

quest employment

flexible employee induction booklet

issued by Quest Employment at

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Employer's Name:
Employer's Address:

Quest Employment Ltd
112 Abington Street, Northampton NN1 2BP

Definitions:-

The Company:

The Company shall act as a gangmaster (as defined in Section 4 of the Gangmasters (Licensing) Act) when introducing the Employee into Assignments with its Clients to which this Act applies and as an employment business (as defined in Section 13(5) of the Employment Agencies Act 1973) when introducing or supplying the Employee into all other Assignments with its Hirers

Quest Employment Ltd:

Owner of businesses known as Quest Employment

Flexible Employee:

Any person employed by the Company and introduced to or supplied to the Client for the purpose of carrying out work

Client:

The person, firm, or company to whom you are assigned to work

Line Manager:

The line manager of the Client to whom you report on a day-to-day basis

Branch Manager:

The manager of the Branch responsible for the specific Client, based at the local Quest Branch

Consultant:

The Consultant responsible for the specific Client, based at the local Quest Branch

Payroll:

The department at Quest Head Office that deals with payment of employees wages

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Section 1

Welcome to Quest Employment Ltd

As a flexible employee of Quest Employment Ltd, you have joined a Company that holds the distinction of being one of the most successful independent recruitment agencies in the country.

All at Quest Employment take great care to develop a relationship with all our flexible employees and to maximise their potential by providing advice and help where we can.

We are delighted you have chosen to join us.

This handbook is issued to all flexible employees as a guide, not only to our terms and conditions but also to the wider environment in which we work. Please read it carefully. If you have any queries, speak to your branch contact.

If you need a copy of your induction booklet translated please speak to your branch representative who will organise for this to happen at the earliest convenience.

A copy of this booklet can also be found at www.questemployment.co.uk

Thank you for coming to Quest Employment Ltd, we look forward to a long and successful working relationship with you.

Section 2 : Terms of Employment

You will have been issued a Contract of Employment and in respect of the Employment Rights Act 1996, this handbook gives further details of your terms and conditions of employment with the Company. The hand book contains Company policies which the Company may, at its discretion, change from time to time according to the needs of the business.

You are a flexible employee of Quest Employment Ltd, and whilst the Client can at any time request that you be removed from an assignment, this does not necessarily mean that your employment with the Company is terminated.

You will be expected, whilst on assignment, to devote your full time and attention to the business of the Client and the role that you have been assigned to.

It is a requirement for you to provide the Company with documentation confirming your eligibility to work in the UK. This must be supplied in accordance with Section 8 of the Asylum and Immigration Act 1996.

Your employment is subject to the receipt of a minimum of two satisfactory references and where necessary, verification of any qualifications, licences or certificates, and any medical requirements applicable to your assignment. For certain assignments it may be necessary for the Company to obtain further information from you relevant to that assignment, this may include additional references, identification and the requirement to undertake a credit check.

There may be occasions when the Company needs to obtain further information with regard to your health and fitness to fulfil the duties of an assignment, therefore, the Company reserves the right to ask for your authority to access your medical records or alternatively to ask you to attend a Company Medical Advisor or Occupational Medical Advisor.

For reasons of Health & Safety, there are a number of job functions that the Company will not assign you to, or will only assign you, having gained authority from a Quest Employment Ltd Director. A list of these job functions is contained in this handbook (Section 17), however this list is not finite.

Section 3 : Conduct On Assignments

The Company's ability to offer you suitable assignments depends on our continued reputation for quality and reliability. It is therefore important that as a Quest flexible employee, you conduct yourself in a professional manner at all times and adhere to the requirements within this Handbook on each and every assignment.

Whilst on assignment, you will be required to co-operate with the Client's reasonable instructions and accept the direction, control and supervision of any responsible person in the Client's organisation.

You will be required to observe any relevant rules and regulations of the Client's organisation (including normal hours of work).

You must not engage in any conduct that is detrimental to the interests of the Company, or any of its Clients.

You must not at any time divulge to any person, nor use for your own or any other person's benefit, any confidential information relating to the Client's or the Company's employees, business affairs, transactions or finances.

You should take all reasonable steps to safeguard your own health and safety and that of any other person who may be present or be affected by your actions whilst working on an assignment it is essential that you comply with the Health and Safety policies and procedures of the Client that you are assigned to.

Client Equipment

All equipment and items supplied to you by either the Company or its Clients must be returned to the respective party upon completion of the assignment or termination of your Contract of Employment, or earlier if requested to do so.

Whilst working on an assignment, any equipment supplied to you for use during your assignment must be used in the manner instructed by the Client and with due care and consideration at all times.

In the event of failure to return equipment, or in cases of wilful or negligent damage to equipment, the Company reserves the right (by way of your remuneration, bonus or any monies due to you) to deduct the cost of such items and reclaim any outstanding balance from you. If the property belonged to our Client, the money will be repaid to them to cover the cost of the items.

Client Company Vehicles

The Company takes all reasonable steps to ensure that you are qualified and willing to undertake any duties that the Client has informed us will be required. This includes ensuring that where you may be required to drive a Client Company vehicle you have the appropriate driving licence. Should you be requested by the Client to undertake any driving duties you must contact your Branch before doing so in order that we may make the appropriate check.

Capability / Client Complaints

The Company will take all reasonable steps to ensure that you are capable of performing the requirements of your assignment, prior to placing you with a Client. However, should a Client identify that you are not capable of performing the assignment to the standard required, the Company reserves the right to remove you from the assignment and seek to place you elsewhere.

Any complaint received from a Client with regard to your conduct and or capabilities, will be dealt with appropriately and may be dealt with through the Disciplinary Process, which could lead to the termination of your assignment and/or employment.

Section 4 : Hours of Work

Your 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 the Clients' requirements. Accordingly, you acknowledge that there may be periods of time when no work is available for you. You will only be paid for the hours that you actually work.

The Working Time Regulations impose an average 48 hour weekly working time which is calculated over any period of 17 weeks, or if you work for less than this, for the period worked. You may have signed an Opt-out agreement, whereby you have agreed to work hours which exceed the maximum average weekly working time limit of 48 hours, as imposed by the Working Time Regulations 1998 (these Regulations do not apply to Drivers). Should you wish to withdraw your agreement, you should submit your request in writing to your Consultant, giving 7 days notice.

When your daily shift lasts, or is expected to last for six hours or more you will normally be entitled to a rest break of at least 20 minutes. The Client will advise details at commencement of your assignment and breaks should be taken in agreement with the Line Manager. You are also entitled to at least 11 hours consecutive rest in each 24 hour period and an interrupted weekly rest period of not less than 24 hours in each 7 day period.

To increase your chances of work you must call Quest Employment each morning between 8.00am - 9.00am for work that day and/or 4.30pm - 5.30pm in the evening for work the following day.

If for any reason you cannot attend work you must give Quest Employment as much notice as humanly possible before the start of your assignment. This gives us time to arrange a replacement for your assignment causing minimal disruption.

If for any reason you cannot complete the day inform Quest immediately. **NEVER WALK OUT!!**

At the end of your shift ask your supervisor if you are required the next day.

If there is no work for you telephone Quest for details of your next assignment.

Overtime

Where the need for overtime arises, the Client will advise their requirements. Any reasonable request for overtime will be paid at the rate applicable to the particular assignment. Details of the rates that apply to overtime will be communicated at commencement of your assignment or when appropriate thereafter.

Night Working

The official definition of a night worker is someone who works more than three hours at night (between 11pm and 6am) as part of the normal course of their job. If you do regularly work at night you should by law not work more than an average of eight hours in each 24 hours during a 17 week period.

In compliance with Working Time Regulations you may have completed a Health Self Assessment Declaration for Night Workers, the purpose of this declaration is to assess your fitness to carry out night work whilst working on an assignment from the Company.

Whilst there is no difference in the physical demands of night work compared to day work the human body is naturally programmed to sleep at night. The disruption to sleep patterns can aggravate certain medical conditions, albeit often temporarily. Additionally the reduced access to services and facilities that may be apparent both inside and outside the workplace at night can have an effect. If you accept an assignment from us as a night worker, you will be required to complete a Health Self Assessment Declaration for Night Workers.

Section 5 : Working Time Regulations

The Working Time Regulations are important in imposing limits on working hours, creating rights to rest periods and breaks, and a right to paid holiday leave. As the Agency responsible for paying you as a Flexible Employee, we are also responsible for ensuring that the Regulations are complied with. This together with the Flexible Employee Standard Conditions of Work forms the terms and conditions of your engagement.

Opting Out Agreement

The Regulations impose an average 48 hour weekly working limit (the limit) which applies to you in respect of work carried out for a Client Company. The average hours per week are calculated over any period of 17 weeks, or if you work for less than this, for the period worked. Quest Employment wish to exclude this limit for any Client for whom you carry out work as in our view it is not appropriate to the needs of our Clients or realistic given the nature of temporary work.

You are entitled to work in excess of the limit provided you agree to this in writing. You are not obliged to agree to opt out of the limit: it is a matter of choice for you. If you agree to opt out, please sign where indicated at the end of this agreement. Quest Employment will require you to give 7 days notice in writing to terminate the opting out agreement.

Records

We shall keep a proper record of your hours worked.

Rest Breaks/Periods

Adult workers are entitled to the following:-

- 1) To at least 11 hours consecutive rest in each 24 hour period;*
- 2) An uninterrupted weekly rest period of not less than 24 hours in each 7 day period;*
and
- 3) A rest break after 6 hours work of not less than 20 minutes to be spent away from the work station.*

Normally, you will enjoy a lunch break, and the arrangements with the Client Company may allow for other rest breaks or periods.

Quest Employment reserves the right under the Regulations to vary the rest breaks or periods where special circumstances occur, subject to ensuring you have compensatory rest at other times. Appropriate arrangements will be reached between Quest Employment and the Client Company to ensure rest breaks and periods or other compensatory rest is provided.

Section 6 : Training

The Company will ensure that you are provided with adequate information, instruction and training, in order to fulfil each assignment safely and effectively. If you are concerned about the adequacy of the information, instruction and training you receive, please discuss this with your Consultant.

Section 7 : Absence

If you are absent from work for any reason you must inform your Consultant 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 the absence. If you do not follow these requirements, you may lose your entitlement to Statutory Sick Pay 'SSP'. You may also be subject to disciplinary action in terms of the Quest disciplinary policy and procedure.

Once you are fit to return to work, you should inform your Consultant who will re-assign you as soon as possible. The Company cannot guarantee the availability of your previous assignment. The Company takes a very serious view of un-notified absence and failure to follow the procedure may result in the loss of entitlement to Statutory Sick Pay (SSP), and/or to formal disciplinary action. For further information refer to the Company Sickness and Absence Policy.

Section 8 : Punctuality

You are required to be punctual for each assignment. Details of your hours will be communicated to you at the commencement of your assignment. It is a requirement of the Company that you are present at your workstation, ready to commence work, at your agreed start time.

Section 9 : Pay Details

Timesheets

You will be required to submit a completed timesheet in respect of any assignments you undertake. The Company will issue you with a fresh timesheet for each week you work. Where you are assigned to more than one client in any week, you will need to complete and submit a fresh timesheet for each separate assignment.

All completed timesheets need to be returned to your Quest Branch, or other designated point of contact, by 9am on the Monday following your week of work, at the very latest. Your timesheet should clearly identify your start and finish times and total hours worked. Quest undertake to pay you for hours worked upon verification of those hours whether or not Quest are paid by the Client. Failure to hand in a completed timesheet signed by an authorised representative of the Client may cause a delay in processing your pay.

On some assignments our Clients may have an agreement with the Company to transfer hours electronically or by other methods. Your Consultant will inform you of these alternative arrangements if they apply to your assignment.

We will always try to issue you with a timesheet before you commence an assignment. At the end of the assignment the timesheet must be signed in ink by your supervisor. Without a signature your timesheet is worthless - leave the bottom copy with your supervisor, return the top copy to Quest.

If we do not have time to issue you with a timesheet, a letterhead from the company that you are working for will be acceptable providing it is signed and shows your name and full hours of work.

If you are required to use a clock card you must clock in and out as instructed. Failure to do so could delay payment - it is your responsibility.

For your convenience you may leave timesheets in the outside letterbox over the weekend - always mark for the attention of Quest.

Payment

It is your responsibility to give us your correct bank account details. Failure to supply details or incorrect details could delay payment.

Payslips are emailed and/or available for collection at you local branch.

Any wage queries should be notified as soon as possible. Queries cannot be resolved on the spot. Please note that we do not pay in advance and that we do not give 'subs'.

Tax and national insurance

We feel it is good working practice that every member of staff working for Quest Employment will obtain a National Insurance Number within 12 weeks of work commencing. To make your appointment the National Insurance Help Line number is 0845 600 0643.

Your P45 tells us how much tax you should be paying. As soon as it is available you should give it to us.

If you have no P45 you must complete a P46 before leaving the office to allow us to give you some tax free pay. If you have not completed one please ask and we will provide one.

Tax Office

Should you have any queries relating to your tax code you should contact the tax office below; Please ensure that you have your National Insurance number and your Quest payroll number to hand.

HM Revenue & Customs, Leics & Northants Area, Saxon House, 1 Causeway Lane, Leicester LE1 4AA

Telephone 0845 3021442

Reference 267/GZ80354

Section 10 : General Rules

Duty to Report Misconduct

You are expected to act with honesty at all times. Acts of misconduct, dishonesty, or any breaches of the Company or its Clients' rules must be reported to your Line Manager or your Consultant, whether these are actually committed or just contemplated or discussed by any of your colleagues. The Company will treat any matter that you raise as confidential, as far as this is practicable. A failure to report such conduct will be treated as a serious disciplinary matter.

Private Activities

Neither the Company nor its Client's premises and/or equipment may be used for the sale, promotion, display or exchange of literature, pamphlets or goods, whether for charitable, political, commercial or other purposes unless by prior written agreement of a Quest Director. A breach of this rule may result in disciplinary action being taken against you including dismissal.

Personal Property

The company cannot accept any responsibility for loss or damage to employee's personal property. You are advised not to bring valuable items on to the Company or its Clients premises.

Security Policy

Quest Employment does not tolerate theft in any form. Nor does Quest Employment permit any inappropriate items that may harm you or others or put you or others at risk or otherwise be unsuitable to be brought into the workplace, such as drugs, alcohol, counterfeit goods or pornographic materials. To combat the risk of theft and to keep the workplace as safe as possible, Quest Employment has a stop and search policy with which you are required to co-operate and comply as a condition of your employment.

This policy applies to all employees and anyone working at Quest Employment Clients.

Dress

Whilst on assignment you should maintain a professional appearance. Dress should be appropriate for your working environment. Where a specific dress code is required on an assignment, your Consultant will inform you of the details. Due regard will be paid to religious, cultural and health and safety needs of all employees.

Trade Unions

You have a legal entitlement to be a member of a trade union of your choice, or indeed not to be a member of any trade union. The Company does not recognise any trade union for collective bargaining purposes.

Ex-Offenders

Subject to the Rehabilitation of Offenders Act 1974, the Company reserves the right to employ or not employ individuals who have a current unspent conviction. Should you be convicted of a criminal offence whilst you are an employee of the Company, the Company reserves the right to terminate your employment.

Section 11 : Leaving the Company

Notice

The Employee may terminate their employment by giving one week's notice in writing to the Company.

The Company may terminate the Employee's employment by giving the following notice in writing:

- 1) *one week's notice if the Employee has been employed by the Company continuously for one month or more, but for less than two years; or*
- 2) *two weeks' notice if the Employee has been employed by the Company continuously for two years, and one additional week's notice for each further complete year of continuous employment up to a maximum of 12 weeks' notice.*

The Company cannot guarantee that work will be available for the Employee during any notice period.

The Company reserves the option in its absolute discretion to terminate the Employee's employment by paying him in lieu of notice equal to the basic salary (as at the date of termination) which the Employee would have been entitled to receive under this contract during the notice period referred to at clause 11.2 (or, if notice has already been given, during the remainder of the notice period), less income tax and National Insurance contributions. The Employee shall have no right to receive a payment in lieu of notice unless the Company has exercised its discretion under this clause.

The Company reserves the right to terminate the Employee's employment without notice if:

- 1) *the Employee unreasonably rejects an Assignment;*
- 2) *the Employee fails to attend an Assignment that they have agreed to undertake without informing the Company; or*
- 3) *the Employee is unavailable to undertake Assignments for more than four continuous weeks.*
- 4) *the Company discovers that the Employee does not have permission to work in the UK or if that permission is revoked or is no longer valid*

Whilst not on Assignment the Employee must keep in regular contact with the Company to confirm their availability for work. Should the Employee fail to contact the Company for a period of four consecutive weeks whilst not on Assignment the Employee agrees that they will be deemed to have terminated their employment with immediate effect and the Company shall send their P45 to their last known address. The Company may terminate this Agreement immediately in the event of any serious breach of these terms or any act of gross misconduct by the Employee.

Termination of Assignments

The Company may terminate an Assignment immediately without prior notice or liability (save for payment for hours worked by the Employee up to the date of termination of the Assignment).

The Employee acknowledges that the continuation of an Assignment is subject to and conditioned by the continuation of the contract between the Company and the Hirer. In the event that the contract between the Company and the Hirer is terminated for any reason the Assignment shall cease with immediate effect without liability to the Company (save for payment for hours worked by the Employee up to the date of termination of the Assignment).

If the Employee does not inform the Company or the Hirer that they are unable to attend work during the course of an Assignment pursuant to Clause 8.2 this will be treated as immediate termination of the Assignment by the Employee, unless the Employee can show that exceptional circumstances prevented them from complying with their obligations under Clause 8.2. In the event that an Assignment is deemed to have been terminated by the Employee by virtue of the requirements of Clause 8.2 not having been met by the Employee such termination shall be immediate and without liability to the Company (save for payment for hours worked by the Employee up to the date of termination of the Assignment).

If the Employee is absent during the course of an Assignment and the Assignment has not been otherwise terminated under Clauses 12.1 or 12.2 the Company will be entitled to terminate the Assignment if the work to which the Employee was assigned is no longer available. Such termination shall be immediate and without liability to the Company (save for payment for hours worked by the Employee up to the date of termination of the Assignment).

Employment By The Client

If, as a result of your assignment with a Quest Employment Client, that Client offers you employment, you should make the Company aware of the offer.

Section 12 : Remuneration

Rate of Pay

Whilst on assignment, your entitlement is to be paid only in respect of the hours that you work. Your basic rate of pay will be no less than the National Minimum Wage in force at the time for hours worked or where relevant, as per the appropriate Agricultural Wages Order. Rates will be particular to specific assignments and will be notified to you in advance via assignment schedules. An Employee may, by virtue of having completed the Qualifying Period for an Assignment, be entitled under the AWK to an increase in his/her pay and other emoluments and any such variation will be notified to the Employee in the Assignment Schedule.

You will not be paid for any time when you are not on an assignment, except when you are in receipt of holiday pay for holidays authorised in terms of the Company's holiday procedure.

You will not normally be paid for absence due to illness or injury, however you may be eligible to receive Statutory Sick Pay. Please refer to your branch consultant for further information. (For further details of SSP refer to section 7, the Absence section of this handbook)

In addition to the basic rate of pay the Company may, at its absolute discretion, make bonus, commission or incentive payments. There is no contractual or other entitlement to such payments and any scheme or practice implemented can be revised or withdrawn at any time, at the Company's discretion.

Quest Employment aims to pay the best rates possible; on the majority of contracts where other agencies supply temporary labour you will find that we pay at least the same if not more than other suppliers.

In order to be able to pay a higher rate than all our competitors we endeavour to provide our all our Clients with 100% attendance at all times. It is also our promise to clients that we inform them before the start of any shift of any Flexible Employee who will be absent from work at short notice.

Under no circumstances will any employee of Quest Employment be paid in cash for any services offered by Quest Employment.

Method of Payment

Payment will be made weekly or monthly in arrears by BACS transfer directly into your bank account. Payment is subject to the necessary tax and NI deductions. There is no entitlement to pay in respect of any period of time you have not worked.

Holiday Entitlement

Your holiday year with the Company runs from 1st January. This will then form the year on which the Company calculates your holiday entitlement.

In accordance with the Working Time Regulations 1998, The current statutory entitlement to paid annual leave is 5.6 weeks or, where relevant, as per the appropriate Agricultural Wages Order, subject to the following:

- 1) In the first year of an Assignment, holiday leave can only be taken if accrued, in respect of that Assignment;
- 2) The annual leave year shall commence on the 1st January of each year, and annual entitlement is based on the total length of assignments during the course of the year and whether the work is full time or is less than full time, the amount of the leave to be taken at any time during that year shall be based on the assignments worked to the date leave is taken;
- 3) At least 4 weeks' notice in writing must be given to Quest Employment of any holiday leave you would like to take;
- 4) Quest Employment is entitled to refuse any application for holiday leave on certain dates where it is not convenient for the Employer and/or Client;
- 5) No unused holiday leave can be carried over into the next holiday year.

Paid Leave Accrual

Where pay varies because employees work their normal hours at varying times and in varying amounts in different weeks, have their week's pay calculated differently. Their average weekly hours of work, in the preceding 12 weeks, are multiplied by their average hourly rate. The hourly rate is calculated as above and includes any shift allowance which is payable.

Calculation of the Value of a Leave Day

Example: If your average hours worked over the preceding 12 weeks = 32 per week and your average wage per hour = £6.22 (excluding overtime),

*You request 1 day holiday then your daily rate would be equal to:
32 hours (average hours per week worked) divided by 5 days = 6.4 hours per day, multiply 1 day's average hours by the average wage per hour of £6.22 = £39.81 per leave day.*

Section 13 : Benefits

Statutory Sick Pay

You may become eligible for Statutory Sick Pay entitlement (SSP) if, due to a legitimate illness, you have been absent for at least 4 days.

If you earn (in an average week) less than the National Insurance lower earning limit (currently in force), you will not be entitled to SSP. If this applies to you, we will issue you with an SSP1 form, in accordance with HM Revenue & Customs (HMRC) guidelines, which you should take along to your local Jobcentre Plus office to discuss your eligibility to claim incapacity benefit. If you are unsure or need further assistance, contact your Consultant.

You will need to complete and submit a Self Certification form to cover the first 7 calendar days of absence, production of a doctor's certificate is not necessary for this period in order for the Company to commence payment of SSP, providing that you meet the eligibility criteria and providing the Company has no reason to question the validity of the sickness absence.

SSP will normally become payable from the 4th day of absence for the first period of incapacity for work. A doctor's certificate should be submitted for any periods of absence beyond the first 7 calendar days.

It is important that you follow the correct procedure for reporting sickness absence. Failure to do so may jeopardise your entitlement, or may lead to disciplinary action that could lead to termination of your employment (see section 7 (Absence) of this handbook).

Pension Scheme

The company operates a stakeholder pension scheme, which you may be entitled to join. Your membership of the scheme is always subject to scheme rules. The scheme is run in partnership with Standard Life. The Stakeholder Pension is a very affordable and flexible way to build your income for retirement. You can take it with you when you change jobs. You are also able to increase your payments when you can afford to or reduce or stop them, when you can't.

Leaflets containing further details of the Quest Stakeholder Pension Scheme are available from your branch.

You are encouraged to speak to an independent Financial Advisor, who will be able to provide you with the best advice for your personal circumstances.

Section 14 : Family Friendly Entitlements

For further information on the Family Friendly Entitlements you should refer to the individual policies which are available from your Quest branch. The information set out below is only a summary of the information contained in these policies, which set out in full your entitlement and the procedures you must follow.

Policy Outlines

Maternity

In order to ensure that your health and safety requirements are fully addressed you should advise your Consultant of your pregnancy as soon as possible. A risk assessment will be arranged with the Client you are assigned to.

Your Consultant will help arrange with the Client for you to be released from your assignment to allow you to attend the appointment.

Following your 20th week of pregnancy, your midwife or GP will issue you with a certificate called a 'MATB1'; this should be submitted to your Consultant, who will advise you whether you are entitled to receive your maternity pay through the Quest payroll. If you are not, the company will issue you with an 'SMP1' form for you to take to your local Jobcentre Plus office, who will advise you of your eligibility to Statutory Maternity Pay.

The Company cannot guarantee that you will be able to return to the same assignment that you were in at the commencement of your Maternity Leave. If that assignment is still ongoing when you return from maternity leave you would ordinarily return to that assignment. If that assignment has come to an end by the time you return from maternity leave you would be on stand-by and would be offered another assignment in the normal way as soon as one became available.

You should advise your Consultant in writing on or prior to the 25th week of your pregnancy, giving a minimum of 28 days notice (where possible), of your intention to commence Maternity Leave. Maternity Leave can commence at any time following the end of the 29th week of pregnancy.

You should also inform us of your intended return date if applicable. Maternity entitlement is not affected by whether you return or not.

Paternity Leave

If you require time off to support your partner at the time of the birth of a baby, a paternity leave form should be requested from your Consultant. If you are eligible for Paternity leave, you are required to give the Company a minimum of 28 days notice of your intention to take the leave (though circumstances dictate that some flexibility is necessary around the actual dates).

Eligible employees will be entitled to take up to 2 weeks leave, during the first 56 days of the birth of the baby. The 2-week period cannot be split, only one block of leave will be allowed.

Payment of Paternity Leave will be at the rate set by the government at the time the leave is taken.

Adoption Leave

Adoption Leave is available to all eligible employees. The Company complies with legislative requirements in all cases of Adoption Leave requests. For further details with regard to your eligibility, notification requirements and your entitlements, contact your Consultant and review the Company's Adoption Leave Policy, which is available from your Quest branch.

A copy of the full Maternity, Adoption & Paternity Policy is available from your Quest branch.

Time off for Dependants (Emergency Leave)

Time off for dependants or dependency leave gives you the right to reasonable time off work in order to deal with an emergency involving a dependant. Such time off will be unpaid.

Parental Leave

Definition: Parent (mother, father or the person with legal responsibility for the child).

A flexible employee of the Company, with one year's continuous service at the time of the request, is entitled to take Parental Leave, which is time off work to spend with your child. The leave is unpaid. Male and female employees can take parental leave if they are the parent of a child who was born or adopted after 15 December 1999. Each parent will have entitlement to 13 weeks parental leave up to the child's 5th birthday, but no more than four weeks can be taken in any one year. Parents of a disabled child are entitled to 18 weeks parental leave, up to the child's 18th birthday.

To request a period of Parental Leave, you are required to give the Company a minimum of 21 days notice. If, due to business reasons the Company cannot sanction the leave, the request may be deferred for up to 6 months, except where the request follows the birth of the child concerned.

Flexible Working

The Company will comply with its obligations in terms of the Flexible Working Regulations (as amended).

Section 15 : The Company Policies

Full copies of the following policies and procedures can be viewed or obtained from your Quest branch, with the exception of Health & Safety Policy, which is detailed below in full. (See end of this section)

Bullying and Harassment Policy

The Company is committed to ensuring that a safe & healthy working environment is provided for all flexible employees where they are treated with dignity and respect. Bullying and harassment is morally, legally and professionally unacceptable. Individuals can be undermined and morale is reduced. The Company deplores all forms of harassment or bullying and it will not be tolerated. For further details and a copy of the full Bullying and Harassment Policy, please speak to your consultant.

Disciplinary Policy & Procedure

The Company recognises its responsibility for taking all reasonable steps to ensure that flexible employees working on assignment with our clients are able to achieve and maintain acceptable standards of job performance, conduct and attendance. The procedure is designed to support this philosophy. The procedure applies to all flexible employees who work on assignment, and the aim of the policy is to ensure fair and consistent treatment for all flexible employees. For further details and a copy of the full Disciplinary Policy and Procedure, please speak to your Consultant.

All Consultants/Managers have the authority, where the circumstances necessitate, to take appropriate action through the formal disciplinary process, and the authority, where necessary to use the process to terminate your employment.

The Company has the right to withdraw you from an assignment at any time, however, this will not necessarily result in termination of your employment, and where appropriate an alternative assignment may be provided.

Whenever possible, we will try to resolve issues informally without recourse to formal procedures. Where it is not possible for an issue to be resolved informally or the severity of the allegation warrants, the formal procedure will be invoked.

The Company reserves the right to suspend a flexible employee on pay while the allegations are fully investigated. Suspension is not a penalty and is not a disciplinary action; it is a measure taken as a precaution. Every effort will be made to deal with the investigations in a timely manner, and suspension will not continue for longer than is necessary.

In cases of serious misconduct or where there is a pattern of persistent poor performance or misconduct, the formal Disciplinary Procedure will apply.

Dismissal Disciplinary Procedures

Dismissal disciplinary procedures

- 1.1) It is considered important by the Employer that where disciplinary action is necessary, each case will be treated in a consistent, fair and effective manner.
- 1.2) Two important principles should be stressed:-
 - 1.2.1) The aim of disciplinary action is primarily to improve the conduct, and in some cases the performance of the Employee being disciplined.
 - 1.2.2) Every Employee will be given the opportunity to state their case. The Employee also has the right of appeal against disciplinary action.
 - 1.2.3) Every Employee has the right to be accompanied by a companion being a colleague or a trade union official as defined by law.
- 1.3) Appropriate disciplinary action will be taken in cases of Misconduct and Gross Misconduct
- 1.4) The dismissal disciplinary procedures constitute a Code of Practice for the Employer to follow. A departure from this code does not amount to a breach of contract.
- 1.5) Where the Employer is contemplating dismissal or disciplinary action the dismissal and disciplinary procedures apply, the Employer will:-
 - 1.5.1) set out in writing the grounds for contemplating dismissal or disciplinary action;
 - 1.5.2) provide the same to the Employee;
 - 1.5.3) hold a meeting and give the Employee a reasonable opportunity to respond; and
 - 1.5.4) after the meeting, inform the Employee of the decision and set out the rights of appeal. The Employee must take reasonable steps to attend any dismissal, disciplinary, grievance, or appeal hearing.

- 1.6) *The right to suspend on full pay is not subject to the procedure in 1.5 above. An Employee may appeal against any decision to dismiss or discipline or in respect of any grievance.*

Gross misconduct

- 2.1) *In cases of gross misconduct, the normal penalty for the Employee is dismissal without the need for prior written or verbal warnings.*
- 2.1.2) *In all cases, the facts surrounding the case will be thoroughly investigated; the Employee will be presented with the known facts and given the opportunity of making a reply.*
- 2.2) *In cases of gross misconduct, the Employee may be suspended on basic pay, where additional investigation by the Employer into the facts of the case is necessary, or where the Employee's continued presence on site might be embarrassing to the Employer or the Employer.*
- 2.3) *The following are considered to be examples of but not an exhaustive list of Gross Misconduct.*
- 2.3.1) *Unauthorised use or disclosure of confidential information or business matters relating to the Employer, its clients, temporaries or applicants.*
- 2.3.2) *Falsification of information or references on appointment.*
- 2.3.3) *Unauthorised absence and poor timekeeping.*
- 2.3.4) *Any conduct tending to bring the Employer, or the Employee, into disrepute or which results in the loss of custom of a client, flexible employee or applicant or loss of business.*
- 2.3.5) *Refusal to obey a lawful instruction given by the Client or Employer in connection with the employment or Assignments.*
- 2.3.6) *Acts of violence, including physical assault, sexual or racial harassment, drunkenness, the taking of non-prescribed drugs in such a way as to impair the ability to carry out work.*
- 2.3.7) *A criminal offence committed at work, other than a minor road traffic offence in the course of employment, or an offence outside work which is incompatible with the Employee remaining in work.*
- 2.3.8) *Theft of Employers property or misuse thereof.*
- 2.3.9) *Falsification of performance figures, deception, fraud or other deliberate falsehoods.*
- 2.4) *In case of suspected gross misconduct, the procedure at 1.5 shall apply save in exceptional circumstances where gross misconduct has in fact occurred, and immediate action is taken to dismiss. In those circumstances, the Employee will be informed of the decision in writing and of their rights of appeal.*

Misconduct

- 3.1) *A verbal warning will be given by the Employee's immediate supervisor or Director, in cases where management consider that the Employee has committed an act of misconduct or has persistently committed minor acts of misconduct, and a confirmation letter will be sent to the Employee.*
- 3.1.2) *A written warning will be issued by the Employee's immediate supervisor or Director in cases where, because of the nature of the misconduct, a verbal warning will be insufficient, or where a previous verbal warning has failed to correct the problem. The written warning will set out the nature of the misconduct and consequences should the Employee commit a further act of misconduct within a specified period.*
- 3.1.3) *A further written warning will be issued if the Employee again commits an act of misconduct, other than gross misconduct within the period specified. Such a warning will normally constitute a final warning and will be issued by a Director.*
- 3.1.4) *If there is no consistent improvement in the Employee's conduct following the final letter of warning, the Employee will then be subject to dismissal. Dismissal can only be carried out by or with the direct authorisation of a Director.*
- 3.2) *In all the above steps, the 'Specified Period' will depend on the circumstances of the case. Dependent upon the nature of the offence the Employer may commence the disciplinary procedure at any stage they consider reasonable.*

Grievance and appeals procedure

- 4.1) *If the Employee has any grievance relating to the employment the matter should be raised with the principal authority, David Parker, Director. The Employee must set out such grievance in writing, the basis for it, and submit to a Director. A Director will invite the Employee to a meeting to discuss the grievance.*

- 4.1.2) *The decision of the Director will be set out in writing and the right of appeal.*
- 4.1.3) *At any meeting with a Director for the purpose of deciding against the grievance, the Employee is entitled to be accompanied by a companion.*
- 4.2) *The Employee may appeal against any decisions on a disciplinary matter, any dismissal or in respect of a grievance decision.*
- 4.2.1) *Any appeal should be made within seven days of the decision taken.*
- 4.2.2) *If the Employer is informed of the wish to appeal, the Employee shall invite him to attend a further meeting. The Employee shall be entitled to put their case. After the appeal meeting, the Employer must inform the Employee of the final decision.*

Grievance Policy

It is the Company policy to ensure that flexible employees have fair and effective arrangements for raising issues and grievances that arise within their working environment or working relationships. There is a process designed to provide an effective means of resolving grievances by conciliation. It may also be necessary to liaise with the client to resolve issues.

Equal Opportunities Policy

The Company is an Equal Opportunities Employer and it is our aim to create an environment that encourages and values diversity within its workforce and builds on the differences individuals bring, enabling the company's continued success. We aim to draw upon the widest possible range of views and experiences in order to meet the changing needs of our flexible employees and clients.

The Company believes that all people have a right to employment which is free from direct and indirect discrimination on grounds of sex, sexual orientation, gender reassignment, age, marital status, race or ethnic origin, colour, nationality, disability, religion or belief, political beliefs or membership or non-membership of a trade union, or spent convictions, dependents or be disadvantaged by conditions or requirements which cannot be shown to be relevant to performance. The Company will continually seek to employ a workforce that reflects this belief.

Maternity, Adoption and Paternity Policy

The Company Maternity, Adoption and Paternity Policy aims to ensure that flexible employees are aware of the benefits and entitlements available to eligible flexible employees and to ensure that the Company complies with the current legislation.

The full procedure should be followed, in cases of Maternity, Adoption and Paternity, is detailed in section 14 of this handbook and in the Policies available from your Quest branch.

Misuse of Alcohol and Drugs Policy

The Company will try to ensure that a flexible employee's use of alcohol or prescribed drugs does not impair the safe and efficient running of the organisation that they are assigned to or the health and safety of its flexible employees or the employees of its Clients.

Where it is suspected that the use of drugs or consumption of alcohol is hindering a flexible employee from performing their duties for the Client in a safe and efficient manner, formal disciplinary action may be taken.

Privacy Policy (Data Protection)

The Company is committed to offering privacy to everyone that contacts us through our branch network or via the Company website. The Company complies with the Data Protection Act 1998 in relation to all processing of personal data supplied to us by users and other personal data in our possession for any reason. The Company is registered with the Data Protection Commissioner in relation to obtaining and processing data.

Sickness and Absence Policy

The aim of the Sickness and Absence Policy is to help and encourage all flexible employees to achieve and maintain acceptable standards of attendance. The success and efficiency of the Company depends upon flexible employees regularly attending work. Persistent absence jeopardises the company's ability to meet its Clients' needs. The Company aims to secure attendance of all assigned flexible employees throughout the working week. However, it recognises that a certain level of absence may be necessary due to sickness.

The Sickness and Absence policy applies to flexible employees of the Company, who work on assignment with a Quest Client. The procedure, which must be followed in all cases of absence, is detailed in section 7 of this handbook, failure to comply with the procedure may result in sickness payments being suspended or stopped or formal disciplinary action being invoked, in accordance with the company Disciplinary Procedure that may lead to termination of employment.

Email/Internet Policy

Whilst working on the Company equipment you will be expected to adhere to the terms of the company Internet Policy. During assignments, whilst using Clients equipment you will be required to adhere to the policies of the Client, to which you will be made aware by the Line Manager.

Public Interest Disclosure Policy

In accordance with the Public Interest Disclosure Act (1998), the Company's policy is to provide flexible employees with means by which they are able to raise concerns, if they have reason to believe there is serious malpractice or dishonesty. The Policy is designed to protect flexible employees wishing to raise specific serious concerns that may be in the public interest and may include:

- 1) *A serious risk to health and safety of any individual*
- 2) *Improper conduct or unethical behaviour*
- 3) *Environmental damage*
- 4) *Financial or non-financial mal-administration*
- 5) *A criminal offence*
- 6) *Failure to comply with legal obligations or with statute*

If a flexible employee has any such concern it should be raised with either their Manager or a director of the Company so that the matter can be investigated.

Section 16 : Health and Safety

The Company is committed to ensuring, the health, safety and welfare of its employees at work, as far as a reasonably practicable. The Health & Safety Policy detailed below sets out, broadly, the legal responsibilities owed by the company and its employees in relation to health and safety issues.

It is your duty to read this policy carefully, and to ensure that you fully understand and implement it.

Health and Safety Policy For Employees

Part 1 : Policy Statement

The Company intends to take all reasonably practicable measures to ensure the health and safety of employees, other people and to prevent damage to property. To achieve this, it is the duty of all employees to take reasonable care for the health and safety of themselves and other people who may be affected by their acts and omissions.

All employees must:

- 1) Comply with all safety instructions and take reasonable care of the health and safety of themselves and other people.
- 2) Co-operate in any investigation and report on all accidents or incidents that may cause or lead to injury.
- 3) Report any potential health and safety risk to the appropriate person by reasonable means.
- 4) Report any shortcomings in the health and safety arrangements.
- 5) Abide by the following rules:

Working Practices:

- 1) Do not to operate any item of equipment unless trained and authorised to do so
- 2) Do not remove any guarding from equipment used or deviate from your authorised use of the equipment
- 3) You must report immediately any equipment defect, and never attempt repair
- 4) You must never obstruct any fire escape route, fire equipment or doors
- 5) You must undertake all duties as instructed and never deviate

Hazard/Warning Signs and Notices

- 1) You must comply with all hazard/warning signs and notices displayed on the premises

Working Conditions/Environment

- 1) You must make proper use of all equipment and facilities provided to control working conditions/environment
- 2) You must ensure you keep all your work areas clean/tidy
- 3) You must dispose of waste/scrap in the appropriate receptacles

Employees are reminded that failure to comply with any aspect of health and safety procedures, rules or duties will be regarded by the Company as misconduct and will be dealt with accordingly within the terms of the Company's disciplinary procedure. Any serious breach of these provisions will amount to an act of gross misconduct for which the appropriate penalty is summary dismissal.

The Directors give their full commitment to this policy and will support everyone responsible for its implementation. This policy will be continuously monitored and updated by means of the Health and Safety Committee. Specific arrangements for the implementation of policy and those responsible are detailed in the Organisation and Arrangements section of this document.

Part 2 : Organisation

Employees generally work on assignments at the premises of Quest clients. They are under the control of the client and use their equipment. It is thus imperative that employees understand their duties for the health and safety of themselves and other people.

Employee Duties

- 1) Read this policy and make sure you fully understand it.
- 2) For each assignment, read and understand the customer's health and safety policy.
- 3) Undertake any training provided, including any tests that may be set.
- 4) Comply with all health and safety notices and instructions.
- 5) Do not take any action that may put at risk the health and safety of yourself and other people.
- 6) Wear appropriate personal protective equipment when required to do so.
- 7) Report all accidents, no matter how small to the customer's representative and your Consultant.
- 8) Do not take part in any prohibited occupation. (See Section 17)

The Company's Responsibilities

The Branch Manager has the responsibility for ensuring that the following duties are complied with. They may be delegated to another member of staff provided they have the appropriate instruction and training.

- 1) Complete the health and safety checklist for every client within 24 hours of the first assignment and annually thereafter.
- 2) Ensure that employees are provided with the necessary knowledge and skills to enable them to perform the specified job safely.
- 3) Outline the health and safety policy to the employee, ensuring that their personal responsibilities for health and safety are fully understood.
- 4) Inform the employee of the client's representative responsible for the site health and safety induction at the start of each assignment.
- 5) Inform the employee of known health and safety risks relating to the work they will carry out.
- 6) Ensure that employer's liability insurance cover is available for the work to be carried out
- 7) Ensure that no employee is placed into a position that is prohibited by the schedule.

Part 3 : Arrangements

3.1 The Health & Safety at Work Act 1974

As an employer we have a duty to ensure, so far as reasonably practicable, the health, safety and welfare at work of our employees.

The Company shall seek to ensure that the Client will provide and maintain:

- 1) A safe working environment with safe access and exits plus adequate facilities and arrangements for employees' welfare.
- 2) Safe equipment, tools and systems of work.
- 3) Safe methods for handling, storage, use and transport of articles and substances.
- 4) Adequate information, instruction, training and supervision.
- 5) Consultation with employees.
- 6) A Health and Safety Policy.

Employers must also ensure that their activities do not endanger any persons not in their employment.

Employees must:

- 1) Take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts and omissions at work.
- 2) Co-operate with their employer and the Client to meet their duty or statutory requirement
- 3) Follow all rules pertaining to Non Smoking Areas
- 4) Not become involved with horseplay or practical jokes

3.2 Accident Reporting

All Accidents, no matter how small, must be reported to the person you have been instructed to report to during your assignment with the Client. All accidents must be recorded in the Client's accident book. Your Branch Manager must also be informed and the incident must be recorded in the branch accident book.

More serious injuries, such as fractures, burns or dislocations should be reported immediately to the Branch Manager who will inform the Director of Health and Safety, who will then contact the Enforcing Authority if applicable under RIDDOR regulations. This also applies to injuries resulting in three days absence from work or work related diseases

You must report any incident in which damage is caused to property

3.3 First Aid

If you have an accident, no matter how small, make sure you get first aid treatment immediately. Ensure you are aware where the nearest first aid box is located. Larger sites have qualified first-aiders who should be able to provide simple first-aid. Smaller sites have appointed persons who will take charge in an emergency situation and ensure the first aid box is replenished.

3.4 Risk Assessment

The Client will carry out regular risk assessments and employees will be asked to co-operate. All employees have a responsibility to look for potential hazards and inform the Line Manager.

3.5 Fire

Everyone has a responsibility to reduce the risk of fire. All employees will receive instruction and training in fire procedures.

You need to know:-

- 1) How to raise the alarm.
- 2) How to use an extinguisher. Do not use one unless you have received the correct training. It can be very dangerous trying to use a fire extinguisher when you have never used one before and also you must use the correct type for the fire concerned.
- 3) What to do if the alarm is sounded.

3.6 Display Screen Equipment

A Display Screen Equipment user is defined as a flexible employee who uses a DSE more or less continuously on most days. As a guide if you use a DSE, on average, for in excess of four hours per day, then you may be considered a user.

The Client will carry out regular risk assessments and provide training in:

- 1) How to set up your workstation.
- 2) How to adopt good posture.
- 3) How to adjust your screen and keyboard.
- 4) The importance of regular breaks from the screen.

3.7 Manual Handling

The client will carry out manual handling risk assessments where appropriate. Suitable and sufficient training will be provided by the client, if you are required to carry out manual handling activities.

3.8 Hazardous Substances (coshh Regulations)

The client will carry out a regular COSHH risk assessment and employees should acquaint themselves with the risks involved and the remedial treatment required.

3.9 Electrical Apparatus

All employees should check electrical apparatus to ensure that wires and plugs are securely attached. Any defects should be reported to the Line Manager. Never attempt to repair anything yourself, including even changing a plug.

3.10 Personal Protective Equipment

You may be required to wear personal protective equipment. Supplies will be made available and instruction and training provided for its proper use.

3.11 Health And Safety Issues

Any work related Health and Safety issues must be reported to your Consultant.

In particular, if you are a display screen operator and experience pain in the back, wrist, forearm, hand, fingers, upper arm, neck or shoulders inform your Consultant immediately.

Section 17 : Prohibited Jobs

Schedule 1

The Company will not, under any circumstances, arrange an assignment for you in any of the following job functions.

If, whilst working on an assignment you are requested by the Client to carry out any of the functions listed below, please contact your Consultant immediately. You must not, under any circumstances comply with such requests.

- 1) Construction Work
- 2) Demolition
- 3) Traffic Management
- 4) Key holders
- 5) Fairground Workers
- 6) Mines & Quarries
- 7) Pest Control
- 8) Pilots
- 9) Aircraft Work
- 10) Drop Forging
- 11) Forestry Work
- 12) Working with Asbestos

Schedule 2

Consultants will be required to obtain specific authorisation from the Directors prior to arranging an assignment for you to work in any of the following functions.

If, whilst working on an assignment you are requested by the Client to carry out any of the functions listed below, please contact your Consultant immediately.

- 1) Security and Night Watchmen/women
- 2) Vehicle/Ship Dismantling
- 3) Painting of Structures / Roofing
- 4) Tree Surgery
- 5) Working in Trenches or Confined Spaces
- 6) Window Cleaning
- 7) Working at Heights (over 5m)
- 8) Working with Toxic Materials
- 9) Working with Circular, Band or Chainsaws
- 10) Working with Powered Cutting Tools
- 11) Off Shore Work
- 12) Haulage of Hazardous Substances
- 13) Haulage of Abnormal Loads

Section 18 : Working in a Food Production Environment

Personal hygiene

You have a moral and legal responsibility to maintain high standards of personal hygiene.

- 1) Some germs are naturally found on the human body.
- 2) Germs/bacteria can be carried in the intestine and contaminate food through poor personal hygiene.
- 3) Salmonella may be transferred from a source to a high risk food via unwashed hands.

GOOD PERSONAL HYGIENE PRACTICES

- 1) Wash hair and body regularly
- 2) Wear clean protective clothing
- 3) Wash hands after:
 - visiting toilet
 - touching hair
 - blowing nose
 - smoking
 - handling cleaning fluids
 - preparing food
- 4) Use clean utensils and equipment at all times
- 5) Report illness/contact with ill people
- 6) Cover all cuts/boils with clean waterproof dressing

FOOD HANDLERS MUST NEVER

- 1) Smoke in food preparation area
- 2) Chew/eat/drink when handling food
- 3) Spit
- 4) Return to work when suffering from diarrhoea, sickness or ear, nose, throat infections
- 5) Wear jewellery or nail varnish
- 6) Wear protective clothing outside the food preparation area
- 7) Lick fingers
- 8) Handle food excessively

What are germs?

Germs or bacteria are tiny organisms, so small they can only be seen under a microscope. Not all germs are dangerous. Harmful germs cause food poisoning, and in some cases death. Normally our body's natural defences protect us but if it is invaded by large numbers of bacteria we become sick. Germs are found everywhere, in the air that we breathe, in the soil and water, on our bodies and in the food we eat. If food is not looked after properly it can become infected with harmful germs, which will grow in dangerous numbers

How do germs grow?

Germs require 4 main conditions to live and grow - FOOD - MOISTURE - WARMTH - TIME

- 1) **FOOD:** Foods which germs prefer are called high risk foods, these are mainly high in protein e.g. meat, fish and dairy products. Rice is also classified as a high risk food.
- 2) **MOISTURE:** All germs require moisture in order to grow, some require more moisture than others. Dehydrated foods still contain bacteria which will grow once water is added.
- 3) **WARMTH:** Germs like a warm environment, blood heat 37C is favourite. Most germs begin to die in temperatures over 63C. Foods should be stored below 5C (refrigerator temperature) to stop germs growing. Low temperatures will not kill germs, merely stop or slow down growth
- 4) **TIME :** Germs need time to grow. Germs divide in 2 on average every 10-20 minutes - in 10 hours more than 100 million germs can result from just one germ.

Germs hate hygienic conditions. Follow our rules to stop germs spreading in food.

Hygiene rules

All food companies will ask you to follow these rules. Please make sure you do so or you could risk instant dismissal and a subsequent ban from working on all food handling sites.

- 1) Hands must be thoroughly washed before entry to processing areas, after using the toilets, on return to work after breaks, after using a handkerchief and re-entering production areas
- 2) Before starting work inform the supervisory staff if you have been suffering from diarrhoea or vomiting, raised temperature, persistent cough, infections of ear, nose, throat, eyes, skin, boils or infected wounds. Report to your supervisor if you have come into contact with anyone (including family or friends) suffering from diarrhoea, vomiting, gastro-enteritis or food poisoning
- 3) Cuts and other skin injuries must be reported to supervisory staff who will ensure that they are covered with clean waterproof dressings and where necessary a protective glove (to be renewed daily). All dressings must be of the blue metal insert type.
NO OTHER TYPE OF DRESSING MAY BE USED!!
- 4) No jewellery may be worn in the processing area
- 5) Eating and drinking is forbidden in processing and storage areas
- 6) Smoking is prohibited apart from in designated areas
- 7) Spitting is not only an extremely dirty habit but a areas of spreading disease organisms.
DO NOT DO IT!!
- 8) Protective clothing must be clean and worn correctly. Hair nets must be worn so as to give maximum protection (all hair covered). Finger nails must be short and clean
- 9) Hand washing is important after handling raw foods and disposing of or handling waste, rubbish etc
- 10) It is important to ensure all staff are aware they must wash their hands after smoking or eating
- 11) Do not wear nail varnish, heavy perfume or aftershave. Long hair should be tied back where hair nets are not in use
- 12) All food handlers should avoid touching food which is ready for consumption unless it is absolutely necessary. Use tongs, disposable gloves, etc. wherever possible
- 13) All food handlers should follow instructions for cleaning very carefully. If cleaning schedules are in operation these must be adhered to, otherwise instructions from members of staff will be necessary
- 14) Avoid cross contamination risks (combining raw and cooked foods) and ensure that food is prepared, stored and distributed according to the rules of the organisation

Section 19 : Flexible Employee Personal Accident Insurance Scheme (PAIS)

Flexible Employees may participate on a voluntary basis in a personal accident insurance scheme with an insurer nominated by Quest Employment on such terms and for so long as Quest Employment decide to maintain a scheme in operation. Flexible Employees shall receive benefits subject to the rules of the scheme, insurance policy, and acceptance of any claim by Insurers. Full details of the scheme will be provided as to the levels of cover available.

Quest Employment can organise the administration of payment for the scheme including the insurance premium and administration for your participation in the scheme from your bank account by direct debit for every week in which you work under the assignment at a cost of only three pounds and ninety three pence. The scheme booklet sets out how to make a claim. The details of the scheme are set out below.

Why do I need the cover?

Workplace accidents killed 241 people in 2006/07

141,350 injuries were reported as a result of a workplace accident in the same year and over 28,000 of these were classed as major accidents involving serious injury

What is Personal Accident insurance?

It is a form of financial compensation that provides you with essential support following genuine occupational accidents that occur whilst working at authorised contract sites of Quest Employment Ltd or whilst commuting to and from the place of work. A time excess is applied for the first four weeks, which means that no weekly benefits are payable for this initial period. The policy is designed to pay benefits following major accidents that prevent you from working for periods in excess of 4 weeks. Temporary total disablement benefits are payable up to a maximum of 52 weeks after this period expires. The Personal Accident Insurance Scheme is arranged on your behalf by Hallsdale Insurance Brokers Limited.

What does it cost?

The costs are kept very low because they are spread across all workers taking part in the Scheme. A small cost of £3.93 including insurance premium tax can be taken via direct debit from your bank account weekly.

Below is a summary of the policy cover and the policy document is available upon request from Hallsdale Insurance Brokers Limited.

Do I have to join?

The plan is an optional benefit for you, so you do not have to join. However if you don't join, you will not benefit from the cover and peace of mind that the Personal Accident Insurance Scheme provides, so please do ensure that you understand how you could benefit!

Allianz Recruitment Solutions Group Personal Accident Policy Summary - Commercial Keyfacts

This summary outlines the main features and exclusions of the Allianz Recruitment Solutions Policy. It does not provide all the terms, conditions and exclusions that are contained in the policy wording, a copy of which is available on request. A significant exclusion is something that may affect your decision as to whether the policy is suitable for you or where the cover is unusual compared to other Personal Accident policies available. We have also included additional information that may be of help to you.

When you take out cover with us, we will issue a policy schedule detailing the cover provided. The policy wording should be read in conjunction with the policy

Insurance Provider

The policy is underwritten by Allianz Insurance plc.

Significant Features and Benefits

Group Personal Accident

Cover for accidental bodily injury during period of insurance and operative time of cover which, within 12 months thereof solely directly and independently of another cause, results in:

Death	£50,000
Permanent Total Disablement	up to £50,000
Loss of Limb	£50,000
Loss of Hearing:	
one ear	£12,500
both ears	£50,000
Loss of Sight	£50,000
Loss of Internal Organ	£12,500
Loss of Speech	£50,000
Temporary total disablement	75% gross weekly wage up to a maximum of £1,000

Excess Period - 28 days

Benefit Period - 52 weeks

Significant or Unusual Exclusions or Limitations

This policy does not cover injury arising from:

- Suicide or intentional self injury
- Committing a criminal act or taking part in civil commotions or riot
- Drugs or Alcoholism
- Sickness or disease
- Any naturally occurring condition or gradually operating cause
- arthritic or other degenerative conditions in joints, bones, muscles, tendons or ligaments
- Work above 15 metres
- Work in tunnels, mines
- Work on offshore rigs, on board ships, at petrochemical works, nuclear installations, on aircraft, bridges, piers or docks
- AIDS/HIV or any mutual derivative or variations
- Travel to Afghanistan, Iraq, Ivory Coast, Somalia or Chechnya unless agreed in writing by the Insurer
- Any claim within the excess period
- Engaging in air travel other than as a passenger
- Backs, spines, discs or associated musculature 24 months prior to inception of cover.

Age Limit up to 75

Extensions of cover:

Rehabilitation and Retraining Expenses

Up to £10,000 following permanent total disablement to pay for rehabilitation and retraining costs, provided the insured person was not over 65 when accidental bodily injury occurred.

Hospitalisation Benefit

£50 per day if hospitalisation occurs as a result of accidental bodily injury up to a maximum of £2,000 for any insured person

£50 per day of convalescence following a period of hospitalisation, up to a maximum of £2,000 per insured person

Assault Injury Enhanced Benefit

An additional 10% of the benefits provided if the insured person sustains accidental bodily injury as a result of an assault, up to a maximum of £25,000.

First Aid Expenses

Payment up to 15% of the capital sum benefit covered or 30% of the weekly benefit covered subject to a maximum amount of £15,000 for any person.

Personal Effects

Payment for the cost of replacement of Personal Effects, following loss or damage, if the insured person sustains accidental bodily injury, up to a maximum of £150.

Section of the Policy that contains further details

For cover details refer to Section 1 Personal Accident

For all conditions and exclusions refer to the Policy Conditions

Refer to the policy wording for full details of cover and the Policy Conditions and Policy Exclusions. In some cases, the first amount of a claim is not covered (known as a policy excess).

Additional Information

Period of Insurance

The policy will cover you usually for 12 months and is annually renewable. If you cancel your membership at any time during the period of insurance cover will cease immediately.

Right of Cancellation

No right of cancellation exists for an Insured Person.

Complaints

In the unlikely event of a complaint, please contact **01536 303311** and ask to speak to the Managing Director or write to them at:

Hallsdale Insurance Brokers Limited
11-15 Station Road, Kettering, Northamptonshire, NN15 7HH

Alternatively, you can contact the Customer Satisfaction Manager at the Allianz Insurance Plc location shown in your policy documentation or alternatively contact the Customer Satisfaction Manager at:

Allianz Insurance plc
57 Ladymead, Guildford, Surrey GU1 1DB
Telephone number 01483 552438 Email: accsm@allianz.co.uk

Using our complaints procedure or referral to the Financial Ombudsman Service does not affect your legal rights.

Financial Services Compensation Scheme

Allianz Insurance Plc contributes to the Financial Services Compensation Scheme (FSCS).

You may be entitled to compensation from the FSCS if we are unable to meet our liabilities. For compulsory insurance you may be entitled to compensation up to 100% of the claim. For all other types of insurance you may be entitled to compensation of up to £2,000 for the first part of the claim and 90% of the remainder of the claim. Further information about compensation scheme arrangements is available from the FSCS.

What happens if I have an accident?

If you have a workplace accident at a site at which you have been engaged by Quest Employment Ltd and have medical evidence that you are unable to do any work for a period beyond four weeks, please contact the Claims Department on:

01536 303311 - Lines open 9.00am to 5.00pm Monday to Friday

