

## Your Smart 1 team:

-  01527 758 320
-  07568 456 036
-  enquiries@smart1recruitment.co.uk
-  smart1recruitment.co.uk

### This document must also be read in conjunction with

- Terms of Engagement for Agency Workers  
– received during your registration with Smart 1
- Smart 1 Company Handbook – includes all UK Statutory Policies that apply to your employment and is available for you to read on our Website [www.smart1recruitment.co.uk](http://www.smart1recruitment.co.uk)

**Smart 1 Recruitment**  
Suite 67, The Business Centre  
Edward Street, Redditch  
Worcestershire B97 6HA

 @smart1\_recruit

 Smart 1 Recruitment

 /smart1recruitment

Smart **1**  
RECRUITMENT

# Welcome pack

## Thank you for joining us at Smart 1 Recruitment

Here at Smart 1, our candidates are just as important as our clients. We take pride in our reputation and we recognise that the quality service we provide to our clients is built on the commitment, dedication and skills of all of our candidates.

To demonstrate our commitment to looking after you during your assignments/employment, this **Welcome Pack** has been prepared to give you an overview of **Rules, Regulations, Policies** and **Procedures** you will need to be familiar with and most importantly key **Health and Safety** information to ensure your safety. Please read it carefully and let us know if you have any questions.

# Your Employment



### Hours and breaks

At the beginning of each assignment, Smart 1 Recruitment will confirm your hours of work for the Client and any paid and unpaid breaks during this time. You should not leave the site during any paid breaks. Any changes to your hours during assignment will be confirmed to you by Smart 1 Recruitment in conjunction with the Client.



### Timesheets

Clients will be required to confirm your weekly hours by completed timesheets every Friday. Some assignments may require you to complete daily signing in sheets or weekly timesheets. If so, please ensure they are completed correctly and in a timely fashion to avoid any payment delays. Hours must be recorded to the nearest quarter of an hour. Falsification of timesheets will be subject to disciplinary action.



### Payments

Payment will be made by BACS directly into your designated bank account as per the details provided on registration. Payments will be made weekly in arrears by Friday 5pm and will be subject to weekly deductions where applicable. Weekly payslips are sent via email detailing payments and deductions made. P60s are provided following the end of each tax year.



### Absence

If you are unable to attend an assignment for any reason, you must inform Smart 1 Recruitment via telephone in person, within 1 hour of your normal starting time for that day. Failure to do so will be treated as unauthorised absence and may result in the termination of your assignment. Absences will be unpaid unless otherwise stated by Statutory Law in place at that time i.e. holiday, maternity etc. In the event of sickness, as long as you comply with the notification procedure and are still under assignment you may be entitled to Statutory Sick Pay (SSP) at the rate as in force at the time of the absence.



### Holiday

You will be entitled to paid annual leave in accordance with the Statutory Minimum in force at the time under the Working Time Regulations. You will accrue entitlement to the paid Statutory Minimum in proportion to the amount of time worked. To take any entitlement to paid annual leave you must complete a Holiday Form giving notice of at least twice the period of leave and ensure this is signed and agreed with Smart 1 Recruitment prior to taking leave. Holiday must be taken in full days of 8 hours and all holiday must be taken during the holiday year i.e. 6th April to 5th April. Any untaken holiday at the end of the holiday year will be lost. Any holiday accrued but not taken upon termination of the contract by either party will be paid as part of any final monies.



### Temp of the Month Reward

Each month we ask our clients to nominate one of our team who has gone above and beyond in their assignment, proving to be dedicated, reliable and hard working. If you are nominated and selected by Smart 1 Recruitment, we will reward you with our 'Temp of the Month' bonus.



### Refer a Friend

We are looking for more reliable, hard workers just like you to join the team and therefore we offer a 'Refer a Friend' Scheme whereby we reward you with a 'bonus' for referring a friend. To qualify for your bonus, your friend must complete a minimum of 10 hours work on introduction and give us your name when they come and register. Your one-time bonus will be paid the week after the 10 hours have been worked.

# Code of Conduct



### Calls / Mobiles

Mobile phones are not to be taken onto any of the working areas under any circumstances. There may not be lockers available at every site so the storage of mobile phones whilst on site will be your responsibility. Mobile phones should only be used during official break times and whilst off site. If there is an isolated emergency where you may need to have your mobile phone with you this must be declared and agreed in advance with your Supervisor on site.



### Use of computers

If using a Computer during your work, it will be a disciplinary offence to use the Computer for any other reason than that to perform the work as designated. This includes your own personal use, downloading inappropriate material, disclosure of confidential data, the use of unauthorised computer software on Company hardware or the extraction of files and/or other information from a Company database for any use other than Company business will be subject to disciplinary action.



### Smoking

You must follow the Client's Smoking Policy. Smoking is only ever permitted in designated smoking areas which should be identified to you upon commencement. You are reminded that smoking anywhere other than any designated area will be an offence and will be subject to disciplinary action. This includes the use of electronic cigarettes.



### Alcohol / Drugs

Smart 1 Recruitment is committed to providing a safe working environment, which includes promoting the good health and wellbeing of employees and the public. We operate a zero tolerance Policy in order to maintain a workplace free from drug, alcohol or substance misuse and its effects.



### Misconduct

An incident of misconduct, no matter what the level of seriousness, may result in your assignment being terminated.

# Health and Safety



### The law

All of our clients are responsible for maintaining safe working environments and practices. You are responsible for following all safety rules whilst on site so as not to endanger yourself or others. For your safety and wellbeing you must familiarise yourself with all Health and Safety instructions given to you at the start of the assignment.



### Accident reporting

If you are involved in an accident whilst at work, you must inform your Supervisor or an alternative senior member of staff as soon as the incident occurs. All accidents no matter how small must be reported and recorded by the Company. You will be required to give a statement and you must full comply with any resulting investigation. You should not leave site following an accident until the incident has been recorded.



### Personal protective equipment (PPE)

PPE is required during most assignments. PPE required for each assignment will be confirmed during the client Induction. Smart 1 Recruitment will provide you with High Visibility Vests and Safety Shoes. Should they not be returned in good condition at the end of the assignment, the Company reserve the right to deduct the cost of any items supplied from any monies owing. The Client will supply all other PPE required.



### Manual handling

Certain roles will involve manual handling. Use any lifting equipment provided. Where this is not available before lifting any items you should assess the weight and seek assistance where required. Where applicable you will be provided with a Smart 1 Recruitment Manual Handling Guide. Please read this carefully and ensure you comply with its contents. If in any doubt, seek assistance! You must wear clean protective equipment/clothing when dealing with food i.e. hat, gloves, overalls. You must follow the Client's strict Hygiene rules when dealing with food. Jewellery may not be permitted whilst on assignments where handling food is involved.



### Food

You must wear clean protective equipment/clothing when dealing with food i.e. hat, gloves, overalls. You must follow the Client's strict Hygiene rules when dealing with food. Jewellery may not be permitted whilst on assignments where handling food is involved.