

DEXTERS RECRUITMENT LTD

AGENCY WORKERS STAFF HANDBOOK



INTRODUCTION

Welcome to Dexters Recruitment, we are delighted you have chosen to work with us.

The content of this handbook has been designed to assist you during your temporary assignment with us. This provides you with important information about working for Dexters Recruitment and what we need from you to enable us to maintain a strong working relationship with one another.

Please take your time to read through this and feel free to contact one of our consultants if you have any further questions.

Dexters Recruitment are members of REC (Recruitment & Employment Confederation) We hold a GLAA license (Gangmasters & Labour Abuse Authority)

We also hold our ISO 9001:2015 Quality Management accreditation

CONTACT INFORMATION

You can contact us by telephone on 01493 718696 or by email info@dextersgy.co.uk or by writing or coming into our main office at:

43 North Quay
GREAT YARMOUTH
Norfolk
NR30 1JE

WHILST WORKING FOR DEXTERS RECRUITMENT

PAYE

On finding you an assignment of work we will need you to complete full registration. Part of registration is providing us with your Identification and right to work checks if required. Please ensure you keep us up to date with your right to work.

We will also need your last issued P45 or for you to complete a New Starter Checklist.

Your working week is Monday – Sunday. For any hours worked during that week you will get paid the following Friday.

TIMESHEETS

Timesheets are usually completed and sent to us by the client, so you will not need to let us know what hours you have worked. In some circumstances we may need to communicate with you to check or retrieve these.

If you are required to clock in/out, you are responsible for doing this yourself. You must never clock in or out for anyone else. This will be explained to you on site. Failure to record your working hours may result in you not being paid correctly.

PAYSLIPS

All your payslips will be uploaded to your personal online portal through Sage HR. You will receive an email from Sage HR for you to activate your portal. Please do this as soon as possible as the link expires. This portal will also be used for any notices or information we would like to advise you on along with any forms we need you to complete.

HOLIDAY

In accordance with the Working Time Regulations 1998 you are entitled to pro rata 5.6 week / 28 days paid holiday per year; this includes 8 bank holidays. You will accrue this holiday entitlement as you work.

To use your accrued holiday entitlement, you must request your holiday with your site manager at your current workplace and confirm to Dexters that this has been approved along with the dates booked. If you have enough holiday accrued, this will be paid. You must book your holiday 2 weeks in advance - failure to do so may result in unpaid leave. Holiday can only be paid up to a maximum of your full working weekly hours, per week. The holiday year is January – December. All holiday accruals must be taken during the holiday year in which it is accrued and cannot be carried forward to the next year. Any holiday not taken by 31st December will be lost.

Bank Holidays If you would like bank holidays paid you will need to let us know, this will be paid out of your holiday accrual.

PAY RATE

Your rate of pay will be stated on your assignment form. If there is any change to this, you will receive a revised assignment form.

Details of deductions from your wages are below:

PAYE tax and employee NI contributions are required by law. This is worked out on an individual basis. Everyone has a Tax code unique to their personal situation.

Pension Scheme Once you commence working with Dexters, and if eligible, you will be automatically enrolled into our pension scheme provided by Scottish Widows which is postponed for 12 weeks. After your 12-week postponement, your contributions will automatically start, 5% of your pensionable pay will go to your pension and

Dexters will contribute 3% of your pensionable pay, which is all paid directly to Scottish Widows and added to your account to build up.

If you are happy to stay in the pension scheme you don't need to do anything, this is all done for you. If you do not want to be part of the pension scheme you need to opt-out. Opt out can be done anytime during your 12-week postponement, however if you wish to opt out once you have started paying your contributions, you must do this within 30 days to have the contributions returned to you. You will receive letters from Dexters regarding your pension and how it all works. When you start paying into the pension you will also receive a welcome pack from Scottish Widows.

Contact Dexters for any help and guidance, alternatively you can contact Scottish Widows, address and telephone number is:

15 Dalkeith Road, Edinburgh, EH16 5BU

Tel: 08458 357 367

Student Loan If you hold a student loan, a percentage of this will automatically be taken from your wages to pay towards repaying your loan.

Debt repayment If we are contacted for any debt repayment we are required by law to make the requested deductions. You will also receive a letter regarding the deductions – so you will be aware of this being set up.

Representative example of your pay – Please refer to your KID form when starting an assignment for an example of pay. *Example can vary dependant on personal circumstances, pay rate and tax code etc*

SICKNESS / ABSENCE

If you are sick or unable to get to work, you must contact **01493 718696** at least 1 hour before your shift starts. If our office is closed, you can leave a voicemail (24 hrs) and someone will call you back to discuss.

You must provide us with evidence of incapacity to work, which may be by way of a self-certificate - by completing a SC2 form, after the first week we will need a fit note from your Doctor/Hospital/Health professional.

*SSP will only be payable where the Agency Worker meets the statutory eligibility requirements and has complied with the sickness reporting procedures and evidence requirements set out in this *Handbook* and the *Whilst working for Dexters* information sheet.

*Please note that the Hirer may elect to terminate the assignment or request a replacement Agency Worker at any point. If this is the case, your employment would immediately cease.

Jury Service If you are required to attend jury service you are required to advise us and your line manager on site immediately by presenting the notification you have received. You may be able to claim expenses and loss of earnings; you will need to collect a form from the court to process.

Appointments If you book any appointments i.e. Dentist / Dr's please try where possible to book this in advance and at a time where this does not interfere with working hours. We would like to see your appointment confirmation if this appointment does have to be within working hours.

Leaving Site If you need to leave site whilst on an assignment, please make sure you discuss this with your on site manager. If you leave/walk off site without speaking to your on-site supervisor / manager – this will result in unpaid hours.

PARENTS & CARERS

Statutory Maternity, Paternity and Adoption pay

If you take time off to have a baby or adopt a child you may qualify for paid leave for (Statutory Maternity, Paternity and Adoption pay). You will be required to complete and submit the relevant forms. Please contact us to discuss as soon as possible.

PREGNANT WORKERS, MATERNITY PAY

On becoming pregnant, you should notify a member of staff at Dexters Recruitment as soon as you feel able to do so. This is important because there are health and safety precautions we need to take into consideration. We will need to arrange with your place of work to carry out an onsite workplace Risk Assessment, to ensure you or your unborn baby's health is not put at risk. This may mean your duties or your area of work could change.

You must also provide the company with a MAT B1 form from your 20-week midwife appointment. The form must have the doctor's/midwife's name. This will be passed to payroll to process if you are entitled to Statutory Maternity Pay.

PATERNITY PAY

Expectant Fathers who meet the qualifying criteria for Paternity pay are entitled to 2 weeks pay which need to be taken within 8 weeks of the child's birth. You will need to supply a completed MAT B1 form to Dexters Recruitment which we will process through payroll.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

If your work requires you to have PPE you will be advised by your consultant and this will be stated on your assignment form. If you arrive on site without the required PPE you may be turned away and will not be paid for your shift. If you have your own PPE we will need to inspect it as it must be fit for purpose, or it will not be permitted on site due to Health & Safety regulations.

Some clients require specific PPE in which case your consultant will discuss this with you further.

GENERAL INFORMATION ABOUT RULES COVERING HEALTH & SAFETY

Please note: our client will give you Health & Safety advice on commencement of any assignment. Until then or in absence of any specific instruction being necessary, you are required to read and observe these general rules.

If you have any questions or feel you need further Health & Safety guidance, please contact your local office.

WORKING PRACTICES

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

HAZARDS/WARNING SIGNS & NOTICES

- You **must** comply with all hazards/warning signs and notices displayed on the premises.

WORKING CONDITIONS/ENVIRONMENTS

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

PROTECTIVE CLOTHING & EQUIPMENT

- You **must** wear protective equipment where required.
- You **must never** obstruct any fire escape route, fire equipment or doors.

ACCIDENTS

- You **must** see the first aider for any injury you may receive, irrespective of how minor and ensure details are entered into an accident book.
- **You must** report any incident in which damage is caused to property.
- All accidents need to be reported to Dexters Recruitment and a copy of the accident report emailed or delivered to your consultant.

HEALTH

- You **must** report any medical condition that could affect the safety of yourself or others.
- You **must not** become involved in any horseplay or practical jokes.
- You **must** follow all rules pertaining to **no smoking** areas.

DRUGS & ALCOHOL

Dexters Recruited Ltd operate a zero-tolerance policy on the use of Drugs, Alcohol and Controlled Substances.

Dexters Recruitment Ltd believes that it is essential that all employees, workers and those who render services to the Company or at the Company's premises are in full command of themselves and have all of their faculties throughout the working day.

Dexters Recruitment Ltd requires you to present yourself for work on each occasion required under your contract in complete command of all your faculties i.e. without any dependence on alcohol or any other drugs of a nonmedicinal nature and to maintain that state until the completion of your working hours under your contract. If during the course of your working day you have to take medicinal drugs on a regular basis, this fact should be advised to Dexters Recruitment Ltd confidentially on registration.

In the event that you present yourself at work or during working hours you are in a condition where the client believes you to be under the influence of alcohol or drugs and you are not able to carry out your duties in a proper, fit and safe way you will not be allowed to commence work or continue work. As a temporary worker you will be told to leave site and your assignment will be ended immediately.

If Dexters Recruitment Ltd suspects that you are in the possession of alcohol or drugs you will be required to consent to a search of your belongings. If you are found to be in possession of any alcohol or illegal substances or if Dexters Recruitment Ltd believe you are dealing, buying, selling or receiving drugs or alcohol, you will be told to leave site, and your assignment will be ended immediately. Where a criminal offence is suspected the Company shall inform the police.

Use of prescription drugs *during* your assignment – ie strong painkillers etc that warn of drowsiness – must be disclosed to Dexters Recruitment Ltd and your on-site manager before your shift or before your assignment starts.

All employees and workers are required to inform Dexters Recruitment Ltd or any appropriate person if they suspect any fellow worker may be acting in breach of this policy.

HARASSMENT & BULLYING

Dexters Recruitment will not accept any form of Harassment and Bullying in the workplace, this includes Racial and Sexual harassment.

If you feel that you have been exposed to any form of harassment or bullying at your place of work please report immediately to your consultant. You will need to provide a statement in writing.

Harassment and Bullying can take on many forms, below are some examples: -

- Insensitive comments or pranks
- Verbal or physical sexual behaviour
- Comments on sexual orientation, colour, religion, disability and nationality

GRIEVANCE PROCEDURE

Whilst working for Dexters, if you have any concerns or issues relating to a situation at your place of work, please firstly discuss this with your Manager / Supervisor on site, then please let Dexters know. It may be that the issue is sorted at your place of work, but Dexters would like to be advised of the situation as we would like to know how things have been dealt with. If the situation hasn't been resolved, we would like this put in writing so we can ensure it is dealt with correctly. Dexters will deal with any complaints in writing as quickly and efficiently as possible.

DISCIPLINARY

Dexters take pride in its commitment and service to our clients. This is measured by the attention the client receives from our consultants and the standard of work from the candidates that we supply.

Whilst you are working for Dexters you will be a representative of the company, and we expect you to act accordingly. If we are advised or receive concerns from clients regarding candidates supplied, we will contact you to discuss. If the matter cannot be resolved, it may be necessary that you are removed from the assignment.

WORKING TIME REGULATIONS 1998

The Working Time Regulations is a piece of legislation that aims to protect workers health and safety and wellbeing of all workers. Your health and safety is important to us and our clients.

Your supervisor on site will inform you of any breaks you may be entitled to take. Your working hours will vary from assignment to assignment, but you will be informed of these prior to starting.

If you are able and happy to work for more than 48 hours within one 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 Working Time Regulations covers the total number of hours worked so if you have registered with other agencies or have other paid work please let us know.

PERSONAL CHANGES

If you have any changes to your circumstances, please let us know. This could be a change of address, new contact number, changes to your CV, medical changes or any other changes that you think we may need to know.

If you secure a job elsewhere, you will need to let us know as soon as possible and ideally giving us a few days' notice so we can arrange a replacement for your position. On this information we will arrange for your P45 to be issued.

PRIVACY AND DATA PROTECTION

Dexters Recruitment are a data controller and registered with the ICO for the purposes of the General Data Protection Regulations. We ensure that the data you supply to us is kept confidential and only used for the purposes of job finding services.

PRIVACY POLICY

Scope of this Privacy Policy

This Privacy Policy applies to all personal data collected and processed about:

Temporary workers directly employed or engaged by Dexters Recruitment Ltd for client assignments

We may continue to process your data as a Candidate throughout and after your employment with us, in line with this policy.

What Personal Data We Collect

We may collect, use, and store the following categories of personal data, including but not limited to:

- Identification & Contact Information: Name, home address, email, telephone numbers, date and country of birth, gender, National Insurance number, government-issued identification (e.g. passport, ID card, driving license)
- Employment Information: Start date, contract details, job role, payroll records, remuneration, pension and benefit details, employment history, references, training, promotions, performance reviews
- Financial Data: Bank account information, tax information, salary, bonus and deductions
- Right to Work: Visa, residency, and work permit documentation
- Special Category Data (where applicable): health/disability information (when relevant to obligations or benefits), and equal opportunities data
- Emergency Contacts & Dependents: Name and relationship of next of kin and dependents

How We Collect Your Personal Data We

obtain your personal data from:

- Directly from you via registration forms, onboarding documents, email communication, or meetings with HR or recruitment staff
- Your previous employers and reference contacts
- Pension providers, and tax authorities
- Our internal systems (e.g., payroll, HR software)

Why We Process Your Personal Data We

process your personal data to:

- Enter into and manage your employment or engagement contract
- Pay you and administer benefits
- Track attendance, performance, and conduct
- Fulfil our legal obligations (e.g. HMRC reporting, right to work checks)
- Maintain accurate personnel records
- Provide references to future employers (where lawful)
- Ensure workplace safety and fulfil our duty of care
- Defend legal claims and maintain compliance

Legal Bases for Processing Your Data

We rely on several lawful grounds, depending on the purpose:

- Contractual Necessity: To fulfil employment contracts (e.g. processing payroll)
- Legal Obligation: Compliance with laws (e.g. right to work, tax reporting)
- Legitimate Interest: Efficient business operations
- Consent: Where required
- Employment & HMRC Law

Who Has Access to Your Data

Your data may be accessed or shared with:

- Dexters Recruitment Ltd internal staff: Recruitment, HR, payroll, IT, management
- Clients you are assigned to (for job placement purposes)
- External service providers: IT support, auditors, legal advisors
- Government or regulatory bodies (e.g., HMRC, tax authorities)
- Medical professionals or occupational health specialists (as appropriate)

How We Protect Your Data

We use appropriate technical and organisational security measures to safeguard your personal data.

- Restricted access to HR and payroll systems
- Encrypted storage and secure servers
- Staff training on data protection
- Contracts with third parties ensuring confidentiality and compliance

How Long We Retain Your Data

We retain personal data only for as long as necessary and in line with our data retention policies.

- If no meaningful contact within 3 years, data is securely deleted unless legally required
- "Meaningful contact" includes job applications, updates, or communication
- Retention may extend if required for legal or tax reasons

Your Rights

You have the right to:

- Access your personal data
- Request correction or deletion of data
- Object to or restrict processing
- Data portability (where applicable)

Contact

If you have questions about this Privacy Policy or your personal data or to exercise your rights:

Email: ryan@dextersgy.co.uk

Phone: 01493 718 696

Postal Address: Ryan Todd, Dexters Recruitment Ltd, 43 North Quay, Great Yarmouth, NR30 1JE

Company Registration Number: 07148579

Please refer to our website www.dextersgy.co.uk for our full Privacy Notice.

MODERN SLAVERY

Dexters Recruitment Ltd is committed to eliminating modern slavery, human trafficking, forced labour, and similar human rights abuses.

Dexters Recruitment Ltd is committed to ensuring that its staff and any workers it supplies (directly or indirectly) are not subject to behaviour or threats that may amount to modern slavery, human trafficking, forced labour, and similar human rights abuses.

Dexters Recruitment Ltd provides appropriate training and awareness information for all of its staff. In particular:

All of our staff receive awareness-raising information around issues involving modern slavery and human trafficking, so that they can bring any concerns they have to the attention of management.

Any staff, workers or other parties are strongly encouraged to report any concerns or suspicions that they might have to Kim Dexter, Lisa Woods, Ryan Todd, Jill Roper (company directors) immediately.

Reports surrounding these issues are taken extremely seriously by the directors and senior leadership team who are committed to ensuring that all investigations shall be prompt and effective. If our investigations reveal any issues, we are committed to taking appropriate action, including but not limited to:

- Working with the appropriate organisations to improve standards, • Removing that organisation from our preferred supplier list,
- Passing details to appropriate law enforcement bodies.

We would also recommend reading this in conjunction with our other policies, including our:

- Anti-bribery policy
- Whistle-blowing policy

This policy was adopted on 30th January 2018 after being agreed by the directors. It is reviewed annually or when applicable.

ANTI-BRIBERY

AGENCIES SHOULD NOT TAKE MONEY FOR WORK FROM YOU, if you have been asked or approached by anyone asking you for money in exchange for work please call us on 01493 718696 or email info@dextersgy.co.uk

DISCLAIMER

The information in the Dexters Agency Workers Handbook is to provide general guidance.

At time of writing the information contained within this handbook was correct but however are subject to change depending on Government Legislation. Any major changes will be notified to Agency Workers.

For online information regarding employment rights please visit www.gov.uk

FEEDBACK AND SUPPORT

We are committed to providing the best service to all our customers. We would love to hear from you with all types of feedback. Whether good or bad we are always open to see where we can improve.

If you have any questions, concerns or complaints please contact us:

By Telephone	01493 718696
By Email	info@dextersgy.co.uk
By Post or to visit in person	43 North Quay Great Yarmouth Norfolk NR30 1JE