Handbook Content
for Workers on a Contract for Services

Welcome to Interaction Recruitment Plc

The purpose of this Handbook is to help you understand the way in which Interaction Recruitment Plc operates and your role within it.

Please take time to read it and if you have any further questions, the Interaction Recruitment Plc team will be more than happy to answer them.

Interaction Recruitment Plc is committed to providing work-seekers with a professional service. We are committed to working to the highest standards of service and compliance and pride ourselves on treating work seekers with respect and honesty.

We are a member of the Association of Labour Providers (ALP) and hold a GLAA Licence.

Please add the contact information below to your phone and email contact list:

Branches - Interaction Recruitment	Branches - Interaction Recruitment

You are working with Interaction Recruitment Plc through a Contract for Services, which means you are a worker for the purposes of employment rights legislation. No contract exists when you are not working on assignment and Interaction Recruitment Plc is not obliged to offer you work. Find out more about your employment rights here.

A job with one of our clients is called an Assignment. Interaction Recruitment Plc will try to find suitable assignments for you, as the agency worker. You don't have to accept any assignment offered by Interaction Recruitment Plc – it's always up to you whether you want to take the work or not. Once you have accepted the job, we expect you to turn up on time, and work to the best of your ability.

We'll always try to find you the kind of work you want, but the more flexible you are with the travel distance and the types of work you are willing to accept, the more work we will be able to offer you.

Please note: this handbook does not form part of your contract and should be read in conjunction with your individual Contract for Service.

An Introduction to working for Interaction Recruitment Plc as an Agency Worker

Communication

We will communicate with you via email, text messages or phone calls to your mobile phone.

This is how we will offer you work, send job details and confirm if you are on-site and happy with the tasks you have been requested to carry out.

Please ensure that you have your phone with you and fully charged each day to make sure we can always get in touch.

Assignments

If we have an assignment to offer you, we will inform you of the client, the nature of their business; the date the work is to commence and the likely duration of the work; the type of work, location and hours; the pay rate and any relevant health and safety risks and controls known to the client.

When you start an assignment you should introduce yourself to your supervisor. You will be shown various areas of the site including the changing rooms, drink dispensers, location of first aid facilities, toilets and any relevant working locations.

When working you are required to:

- Co-operate with the client's reasonable instructions and accept their direction, supervision and control
- Observe any relevant rules and regulations of the client's establishment
- Take all reasonable steps to safeguard your own and other person's health and safety complying with the client's procedures
- Not engage in any conduct detrimental to the interests of the client
- Not at any time divulge to any person, nor use for his/her own or any other person's benefit any confidential information relating to the client's or Interaction Recruitment Plc's business.

Either you, the client or Interaction Recruitment Plc may terminate an assignment at any time without prior notice or liability.

Rates of Pay

You'll never be paid less than the Minimum Wage or National Living Wage (NMW/NLW) for any job that you do for us. The NLW rates usually increase each year in April.

Each client's pay rate may vary depending on what work you are doing, how long the assignment is for and where the assignment is located, but we will always inform you of the specific pay rate before you decide whether you want to take the assignment.

The Agency Workers Regulations (AWR) establishes some extra rights and protections for temporary agency workers.

Day 1 Rights	■ Access to the same facilities as directly employed staff – for example car parking and lockers ■ The right to be informed of vacancies – these could be displayed on a notice board
Week 13 Rights	After you complete a 12 - week qualifying period with the same client, in broadly the same role, you will be entitled to the same basic terms and conditions of employment as if the client had recruited you directly, such as basic pay, holiday, overtime, breaks etc. [Company] will provide you with the information regarding any changes once you reach your 12th week of work.

If you believe that you are not receiving your full entitlements under AWR, contact [Company] immediately and we will investigate and contact you with our findings within 14 days.

Find more information on AWR here.

Weekly Payment

Authorising hours method: Timesheet, clock in etc

Payment is made one week in arrears, each Friday, which means the work you do this week will be paid next Friday. Your wages will be subject to statutory deductions including Income Tax, National Insurance contributions and any other deductions we are required to make by law. We may also make deductions for any money you owe [Company].

Interaction Recruitment Plc pays your wages directly into your bank account via BACS payment. This is the easiest and fastest way for you to receive payment or through your chosen Umbrella companies which that are on our PSL and registered with SafeRec

Your payslip will be emailed/sent to you on the Thursday before your wages are paid. If you think there is anything wrong with your wages, please let us know as soon as possible.

Holiday Pay

All workers are entitled to a minimum of 5.6 weeks holiday (including bank and public holidays) each year accrued at one twelfth of your annual entitlement for each month you work and paid at your average weekly pay calculated over the last 52 weeks you have worked for us. If you haven't worked for 52 weeks yet, the averaging period will be whatever period of time you have worked so far.

Holiday pay will be paid one week in arrears, in the same way as normal pay. Holiday pay cannot be paid without you actually taking holiday. The only exception to this is when you leave us, when you will be paid any holiday pay that you have accrued and not taken.

Your leave year starts on your first day worked and runs to your anniversary date

If you want to book holidays. you must email your consultant to request holiday.

Right to Work

During your registration process you were asked to produce identification and other relevant paperwork or access codes to prove that you are eligible to work in the UK and undertake the work on offer. Any changes to your circumstances must be reported to your Interaction Recruitment Plc representative immediately.

If we discover that you no longer have permission to work in the UK, we will be entitled to terminate your Contract for Services immediately. We will of course give you appropriate time to provide us with evidence of your updated permission to work in the UK prior to any such decision being made.

Leaving Us

If you no longer wish to work with us, please let us know as soon as possible so that we can issue your P45 and any outstanding wages or holiday pay you are owed. We wish you well in whatever you go on to do, and hope you will come back again if you need us.

If you are not on assignment and we are unable to contact you for 8 weeks, we will assume you no longer wish to work with us and will automatically process you as a leaver, issuing your P45 and paying any outstanding holiday pay you are owed.

Expected Conduct when on an Assignment

When you are working on Assignment, please remember that you are representing Interaction Recruitment Plc, and we expect you to behave in a polite and reasonable fashion at all times:

- Use appropriate language and respect the client, your [Company] colleagues and management team
- Take reasonable steps to safeguard your own and others' health and safety
- Undertake all tasks to the best of your ability – if you don't understand something, please just ask
- Comply with client instructions – they are responsible for how you do your job
- Always arrive on time, both at the start of your shift and when returning from breaks
- Dress appropriately for the work environment, bearing in mind whether you are inside or outdoors
- Do not use your mobile phone during working time - they should be switched off
- Smoking is never permitted during working time. During breaks only smoke in a designated smoking area.
- You may be subjected to security searches when arriving or leaving client premises – these checks are random and not personal

Alcohol and Drugs

The consumption of alcohol or intoxicating substances on Interaction Recruitment Plc's **premises, or those of our clients is strictly forbidden.**

- Any worker found consuming alcohol or found to be intoxicated by alcohol or found to be using or in possession of drugs for non-medicinal purposes at any place of work will be escorted from the premises immediately.
- If your doctor prescribes you any drugs which may affect your ability to perform your work, you should discuss with you immediate supervisor and with Interaction Recruitment Plc

If your performance or conduct falls below the standards we expect from you, we may decide not to offer you any further assignments.

What to do if you have an issue on site

If you are not happy with the role or are unhappy with what a client is asking you to do,

CONTACT INTERACTION RECRUITMENT PLC ASAP.

NEVER WALK OFF SITE WITHOUT LETTING US KNOW.

IN A FIRE OR OTHER EMERGENCY PEOPLE MAY RISK THEIR LIVES BY TRYING TO FIND YOU

Absence from Work and Lateness

If you are running late, or you are lost and can't find where you need to be, please contact the Interaction Recruitment Plc team ASAP. We can then let the client know or help you with directions.

If you are unable to work at all (sickness, family emergency etc.) **PLEASE CONTACT your Consultant ASAP**. This will give us time to contact the client and try and find a replacement for you.

If your absence is due to illness or injury, you must notify us on the first day of absence in order to qualify for Statutory Sick Pay (SSP).

Never send someone else to do your work for you. This is a serious offence. Any unauthorised substitute will not have undergone the necessary checks to verify their identity, competence, safety, or legal right to work in the UK. If you cannot attend work, contact us immediately and leave all worker replacements to us.

Unexplained/ Unauthorised Absence

If you do not turn up to work, and do not let us know that you cannot attend, we may decide not to offer you further assignments. We need to be able to count on your reliability.

Know your Rights as an Agency Worker, Key Legislation and Interaction Recruitment Plc Policies

Complaints Procedure

Disagreements and complaints should be addressed through your immediate supervisor and then if still unresolved to the Interaction Recruitment Plc representative.

You can always talk freely and confidentially to us about any issues you are experiencing at work. Our aim will always be to put things right as quickly as possible. Contact us by email in the first instance.

If the complaint is of a serious nature, or you are not able to resolve it informally, please discuss with a manager

Whistleblowing

Reporting certain types of wrongdoing at work is referred to as whistleblowing. These are:

- A criminal offence, for example fraud
- Someone's health and safety is in danger
- Risk or actual damage to the environment
- A miscarriage of justice
- The company is breaking the law, for example does not have the right insurance
- You believe someone is covering up wrongdoing

The wrongdoing you disclose must be in the public interest. This means it must affect others, for example the general public.

As a whistleblower you are protected by law - you should not be treated unfairly or lose your job because you 'blow the whistle'.

You can report such issues to Interaction Recruitment Plc, the client, or to one of a list of external people or organisations.

Any issue/concern will be investigated and treated confidentially and with respect.

Working Time Regulations

The Working Time Regulations (WTR) state that working time should not exceed 48 hours per week, averaged over a 17-week period, unless you have signed the opt out form.

Working time does not include travelling time to and from work.

Rest Periods

You are entitled to the following rest breaks:

- 11 hours rest from work in each 24-hour period.
- A 20-minute break if the assignment lasts more than six hours per day.
- A minimum of one days' rest from work each week or two days per fortnight.

You must ensure that you have enough rest to protect your health and safety and that of your colleagues. If you feel too tired to work safely, tell us as soon as possible.

Night Work

If you regularly work at least 3 hours during the period of 11pm to 6am, you are a night worker and you must not work more than 8 hours in a 24 hour period, averaged over 17 weeks. There are some exceptions to this.

You will be offered a free health assessment before you become a night worker, to check that you are fit for night work. This will be in the form of a medical questionnaire.

Statutory Sick Pay SSP

You may be entitled to receive Statutory Sick Pay (SSP) if you are off work due to illness or injury, when you would otherwise have been on assignment. You must notify us on the first day of absence in order to qualify.

If you do not notify us on the first day of absence, SSP may not be payable for the days before notification is received, unless there is a good reason for the delay, such as hospitalisation or another exceptional circumstance. Remember: if you can't make it into work, please let us know as soon as you can.

If you are off sick for 7 days or more, you will be required to submit a Fit Note.

Pension

All eligible workers must be enrolled into a pension after they have worked for three months. This is known as auto-enrolment. Interaction Recruitment Plc's scheme is with NEST Workplace Pension Scheme | Nest Pensions.

If you wish to opt out of the scheme, you must follow the instructions provided to you by NEST shortly after your enrolment.

Parental Rights

Workers who are becoming or already are parents have the right to:

- Not be treated unfairly because of pregnancy or maternity
- Paid time off for pregnancy (antenatal) appointments when pregnant, (after reaching the 12-week qualifying period)
- Unpaid time off to attend antenatal appointments with a partner who' s pregnant

Workers are not entitled to Maternity, Paternity or Adoption Leave or Shared Parental Leave, because you can simply turn down assignments during the time that you need off. Just tell Interaction Recruitment Plc the dates you cannot work.

You may be entitled to:

- Statutory Maternity Pay
- Maternity Allowance
- Statutory Paternity Pay

- Statutory Adoption Pay
- Shared Parental Pay

Please contact Interaction Recruitment Plc for more information and we will assess your eligibility against the government guidelines.

You will need to submit to us a copy of your MATB1/SC3/SC4 form.

Fair Treatment at Work

Interaction Recruitment Plc is committed to ensuring that workers are treated with dignity and respect whilst at work.

We will make every effort to provide a working environment free of any bullying, harassment or intimidation.

Additionally, we must comply with the requirements of the Equality Act 2010 which makes it unlawful to discriminate on the grounds of:



These are known as 'protected characteristics'.

Judgements about people for the purposes of recruitment, development or promotion will be made solely on the basis of a person's ability and potential in relation to the needs of the job. Factors not relevant to the effective performance of that job shall not be taken into consideration.

Your Right to a Safe and Respectful Workplace

At Interaction Recruitment Plc, we are committed to providing a workplace that is free from harassment and any form of inappropriate behaviour. You have the right to work in an environment where you feel safe, respected, and valued.

What This Means for You:

- We have a zero tolerance approach to harassment of any kind. This includes unwelcome behaviour, comments, or advances that are sexual in nature.
- If you experience or witness any form of harassment, you have the right to report it without fear of retaliation. Reports can be made to your supervisor, HR department, or through our anonymous email reporting system speakup@irweb.co.uk
- We will take every report seriously, investigate it promptly, and take appropriate action to address the situation.

Remember: Your safety and well-being are our priority. If you have any concerns, please speak up. We are here to support you.

Trade Unions

Trade unions are organisations that looks after their members interests at work. You might come across trade unions at our client sites.

You have the right to choose to join, or not join a trade union of your choice and to belong to more than one trade union if you wish. You will be asked to pay a small membership fee.

Modern Slavery and Human Trafficking Statement

Interaction Recruitment Plc recognises its obligation to prevent slavery and human trafficking. As a recruitment business, we take our responsibility for supplying agency workers extremely seriously and are aware of the

potential for being targeted by traffickers and unlicensed gangmasters.

Our staff are alert to the signs of exploitation, to take the necessary action should it be identified.

Modern slavery can take many forms including the trafficking of people, forced labour, servitude, and slavery.

Agency workers:

- Should be free to choose to work for their employer and to leave the company upon reasonable notice.
- Must be provided with a clear contract of employment, which complies with local legislation.
- Must be treated in a fair and equal manner and with dignity and respect.

Any form of discrimination, victimisation, or harassment on the grounds of marital or civil partnership status, sex (including gender reassignment), race (including colour, ethnic and national origin, nationality), disability, sexual orientation, having or not having dependents, religious belief or political opinion, age, trade union activity and offending background is prohibited.

For more information on Modern Slavery, see the flyer at the end of this document and watch Daniel and Weronika's Story.

If you, or anyone you know, may be a victim of human trafficking, forced labour, servitude and/or slavery, please contact weeklypayroll@irweb.co.uk

If you would like more information on any of our Company Policies, please email weeklypayroll@irweb.co.uk

Health, Safety and Welfare of Workers

Interaction Recruitment Plc and our clients are committed to ensure a safe and healthy working environment for all workers.

Your responsibilities

We recognise that it is not possible to prepare safety rules that will meet every possible eventuality. However, we expect you to act in a sensible manner and, in particular, to obey all the following:

- You must comply with each client's health and safety at work policy and observe rules and regulations to which your attention has been drawn or which you might reasonably be expected to ascertain.
- You are required to 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.
- You must tell your client supervisor if you are under 18.
- If asked to use unfamiliar equipment or lift heavy objects or do anything you are not sure about, please ask your supervisor for advice.
- You must inform us if you are pregnant or have recently given birth, so that we can take any measures needed to ensure the health and safety of you and your baby

Communication and Training

In addition to this brief you should receive site-specific induction training before starting any assignment, (unless you have recently worked there previously) and all the relevant training you need during an assignment to make sure you can do your job safely.

You should not operate any plant/ equipment/ vehicles without the appropriate training, authorisation and qualification to do so.

If you require assistance or have any health and safety issues or concerns you should raise it with the client supervisor, workforce safety representative or Interaction Recruitment Plc.

Accident Reporting and First Aid

At every client where you work you should identify the First Aiders who will treat any injury.

You must report to the client any injuries (including as a result of physical violence), ill health on site or accident and dangerous incident relating to your work or workplace.

Upon returning from treatment, you must report the incident to the person in charge and enter the details in the client's Accident Book. The client will conduct any required accident investigations.

Personal Protective Equipment (PPE)

You must wear any protective clothing and equipment (PPE) you have been told to wear to carry out your

assignment.

When PPE has to be worn you will be advised who and how this will be provided. The client will ensure you have suitable PPE to wear before work commences and that it is worn correctly.

If you are provided with PPE please make sure:

- You use all items of protective clothing/equipment provided as instructed.
- You do not misuse or wilfully damage any item of protective clothing/equipment. You store and maintain protective clothing/equipment in the approved manner.
- You report any damage, loss, fault or unsuitability of protective clothing/equipment to management.

Fire

The following is general advice only. Make sure you know the specific procedure wherever you work.

- Help to avoid fires: Keep fire doors shut; Do not obstruct escape routes; Do not allow rubbish to accumulate; Observe no smoking rules. If smoking is allowed, extinguish cigarettes properly in ashtrays not rubbish bins.
- Ensure your name is on the Fire Register when you start work or move areas during your shift. Ensure you are signed out when you move areas or finish your shift.
- On entering a new area workers must make themselves aware of the emergency evacuation routes, fire call points and fire exits and fire evacuation points.
- If you discover a fire, raise the alarm, by activating the nearest call point or by shouting FIRE.
- If the fire alarm sounds, leave the building via the nearest fire exit. Go to your designated fire assembly point. Do not run, do not panic and do not stop to collect personal belongings.
- At the assembly point listen for your name to be called on a roll call, if it is not called inform the roll caller immediately. Remain at the assembly point until the person in charge instructs otherwise

Machinery Safety

You must not operate any machine, plant or equipment unless you have been trained and authorised to do so. You must make full and proper use of all machine guarding.

You must report to management immediately any fault, damage, defect or malfunction in any machinery, plant, equipment, tools or guards.

You must not make any repairs or carry out maintenance work of any description unless authorised to do so. You must not clean any machinery, plant or equipment whilst it is in motion.

You must not leave any plant, machinery or equipment in motion and unattended unless authorised to do so. If you are under the age of 18 years old, you must not operate any "prescribed dangerous machinery"

Chemical Safety

You must use all substances, chemicals, liquids etc., in accordance with written assessments and instructions. You must return all substances, chemicals, liquids etc., in accordance with written assessments and instructions.

You must clear up any spillage of liquids within the work area in the prescribed manner and report any hazardous conditions that exist.

You must deposit all waste chemicals and oils at the correct disposal points and in the prescribed manner. You must not pollute watercourses, sewers or drains with chemicals, oils or other substances.

Site Specific Risks

Under our terms of business, clients are asked to provide appropriate instructions and comprehensive information regarding any risks known to them to which workers may be exposed and steps client taken to prevent or control such risks.

Any information we obtain from our client relating to your health and safety on an assignment will be made available to you before the assignment starts on your Assignment Details Form.

Health

You must report to the person in charge any medical condition that could affect the safety of yourself or others.

If prior to work or at any stage during work you are suffering from, or you have been in contact with anyone who is or may be suffering from infectious or contagious illness you must seek medical advice and not report for work whilst danger of infecting other persons.

If a doctor advises you have work-related reportable disease, tell your supervisor and your consultant.

Data Protection

Interaction Recruitment Plc is a data controller for the purposes of data protection legislation. Authorised members of our staff have access to your personal information and act as data processors.

We ask you to share information with us so that we can provide you with work-finding and related services. Unless we are allowed to do so by law, we will not give your information to anyone without your consent.

The privacy notice tells you what information we collect, how we use it, how long we keep it, and who we share it with.

It also tells you about your rights as an individual with regards to the processing of your personal information, so we recommend that you take the time to read this document.

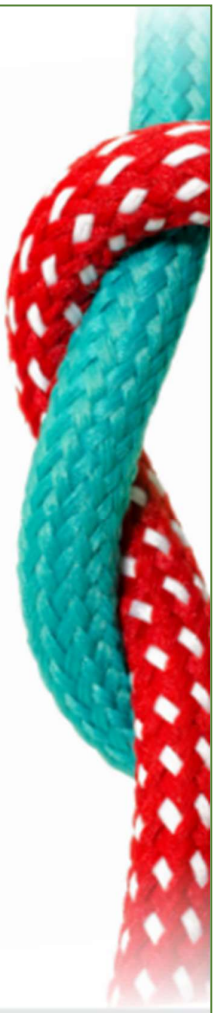
If you have any questions or want to exercise any of your data protection rights, please contact weeklypayroll@irweb.co.uk

Useful Links for Agency Workers

Working in the UK Video	Understand your rights – available in several languages
Citizens Advice Bureau	Check your rights as an agency worker
GOV.UK	Your rights as an agency worker
ACAS	Free, impartial advice on workplace rights, rules and best practice
The Modern Slavery Helpline	Information, advice and guidance about modern slavery issues
Just Good Work	Free interactive multi-language app, giving jobseekers and workers critical information and advice for everything needed on the journey to work, from recruitment to employment and life in a new destination, to moving on or returning home.

stronger together

tackling hidden labour exploitation



- Are you being forced to work when you don't want to?
- Do you have to pay someone money to give you work?
- Are you being forced to live in accommodation against your will?
- Is someone controlling your identity documents or bank account?
- Is someone threatening or intimidating you or your family?

YES? GET HELP!

Tell someone you trust - a manager, worker representative or friend

YOUR LOCAL CONTACT:

Modern Slavery Helpline:
08000 121 700
(24/7, confidential)
www.modernslaveryhelpline.org/report

REPORT:

Gangmasters & Labour Abuse Authority (GLAA):
0800 432 0804 (Confidential)

Police:
999 (emergency)
101 (not emergency)

EN v10/20

www.stronger2gether.org

Modern Slavery Helpline: 08000 121 700 (confidential, 24/7) www.modernslaveryhelpline.org/report