waste" which is essential to the cost-effective and efficient running of all our operations.
- 2) You are able to promote this policy by taking extra care in the pursuit of your normal duties to avoid unnecessary or extravagant use of our services, materials and machinery, etc.
- 3) Failure to comply with this policy may result in the termination of your contract.
- 4) Any damage to our vehicles, stock or property that is the result of your carelessness, negligence or deliberate vandalism will render you liable to pay the full or part of the cost of repair or replacement.
- 5) Any loss to us that is the result of your failure to observe rules, procedures or instructions, or is the result of negligent behaviour or unsatisfactory standards of work will render you liable to reimburse to us the full or part of the cost of the loss or to correct the work at your own expense.

In the event of failure to pay, we reserve the right to deduct such costs from any payment due.

## **E) TOOLS AND EQUIPMENT**

You must provide all your own general tools, equipment and vehicles.

## **F) PROTECTIVE CLOTHING**

You are responsible for the provision of your own protective clothing, including protective clothing required under the health and safety legislation such as hard hats and safety footwear.

## **G) WORKERS' PROPERTY AND LOST PROPERTY**

No liability is accepted for any loss of, or damage to, property brought onto our, or our clients' premises. You are advised not to take any personal items of value to work or to leave any items at work overnight. Articles of lost property should be handed to your Manager who will retain them whilst attempts are made to discover the owner.

## **H) STANDARDS OF DRESS**

As you are liable to come into contact with customers and members of the public, it is important that you present a professional image with regard to appearance and standards of dress. You should wear clothes appropriate to your responsibilities, and they should be kept as clean and tidy as possible at all times.

## **I) HOUSEKEEPING**

Both from the point of view of safety and of appearance, work areas must be kept clean and tidy at all times.

## **J) MAIL**

All mail received by us will be opened, including that addressed to workers. Private mail, therefore, should not be sent care of our address. No private mail may be posted at our expense except in those cases where a formal re-charge arrangement has been made.

## **K) BUYING OR SELLING OF GOODS**

You are not allowed to buy or sell goods on your own behalf on our premises or those of our clients or during your working hours.

## **L) COLLECTIONS FROM WORKERS OR EMPLOYEES**

Unless specific authorisation is given by your Manager, no collections of any kind are allowed on our premises or those of our clients.

## **M) FRIENDS AND RELATIVES CONTACT / TELEPHONE CALLS / MOBILE PHONES**

You should discourage your friends and relatives from either calling on you in person or by telephone except in an emergency. Incoming personal telephone calls are allowed only in the case of emergency. Outgoing personal calls can only be made with the prior permission of your Manager. Personal mobile phones should be switched off during working hours.

It is illegal to use a mobile phone without a hands-free set whilst driving. It is our policy that you should not use any mobile phone whilst driving. You should pull over to the side of the road in an appropriate place before making or receiving any telephone calls. In the event of being unable to pick up a call because you cannot find a safe place to park, you must return the call as soon as conveniently possible.

## **N) PARKING**

Where parking facilities have been made available to you on our premises you must ensure that you observe all of our traffic requirements e.g. speed limits, etc. To avoid congestion, all vehicles must be parked only in the designated parking areas. No liability is accepted for damage to private vehicles, however it may be caused.

## **O) OTHER INFORMATION**

- 1) We reserve the right to allow third parties to chair any meeting. We will seek your consent at the relevant time to share relevant 'special categories of data' where it is necessary for the purposes of that hearing.
- 2) We reserve the right to record any meetings whether conducted by us or a third party, a copy of the recording can be made available on request.

## **P) DATA PROTECTION**

The General Data Protection Regulation (GDPR) and the current Data Protection Act regulate our use of your personal data. It is our responsibility to ensure that the personal data we process in relation to you is done so in accordance with the required principles. Any data held shall be processed fairly and lawfully and in accordance with the rights of data subjects.

We will process data in line with our privacy notices in relation to both job applicants, employees and workers.

You have several rights in relation to your data. More information about these rights is available in our "Policy on your rights in relation to your data". We commit to ensuring that your rights are upheld in accordance with the law and have appropriate mechanisms for dealing with such.

We may ask for your consent for processing certain types of personal data. In these circumstances, you will be fully informed as to the personal data we wish to process and the reason for the processing. You may choose to provide or withhold your consent. Once consent is provided, you are able to withdraw consent at any time.

You are required to comply with all Company policies and procedures in relation to processing data. Failure to do so may result in termination of your engagement with us.

# Security

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## **A) RIGHTS OF SEARCH**

- 1) Although we do not have the contractual right to carry out searches of workers and their property (including vehicles) whilst they are on our premises or business, we would ask all workers to assist us in this matter should we feel that such a search is necessary.
- 2) Where practicable, searches will be carried out in the presence of a colleague of your choice who is available on the premises at the time of the search. This will also apply at the time that any further questioning takes place.
- 3) We reserve the right to call in the police at any stage.

## **B) CONFIDENTIALITY**

- 1) All information that:
  - a) is or has been acquired by you during, or in the course of your engagement, or has otherwise been acquired by you in confidence,
  - b) relates particularly to our business, or that of other persons or bodies with whom we have dealings of any sort, and
  - c) has not been made public by, or with our authority,shall be confidential, and (save in the course of our business or as required by law) you shall not at any time, whether before or after the termination of your contract, disclose such information to any person without our prior written consent.
- 2) You are to exercise reasonable care to keep safe all documentary or other material containing confidential information, and shall at the time of termination of your engagement with us, or at any other time upon demand, return to us any such material in your possession.
- 3) In particular, you must make yourself aware of our policies and procedure on service user confidentiality and data protection in relation to personal data and ensure compliance with them at all times.

## **C) USE OF COMPUTER EQUIPMENT**

In order to control the use of the Company's computer equipment and reduce the risk of contamination the following will apply:

- a) the introduction of new software must be checked and authorised. You cannot introduce new software of any kind without approval from your Manager.
- b) only authorised individuals are allowed access to the Company's computer equipment.
- c) only authorised software may be used on the Company's computer equipment.
- d) only software that is used for business applications may be used.
- e) you may not bring software onto or remove it from the Company's premises without prior authorisation from your Manager.
- f) unauthorised access to the computer facility may result in termination of engagement.
- g) unauthorised copying and/or removal of computer equipment/software will result in the termination of your contract.

## **D) VIRUS PROTECTION PROCEDURES**

In order to prevent the introduction of virus contamination into the software system the following must be observed:

- a) unauthorised software including public domain software, magazine cover disks/CDs or Internet/World Wide Web downloads must not be used.
- b) all software must be virus checked using standard testing procedures before being used.

## **E) E-MAIL AND INTERNET POLICY**

### **1) Internet**

Where appropriate, duly authorised workers may make use of the Internet as part of their work. You may only release information via the internet with the prior agreement of your Manager. The use of the internet to access and/or distribute any kind of material which is offensive or unrelated to work will result in the termination of your contract.

### **2) E-Mail**

You may only use the e-mail system with the prior approval of your Manager and unauthorised use may result in the termination of your contract.

Workers using the e-mail system should observe the following points:

- a) That Company communication standards are complied with your Manager will advise you of these).
- b) e-mail messages and copies should only be sent to those for whom they are particularly relevant.
- c) e-mail should not be used as a substitute for face to face communication or telephone contact. Flame mails (i.e. e-mails that are abusive) must not be sent. Hasty messages sent without proper consideration can cause upset, concern or misunderstanding.
- d) if e-mail is confidential the user must ensure that the necessary steps are taken to protect confidentiality. The Company will be liable for infringing copyright or any defamatory information that is circulated within the Company or externally.
- e) offers or contracts transmitted by e-mail are as legally binding on the Company as those sent on paper.

The Company will not tolerate the use of the e-mail system for unofficial or inappropriate purposes including:

- a) any messages that could constitute bullying, harassment or other detriment.
- b) personal use (e.g. social invitations, personal messages, jokes, cartoons, chain letters or other private matters).
- c) on- line gambling.
- d) accessing or transmitting pornography.
- e) transmitting copyright information and/or any software to the user.
- f) posting confidential information about other workers, employees, the Company or its customers or suppliers.

# Health, Safety, Welfare and Hygiene

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## **A) SAFETY**

- 1) your Manager will advise you of the health and safety requirements and any hazards associated with your responsibilities.
- 2) You must not take any action that could threaten the health or safety of yourself, other workers, employees, customers or members of the public.
- 3) You should report all accidents and injuries at work, no matter how minor, in the accident book, which you should ask your Manager for.
- 4) You must ensure that you are aware of our fire and evacuation procedures and the action you should take in the event of such an emergency.

## **B) REFRESHMENT MAKING FACILITIES**

We provide refreshment making facilities for your use, which must be kept clean and tidy at all times. The refreshment making facilities may only be used during authorised breaks.

## **C) ALCOHOL & DRUGS POLICY**

- 1) Under legislation we have a duty to ensure, so far as is reasonably practicable, the health and safety and welfare at work of workers and similarly you have a responsibility to yourself and your colleagues. The use of alcohol and drugs may impair the safe and efficient running of the business and/or the health and safety of our workers and employees.
- 2) We have a zero-tolerance policy for being under the influence of alcohol or drugs in the workplace. If your performance or attendance at work is affected as a result of alcohol or drugs, or we believe you have been involved in any drug related action/offence, you may be subject to further action and, dependent on the circumstances, this may lead to the termination of your contract.

## **D) ALCOHOL AND DRUG TESTING**

- 1) Owing to the nature of our business and the importance of maintaining high standards of care for our service users, you are expected to present themselves in a fit state to perform their duties.
- 2) The Company and our clients reserves the right to require you, where you are suspected to be under the influence or a user of drugs and/or alcohol to submit to an appropriately administered and supervised test. Due to the nature of our business and the safety critical environments you may work in you may be required to submit to testing prior to employment.
- 3) You may be accompanied during testing by a fellow work colleague available at the time of the request. You retain the right to refuse to be tested however; failure to co-operate with such a request will be considered a gross breach of the terms of employment and may lead to disciplinary action which could result in dismissal.
- 4) If you fail the test you will be removed from site and we not be able to guarantee any work. Failing the test may equate to gross misconduct.
- 5) All personal data collected for this purpose will be processed in line with the current Data Protection Act.

## **E) HYGIENE**

- 1) Any exposed cut or burn must be covered with a first-aid dressing.
- 2) If you are suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor.
- 3) Contact with any person suffering from an infectious or contagious disease must be reported before commencing work.

# Equality, Inclusion and Diversity Policy

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## A) STATEMENT OF POLICY

- 1) The terms equality, inclusion and diversity are at the heart of this policy. 'Equality' means ensuring everyone has the same opportunities to fulfil their potential free from discrimination. 'Inclusion' means ensuring everyone feels comfortable to be themselves at work and feels the worth of their contribution. 'Diversity' means the celebration of individual differences amongst the workforce. We will actively support diversity and inclusion and ensure that all our employees are valued and treated with dignity and respect. We want to encourage everyone in our business to reach their potential.
- 2) We recognise that discrimination is unacceptable. Equality of opportunity is a feature of our practices and procedures and we operate a formal policy. Breaches of the policy will lead to investigation and, if appropriate, further action.
- 3) The aim of the policy is to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.
- 4) The Company will ensure that the policy is circulated to any agencies responsible for our recruitment and a copy of the policy will be made available for all workers and made known to all applicants for work.
- 5) The policy will be communicated to all contractors reminding them of their responsibilities towards equality of opportunity.
- 6) The Company will maintain a neutral working environment in which no worker feels under threat or intimidated.

## B) RECRUITMENT AND SELECTION

- 1) The Company will endeavour, through appropriate training, to ensure that employees making selection and recruitment decisions will not discriminate, whether consciously or unconsciously, in making these decisions.
- 2) A consistent, non-discriminatory approach to the advertising of vacancies will be adopted.
- 3) Recruitment will not be confined to areas or media sources that provide only, or mainly, applicants of a particular group.
- 4) All applicants who apply for work will receive fair treatment and will be considered solely on their ability to do the work.
- 5) All employees involved in the recruitment process will periodically review their selection criteria to ensure that they are related work requirements and do not unlawfully discriminate.
- 6) Interview questions will be related to the requirements of the work and will not be of a discriminatory nature.
- 7) A worker will not be disqualified because he/she is unable to complete an application form unassisted unless personal completion of the form is a valid test of the standard of English required for the safe and effective performance of the work.
- 8) Selection decisions will not be influenced by any perceived prejudices of other staff.

# Discrimination/Harassment Complaint Policy and Procedure

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## A) INTRODUCTION

- 1) Harassment or victimisation on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation is unacceptable.
- 2) Discrimination and harassment can take many forms but, whatever form they take, they are always serious and totally unacceptable.

## B) POLICY

The Company deplores all forms of discrimination and harassment and seeks to ensure that the working environment is sympathetic to all of our workers.

## C) COMPLAINING ABOUT DISCRIMINATION/PERSONAL HARASSMENT

### 1) Informal complaint

If you are the victim of minor discrimination/harassment you should make it clear to the discriminator/harasser, on an informal basis, that their behaviour is unwelcome and ask the harasser to stop. If you feel unable to do this verbally then you should hand a written request to the discriminator/harasser.

### 2) Formal complaint

Where the informal approach fails, or if the discrimination/harassment is more serious, you should bring the matter to the attention of your Manager as a formal written complaint.

The person dealing with the complaint will carry out a thorough investigation. Those involved in the investigation will be expected to act in confidence and any breach of confidence will be treated as a serious matter.

On conclusion of the investigation, which will normally be within ten working days of the meeting with you, the decision of the investigator, detailing the findings, will be sent in writing to you.

## D) GENERAL NOTES

- 1) If the decision is that the allegation is well founded, the discriminator/harasser will be subject to disciplinary action in accordance with our disciplinary procedure (if the person is an employee of the Company). If the discriminator/harasser is a worker then similarly fair procedures will be adopted before any decision is taken to issue a reprimand or terminate their contract.
- 2) If you bring a complaint of discrimination/harassment you will not be victimised for having brought the complaint. However if it is concluded that the complaint is both untrue and has been brought with malicious intent, you will be liable to termination of your engagement.

# Whistle-Blowers

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## A) INTRODUCTION

Under certain circumstances, workers are protected from suffering any detriment or termination of engagement if they make disclosures about organisations for whom they work.

## B) QUALIFYING DISCLOSURES

- 1) Certain disclosures are prescribed by law as “qualifying disclosures”. A “qualifying disclosure” means a disclosure of information that the worker genuinely and reasonably believes is in the public interest and shows that the Company has committed a “relevant failure” by:
  - a) committing a criminal offence;
  - b) failing to comply with a legal obligation;
  - c) a miscarriage of justice;
  - d) endangering the health and safety of an individual;
  - e) environmental damage; or
  - f) concealing any information relating to the above.
- 2) These acts can be in the past, present or future, so that, for example, a disclosure qualifies if it relates to environmental damage that has happened, is happening, or is likely to happen. The Company will take any concerns that you may raise relating to the above matters very seriously.
- 3) The Employment Rights Act 1996 provides protection for workers who ‘blow the whistle’ where they reasonably believe that some form of illegality, injustice or breach of health and safety has occurred or is likely to occur. The disclosure has to be “in the public interest”. We encourage you to use the procedure to raise any such concerns.

## C) THE PROCEDURE

- 1) In the first instance you should report any concerns you may have to your Manager who will treat the matter with complete confidence. If you are not satisfied with the explanation or reason given to you, you should raise the matter with the appropriate official organisation or regulatory body.
- 2) If you do not report your concerns to your Manager you should take them direct to the appropriate organisation or body.

## D) TREATMENT BY OTHERS

Bullying, harassment or any other detrimental treatment afforded to a colleague who has made a qualifying disclosure is unacceptable.