

Oakes Recruitment Candidate Charter

A process that's fair and easy to understand

- Our registration process is straightforward and easy.
- You will never be just a name on a spreadsheet, we will always get to know each other and meet in person before you start any assignment.
- We will always try and match you to jobs that are suitable for you; you talk we listen.
- We provide you with a full induction which we will help you understand and any relevant training that is needed to make sure you can get your work done safely.

Keeping you up to date

- We will provide you with a clear job description for every assignment you undertake with us.
- You can contact our team 9 -5 Monday to Friday, or on our out of business hours emergency phone number.
- We will never keep you in the dark about new opportunities and will always notify you when new jobs arise that are suitable for you.

Making sure you are protected

- Your rights are important, and we always protect them by employing ethical working practices.
- Fair treatment is what we are all about and we will always treat you equally and with respect.
- Equality and Diversity are integral parts of a workforce and we are committed to making sure these principles are practiced.
- We will always comply with all recruitment and employment legislation.
- We always strive to make sure you are treated fairly. That's why we have an open-door policy, which allows our staff to report any wrongdoings, including human rights violations and modern slavery.

Helping you expand your skills

- We always encourage and support development of workplace skills.
- Our induction process provides you with training relevant to your job, if applicable.

Contents

Welcome to Oakes Recruitment	1
Ethical Commitments	
Modern Slavery	4
Health and Safety	
Manual handling	5
Safety Signs	7
Accidents, First Aid and Medication	8
Upper limb disorder	
Personal Protective equipment	
COSHH	
Knife Use / Equipment	
Clean as you go	
Fire Evacuation	10
Policies, Procedures and Regulations	
Equality and Diversity	
Unions & Collective Agreements	
Payment of wages	
Wage queries	
Pensions	
Holidays	
Customer visits	
Change to personal details	
Agency workers regulations	
Hours of work/Recording/Timekeeping	
Working time regulations	
48 hours opt out agreement	
Young person's regulations	
Smoking & use of E – Cigarettes	
Harassment & Bullying	
Abusive language	
Calls monitoring	
Use of CCTV	
Right to search	
Illegal substances & materials	
Social media	
Absence/Sickness and Return to work	
Parental leave (Maternity/Paternity/Adoption/Shared)	
Open door policy	
Disciplinary/Gross misconduct	
Grievance	

Welcome to Oakes Recruitment

We understand that taking on a new venture may come with a lot of questions, we've all been there before. So, we do our best to answer any queries you may have within this booklet, but if we don't quite cover everything, please don't hesitate to ask.

This booklet is yours to keep, so you can use it as a refresher during your placement. It is very important you read through and understand the information in this booklet, as it is a great aid to making sure you are safe, protected and happy at work.

Although we always strive to help and provide you with information we believe is beneficial, if you feel that Oakes Recruitment haven't met your standards by either providing you with bad information or that you have been treated unfairly, please speak to your Oakes Recruitment representative immediately. Your complaint will be dealt with within 3 working days. If you are still not satisfied with the outcome, please don't hesitate to contact our Branch Manager directly at Karen@oakesrecruitment.com. Oakes Recruitment will always encourage you to raise any concerns or queries that you have at your earliest opportunity, so they can be resolved as quickly and as effectively as possible. If you require assistance, or access to the internet to do so, please contact your Oakes Recruitment Representative.

We never have, and never will, charge you to find work. If you have given anyone money to help you find work, please contact your Oakes Recruitment representative immediately.

REC Registered: 00101762



Ethical Commitments

Modern Slavery Act 2015

Oakes Recruitment is committed to the prevention of modern slavery and human trafficking within its business, and with the clients in which they engage in business.

Oakes Recruitment operates a zero-tolerance policy to modern slavery and endeavours to raise awareness of the associated issues and key indicators with agency workers, employees at all levels, third part associates, hirers and suppliers. A Modern Slavery Statement has been published in accordance with the Modern Slavery Act 2015 and is available to view in full on the company site; www.oakesrecruitment.com

Health and Safety

Manual Handling



You may encounter manual handling frequently in industrial work, and sometimes even in office-based work and it is very important that you complete the manual handling operation safely and correctly to avoid injury.

Manual handling is sometimes referred to as ‘any transporting of a load (including lifting, putting down, pushing, pulling, carrying or moving) by hand or bodily force’.

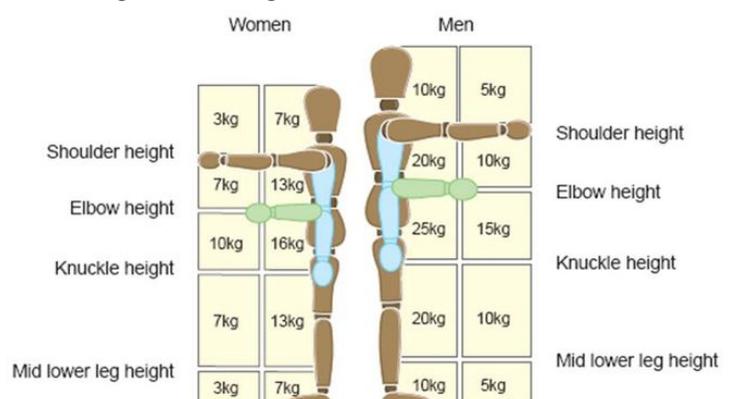
Approximately one third of injuries reported are due to incorrect methods of manual handling.

The Steps to take before and during manual handling are important to prevent injury, so it is imperative that you read and understand them.

1. **Plan Your Lift:** Could you use handling aids to make the lift easier/safer? Where is the load going? Will you need help with the load? Make sure there are no obstructions or trip hazards, such as discarded wrapping materials. If you are carrying the load for a longer distance, consider resting the load on a table or bench, to rest and readjust your grip.
2. **Keeping the load close to your body:** It is important when lifting to keep the load as close to your waist as possible for as long as possible. Keep the heaviest part of the load next to your body.
3. **Keeping Stable:** Before lifting you should adopt a stable position, your feet apart with one slightly ahead of the other to keep yourself balanced (alongside of the load if it is on the ground), be prepared to move your feet during the lift to maintain balance. Wear the correct PPE to lift, wear suitable footwear and no tight clothing.
4. **Get a Grip!** Be sure to get a good grip on the load. However, making sure the load is as close to you as possible is safer than a firm grip alone.
5. **Starting with a good posture:** At the start of the start of the lift, slightly bend your back, hips and knees, this is much safer then fully bending the back (stooping) or fully bending the hips (squatting).
6. **Maintaining a good posture:** Don't flex your back any further when lifting, this tends to happen if your legs begin to straighten before you start to raise the load.
7. **Avoid twisting your back!** Try not to twist your back or lean sideways, especially when your back is bent. Keep your shoulders level and facing in the same direction as your hips. Move by turning your feet not by twisting your back.
8. **Keep your head up!** Make sure you look ahead not down at the load, once you're holding it securely.
9. **Don't snatch or jerk the load:** Move the load as smoothly as possible as this prevents injury.
10. **Don't overdo it:** Don't lift more than you can easily manage, just because you can lift it doesn't mean you can safely lift it; there's a difference. If you're in doubt seek advice or help, it's better to be safe than sorry.
11. **Place then adjust:** If the load you are carrying needs to be positioned in a specific place, put the load down and then slide it onto the desired position.



Manual handling is never 'completely safe' but working within the guidelines will reduce your risk of injury and help you stay safe.



Safety signs

Safety signs follow a specific colour scheme, which is the same throughout the European Union.

<p>Blue signs: a blue sign means the instruction on the sign is mandatory i.e. you must do it.</p>  Ear protection  Wear boots	<p>Red Signs: Prohibition (do not do)!</p>  No Smoking  No Mobile phones																																			
<p>Green Signs: Safe conditions</p>  First aid  Emergency eyewash  Emergency shower	<p>Yellow signs: Hazard warning</p> <table border="1"> <tr> <td> Flammable materials</td> <td> Explosion risk</td> <td> Toxic</td> <td> Corrosive</td> <td> Overhead crane</td> </tr> <tr> <td> Fork lift in operation</td> <td> High voltage</td> <td> General warning</td> <td> Laser radiation</td> <td> Biohazard</td> </tr> <tr> <td> Oxidizing</td> <td> Hot surface</td> <td> Entrapment risk</td> <td> Electrocution risk</td> <td> Irritant</td> </tr> <tr> <td> Slippery floor</td> <td> Watch your step</td> <td> Cutting risk</td> <td> High temperature</td> <td> Glass hazard</td> </tr> <tr> <td> Suffocation</td> <td> Gas bottle</td> <td> Falling objects</td> <td> Electricity</td> <td> Cutter</td> </tr> <tr> <td> Hard hazard</td> <td> Battery hazard</td> <td> Rotating parts</td> <td> Low temperature</td> <td> Magnetic field</td> </tr> <tr> <td> Optical radiation</td> <td> Non ionising radiation</td> <td> Radiation</td> <td> Environmental hazard</td> <td> Crushing hazard</td> </tr> </table>	 Flammable materials	 Explosion risk	 Toxic	 Corrosive	 Overhead crane	 Fork lift in operation	 High voltage	 General warning	 Laser radiation	 Biohazard	 Oxidizing	 Hot surface	 Entrapment risk	 Electrocution risk	 Irritant	 Slippery floor	 Watch your step	 Cutting risk	 High temperature	 Glass hazard	 Suffocation	 Gas bottle	 Falling objects	 Electricity	 Cutter	 Hard hazard	 Battery hazard	 Rotating parts	 Low temperature	 Magnetic field	 Optical radiation	 Non ionising radiation	 Radiation	 Environmental hazard	 Crushing hazard
 Flammable materials	 Explosion risk	 Toxic	 Corrosive	 Overhead crane																																
 Fork lift in operation	 High voltage	 General warning	 Laser radiation	 Biohazard																																
 Oxidizing	 Hot surface	 Entrapment risk	 Electrocution risk	 Irritant																																
 Slippery floor	 Watch your step	 Cutting risk	 High temperature	 Glass hazard																																
 Suffocation	 Gas bottle	 Falling objects	 Electricity	 Cutter																																
 Hard hazard	 Battery hazard	 Rotating parts	 Low temperature	 Magnetic field																																
 Optical radiation	 Non ionising radiation	 Radiation	 Environmental hazard	 Crushing hazard																																

Accidents, first aid and medication

All accidents must be reported immediately to your supervisor and first aider and, where necessary, recorded; this includes any 'near misses'.

There will always be qualified first aiders within your work place, and you should familiarise yourself with who they are.

Following instructions prevent accidents from happening, so it is important you do so. Always follow correct Manual Handling methods and adopt a 'clean as you go' attitude and always ask for training where required.

If you take personal medication, it should remain with your personal belongings in your locker (if provided). If you have a medical condition that requires you to carry medicine on your person this must be agreed with the first aider at work. Please notify Oakes Recruitment before starting work.

If you have any cuts or grazes, old or new, and are working in the food industry they must be covered with a blue detectable plaster.

Upper Limb Disorder

Upper Limb disorders are caused by repetitive twisting or gripping movements resulting in strain. They include discomfort or persistent pain in muscles, tendons and other soft tissues.

Symptoms of Upper Limb Disorder Include:

- Aching or painful fingers, wrists or arms
- Swelling or inflammation of the tendons
- Numbness, pain or tingling
- Pain on movement or pressure
- Weakness of grip
- Creaking felt over the tendon as it moves

Should you feel experience any of these symptoms, please notify Oakes Recruitment

Personal Protective Equipment

Personal Protective Equipment (PPE) will be provided for your assignment. It is an act of gross misconduct if you wilfully damage or misuse your PPE. PPE is provided to ensure you can work safely and to ensure that the product protects you.

You should familiarise yourself with the process of PPE use and ensure you follow all guidelines.

Control of Substances Hazardous to Health – COSHH

Measures are in place to reduce exposure, isolate and control procedures and help you safely use potentially hazardous substances. You must not use substances unless you have received the relevant training and it has been authorised/signed off by your supervisor.

Knife/ Equipment use

There may be times at work when you are required to use a knife. If you are a minor/under 18 you are not permitted to use a knife, unless it is a Safety Knife, **you must not under any circumstances bring your own knife into work, if your job requires you to use a knife, one will be provided for you, by your employer.**

Here are some rules that must be followed whilst using a knife at work.

- Never put a knife in your pocket.
- Never play with a knife.
- Never cut towards yourself (unless directed otherwise), cut away from yourself holding the handle firmly to prevent slipping, keep clear of your free hand, and wear a cut resistant glove.
- Always store your knife correctly, never leave it lying about.
- Always cover the blade when you are not using the knife.
- If you are sharpening a knife, make sure you follow the instructions given to you by your supervisor.

The Health and Safety at Work Act 1974 section 7 states that 'you must act with yourself and others in mind. Ensure that your actions or neglect do not create hazard for you or for others. Wear protective equipment where provided'.

You must not touch any machinery that you have not had relevant training in how to operate. Do not interfere with safety devices. Any safety equipment required will be supplied, for example cut resistant gloves, hi-vis, ear defenders, bump hats etc.

Clean as you go

You should always assist by keeping your work area clean. Cleanliness is everyone's responsibility and plays a vital role in reducing slips and trips. All debris such as packaging must be put into waste bins.

Fire Evacuation

If you discover a fire you must:

- Immediately operate the nearest fire alarm call point.
- Inform your supervisor.
- Switch off all machinery.
- Follow the evacuation process.
- Not re-enter the building unless it is deemed safe to do so.



On hearing the alarm:

- Go to your nearest safe exit.
- Follow green safety signs.
- Go to your assembly point.
- Wait for your roll call.
- Do not re-enter the building unless it is deemed safe to do so.

Policies procedures and regulations

Equality and Diversity

Diversity is an integral part of any workforce and Oakes Recruitment is dedicated to making sure everyone is given an equal opportunity.

Oakes Recruitment will treat everyone equally irrespective of race, gender, sexual orientation, marital status, age, disability, colour or religion.

We ensure that as a candidate you are assessed only on your merits and your compatibility to a job role.

Unions and Collective Agreements

Where you work there may be a Union, which you are entitled to join without impacting your status with Oakes Recruitment.

Payment of Wages

Oakes Recruitment will pay you for any work undertaken one week in arrears.

This is paid directly into your bank account every Friday. (You will be informed of any changes.)

Payslips will be emailed to the email address you have provided, or you will be given a log in to enable you to see, print off and save your payslip.

You must have your own bank account in your name (joint accounts allowed), we cannot pay your wages into anybody else's account, even if they are a relative. If you do not have a

bank account, we will pay you with cheques for the first two weeks, by which point we will expect you to have opened your own account.

Wage Queries

If you think there has been an issue with your wages you must report this to your Oakes Recruitment representative as soon as possible (within working hours), so that the issue can be assessed and dealt with quickly and effectively. Oakes Recruitment will rectify any issues (if possible), so long as you have reported the problem within 3 months of it happening.

If you have been underpaid, your Oakes Recruitment representative will look into it for you and confirm how it will be rectified.

In the event you are overpaid, deductions may be made in line with the clause in your contract. You will be notified before any deductions are made.

Pensions

Due to recent legislation put in place, you will be auto-enrolled onto the company pension scheme after a waiting scheme of 3 months. A small deduction of your weekly pay will be made in line with the statutory requirement. You will receive a letter within 28 days of qualification showing your options under the scheme.

Holidays

If you work full time you are entitled to 28 days holiday.

Holiday is accrued on the basic hours you've worked, unless current legislation states otherwise. Overtime does not accrue to holiday entitlement as it is voluntary, however, you would be advised whether this is different with the company you are working for.

The rate at which holiday is paid is calculated in line with the Employment Rights Act 1996 (section 224) the number of holiday hours accrued is calculated in line with ACAS – holidays and holiday pay guide. (ref- AL03 11/14).

ACAS – Holidays and holiday pay guide (ref AL03 11/14)

This states that if you work irregular hours or on a casual basis, it's easiest to calculate your holiday entitlement dependant on the hours you've worked; what hours of holiday you have accrued.

The holiday entitlement of 5.6 weeks is equivalent to 12.07 % of your hours worked over a year.

The 12.07% is 5.6 weeks' holiday divided by 46.4 weeks (52 weeks – 5.6 weeks) The 5.6 weeks are excluded from the calculation as the worker would not be at work during those weeks in order to accrue annual leave.

Employment Rights Act 1996 section 224

'Employment with no normal working hours'

'(1) this section applies where there are no normal working hours for the employee when employed under the contract of employment in force of the calculation date'

'(2) the amount of a week's pay is the amount of the employee's average weekly remuneration in the period of twelve worked weeks ending:

- (a) Where the calculation date is the last day of a week, with that the week, and
- (b) Otherwise, with the last complete week before the calculation date.

(3) In arriving at the average weekly remuneration, no account shall be taken of a week in which no remuneration was payable by the employer to the employee and remuneration in earlier weeks shall be brought in, to bring up to 12 the number of weeks which account is taken.

Your annual leave year runs from the date you start work to the same date the following year.

If you wish to take a holiday you must give 2 weeks' notice to Oakes Recruitment. Shorter notice requests may be granted; however, this cannot be guaranteed. A request form must be completed for all holiday leave applicants.

If you wish to have a Bank holiday day as a holiday, you still need to complete a holiday leave application.'

Planned shutdowns.

Sometimes Hirers have planned shutdown weeks during the year, for example Christmas, if you want to be paid during this time you must ask to be paid the holiday you have been accrued, if you have it.

Customer Visits

If you were working in a factory, for example (although not an exhaustive example) a Customer may visit to see the production of their product, talk to the staff and complete audits.

During the Customer visits they may ask you questions, it is important to remain professional and only answer the questions they ask if you know the answer. If you don't, advise them that you will let them know when you have asked your supervisor and do know the answer.

Change to Personal Details

If you notice any errors with your personal details, or you need to change any of your details you should notify Oakes Recruitment as soon as possible. You must make these changes face to face and all other requests to change personal information that are not face to face will be denied.

Your details are made available for our clients for auditing purposes and to government organisations when necessary.

Agency Workers Regulations 2010 (AWR)

The regulations came into effect on October 2011. The Regulations are important as they ensure that temporary workers receive the same rights/ 'equal treatment' as the permanent worker after 12 calendar working weeks under the same hirer and same job role.

'Equal Treatment' is defined as 'the same pay and working conditions that a new worker recruited directly by the hirer would receive'.

If you have any questions regarding this, please don't hesitate to ask your Oakes Recruitment representative.

Hours of Work

Hours of work are communicated after each assignment.

You do not have to do overtime, it is voluntary (you will be formally advised in writing if this is not the case) You may choose to work overtime if it is offered and you will be paid for the overtime in your weekly wage.

Please ask your Oakes Recruitment representative to explain how your hours will be recorded on each new work assignment,

You must ensure your hours are recorded accurately, this is your responsibility.

Time keeping is very important, you should arrive on time for work and be ready to start work at your shift start time. If you are going to be late for any reason you must contact your Oakes Recruitment representative.

Working time regulations

From October 1st, 1998 new time measures were set in place to cover working times, holiday entitlement and breaks. The basic rights and protections offered are:

- A limit of 48-hour weeks (calculated over a 17-week average).
- The right to 11 consecutive hours rest a day.
- The right to 2 days rest in 14.
- The right to a break whilst at work for 6 or more hours.
- The right to 5.6 weeks paid leave per annum.

The 48 hours opt put agreement

Unless you give consent and sign a contract saying you are willing to work over 48 hours, 48 hours is the most you can work in a week.

If you give consent (sign the contract), but later change your mind, you can give 3 months' notice to Oakes Recruitment, within writing.

If you are unclear about this, please don't hesitate to Contact your Oakes Recruitment representative.

Young Persons Regulations

If you are under the age of 18, you are not allowed to work more than 8 hours a day for more than 5 days a week, amounting to 40 hours a week.

If you are under 18 you are not permitted to work between 11pm and 6am

It is your responsibility that you do not work more than 8 hours a day, 5 days a week and 40 hours a week. It is also your responsibility to notify your supervisor and your Oakes Recruitment representative.

YOU MUST notify Oakes Recruitment immediately if you are under 18 as you will need to sign a declaration.

Night worker regulations

Under the 'Working Time regulations' a night worker is someone who works at least 3 hours during 'night hours' (between 11pm and 6am).

Workers can agree to vary their night hours.

Nightly working time is calculated the same as a daily workers time over 27 weeks.

Night workers cannot opt out of 48-hour week

A person under 18 years of age cannot work nights.

There is an absolute limit of 8 hours a Night worker can work if the job they are doing involves special hazards or is mentally straining.

A job that involves a special hazard if it is identified:

- As such by agreement between an employer and workers in a collective agreement or workforce agreement; or
- As posing a significant risk by a risk assessment which an employer has conducted under the management of Health and Safety at Work Regulations 1999.

Smoking and use of E- cigarettes

Smoking is not allowed in any work place in the UK. The only place you can smoke is in specific specially designated areas.

If you are caught smoking in unauthorized areas, it will be considered an act of gross misconduct which could lead to your assignment being terminated/or dismissal.

This also applies to E-Cigarettes.

Harassment and Bullying

Being treated with dignity and respect should be standard behaviour in a workplace. Bullying and harassment of any kind is in no one's interest and will absolutely not be tolerated. Bullying of any kind will result in dismissal.

Harassment may be related to age, sex, race, religion, disability, sexual orientation etc. It may be persistent, but it may also be an isolated case. In either case, it will not be accepted.

Abusive Language

Abusive or threatening language will not be tolerated and will result in dismissal. Abusive language is 'any language that taken in context tends to or is likely to offend or expose an individual group or class of individual to hatred or contempt on the basis of race, nationality, ethnic origin, religion, sex, sexual orientation etc'.

Call Monitoring

During the course of your assignment telephone calls or parts of may be monitored and/or recorded for quality control, customer service, employee training, and other lawful purposes by the Client. The client may also monitor the use you make of email and the internet. You must consent and agree to such monitoring and recording and there will be no further need for confirmation of consent prior to us during such monitoring or recording.

Use Of CCTV

CCTV may be in operation on site. There will be signage where this is the case.

Right to Search

All Oakes Recruitment workers must submit to random search procedures, including bags, lockers and cars conducted by the client. You are not permitted to take anything off site with you that does not belong to you. If you do, it will amount to theft and the police will be informed and you will be dismissed.

Illegal substances

The use or sale of illicit substances is prohibited. Attempted sale, conveyance, distribution, manufacture, cultivation, dispensation, purchase and possession of illegal substances and materials is not allowed. An illegal substance is anything for which possession is considered illegal under law. If you are found in possession of such substances, you will be dismissed.

Rights to Drug and Alcohol Test

Clients may require Oakes Recruitment workers comply to a drugs and alcohol testing procedures.

The Testing procedure may be random, or specific based on a just cause (i.e. due to behaviour that causes suspicion or if you have an accident.).

All testing will be carried out professionally by a competent client representative. Client specific procedures will be confirmed prior to the commencement of assignment.

Social Media

Online conduct should remain the same as offline conduct.

It is very important you don't misinterpret yourself, the client or Oakes Recruitment online.

Many people don't use social media but if you do you must be mindful of what you say.

If you use sites such as Facebook and LinkedIn and wish to state you are a temporary worker for Oakes Recruitment then you must list the assignments you have undertaken using the following format:

- Name: Mr A Example

- Job title: Temporary employee at Oakes Recruitment (Lowestoft Branch)
- Job description: (Job role at 'client name' – from date to date)

You must also update your social media if you leave Oakes Recruitment.

Absence/sickness/return work

Absence

You must notify Oakes recruitment the first day of absence, the reason of absence and, if possible, the anticipated duration of your absence. You should report the absence to Oakes Recruitment within 2 hours before your shift, or at the earliest opportunity.

You should report your absence over the phone/ by phone call, texting/emailing is not an acceptable means of communicating your sickness absence. You should also leave details of how we can contact you during your absence.

Poor attendance may lead to termination of your contract, so we monitor sickness absences due to sickness on a regular basis.

You are expected to avoid unnecessary absences, things like doctors or dentist appointments should be made outside of working hours if possible.

If you are sick for seven consecutive days, the company reserves the right to ask for a doctor's note/fit note. This is so the company can assess your eligibility for Statutory Sick Pay (SSP) and to explore what can be done to help you when you return to work.

In the event that the assignment is ended, or a replacement worker is required, this period of absence is a period of unavailability and therefor an SSP1 form will be completed for the purposes of claiming statutory sick pay.

Please see your contract for full details of absence, sickness and return to work.

Return to work

When returning to work after an absence, a return to work meeting will take place with Oakes Recruitment where an absence form will be completed.

The return to work meeting is basically designed to welcome you back to work and check that you are well enough to return. It's also to give you a recap of what has happened at work during your absence. It also helps us talk to you about the cause of the absence and see if your employer can do anything to help, and if the sickness is work related we will assess if there is again anything we can do to help.

Parental leave

Maternity leave

This policy sets out the statutory rights and responsibility of employees who are pregnant or have recently given birth and gives details of the arrangements for antenatal care, pregnancy-related illness and maternity pay.

It is our company policy to encourage open discussions with employees over their rights relating to anything to do with work especially maternity rights. The maternity provisions are complex so if an employee becomes pregnant she should clarify the relevant procedures with Oakes Recruitment to ensure they are followed correctly.

In this policy the following definitions are used:

‘expected week of childbirth’ means the week starting on a Sunday, during which the employee’s doctor or midwife expects her to give birth.

‘qualifying week’ means the 15th week before the expected week of childbirth.

Notification of pregnancy

On becoming pregnant you should notify Oakes Recruitment when you can. It is important you do so before you work as there are health and safety considerations for the company.

By the end of the qualifying week, or as soon as reasonably practical, you are required to inform the Company in writing:

Of the fact that you are pregnant;
your expected week of childbirth; and
the date in which you intend to start your maternity leave.

Time off for antenatal leave

Once you have informed the company of your pregnancy you are entitled to take responsible paid time off work to attend antenatal appointments as advised by your doctor, registered midwife or registered health visitor.

You are required to produce a certificate from your registered midwife, doctor or registered health care visitor, stating that you are pregnant, in order to be entitled to take antenatal leave.

Antenatal care may include relaxation and parent craft classes that your doctor, midwife or health visitor has advised you to attend, in addition to medical examinations.

Antenatal appointments: time off to accompany a pregnant woman

An expectant Father, or partner (Including same sex) of a pregnant woman will be entitled to take unpaid time off work to accompany the woman to up to 2 of her antenatal appointments upon submission of confirmation of the appointment. ‘partner’ includes the civil partner or spouse of the pregnant woman and a person of either sex) in a long-term relationship with her.

Health and Safety

The company has a duty to take care of the health and safety of all employees. We are also required to carry out a risk assessment to assess the workplace risks to a pregnant woman, a woman who has recently given birth or is breastfeeding. The company will provide you with information of any risks identified in the risk assessment. If the risk

assessment reveals you will be exposed to health hazards in carrying out your normal job duties, the company will take such steps as reasonably necessary to avoid those risks, such as altering your working conditions. In some cases, this may mean offering you suitable alternative work (if available) on terms and conditions that are not substantially less favourable.

If it is not possible for Oakes Recruitment to alter your working conditions to remove the risks to your health, and there is no suitable work to offer you on a temporary basis, the company may suspend you from work on maternity grounds until there is no risks to your health. This may be for the remainder of your pregnancy until your maternity leave. If you are suspended under these circumstances, it does not in any way impact on your statutory or contractual employment or maternity rights. You will be entitled to your normal salary and contractual benefits during the period of your suspension, unless you have unreasonably refused an offer of suitable alternative employment.

Sickness absence

If you are absent from work during your pregnancy due to sickness you will receive normal statutory sick pay in the same manner as you would any other sickness absence, provided you have not yet begun ordinary maternity leave.

If, however, you are absent from work due to pregnancy related illness after the beginning of the fourth week before your expected week of child birth (you must inform Oakes Recruitment in writing of this as soon as possible), your maternity leave will start automatically.

Maternity pay

To qualify for Statutory Maternity Pay (SMP) you must have been:

- Employed by the company continuously for at least 26 weeks into the 15th week before the week your baby is due (the qualifying week).
- Earning on average an amount which at least equals the lower earnings limit which applies on the Saturday at the end of your qualifying week.

The lower earnings limit is the amount you have to earn before you are treated as paying National Insurance contributions.

If you have a visa that allows you to live and work in the UK, you may be entitled to SMP. If there is a condition in your visa that you have 'no resource to public funds', you may still get SMP provided you satisfy the qualifying conditions. The qualifying conditions for SMP depend on your recent employment and earnings history. Because of this, SMP does not constitute public funds.

To make a claim for SMP you must:

- Tell the company when you want your SMP to start.
- Provide medical evidence of the date your baby is due.

If you qualify for SMP, it is paid:

- For the first 6 weeks at 90% of your average gross weekly earnings with no upper limit.
- For the remaining 33 weeks at the lower of either the statutory rate, or 90% of your average gross weekly earnings.

If you cannot get SMP the company will complete SMP1 and give this to you.

The form will state why SMP has not been paid to you. If you have more than one employer, you must get form SMP1 from your other employers as well. Form SMP1 is used to support claim for Maternity Allowance (MA).

Paternity

Paternity pay

For you to qualify for ordinary Statutory Paternity Pay (SPP), all the following must apply:

- You must be the biological father or adopter of the child or be the mother's (or adopter's) husband, partner or civil partner, or expect to have responsibility for the child's upbringing.
- You must have continued to work for the company for at least 26 weeks by the 15th week before the baby is due, or be employed up to and including the week your partner was matched with the child.
- You must continue to work for the company without a break to the date the child is born or placed for adoption.
- Earning on average an amount which at least equals the lower earnings limit.

The amount of SPP is the same whether there is one baby or more; the number of children doesn't affect the SPP.

The company will pay SPP for a period of either 1 to 2 weeks depending on the length of paternity pay you decide to take. SPP cannot be paid for more than 2 weeks.

SPP is a weekly payment due at the end of each SPP week. SPP weeks can start on any day. SPP cannot be paid for any SPP week in which you work for the company, or for any SPP week you are sick and entitled to get statutory sick pay.

Adoption

Adoption pays

To qualify for Statutory Adoption Pay you must have been:

- Matched with a child for adoption by an adoption agency.
- Employed by the company without a break for at least 26 weeks up to and including the week the adoption agency told you that you had been matched with a child for adoption.
- Earning on average an amount which at least equals the lower earnings limit.

Statutory Adoption Pay is paid at the statutory adoption pay rate for 39 weeks. To claim Statutory Adoption Pay you must give the company documentary evidence from the adoption agency. This will usually be a matching certificate.

Shared Parental Leave

If you meet a certain criteria, you have the option to end your maternity leave early and commence shared parental leave instead with your partner.

You can get more information about shared parental leave and eligibility criteria at the Government website: <https://www.gov.uk/shared-parental-leave-and-pay/overview>

Open door policy

We offer an open-door policy, so if ever feel there are certain kinds of wrongdoings, or you need to confide in us, we are here for you.

You shouldn't be afraid to report any wrongdoings within your work place as you are protected by law; you won't be treated unfairly or lose your job because of it.

You can also report wrong doings anonymously by phone, email, or text.

Disciplinary procedures

There are many reasons your contract may end. It might be suitability, changes in client demand, breach of contract and gross misconduct; without requiring any of the procedures set out below.

This procedure applies to all employees and embraces all instances of unacceptable conduct, behaviour or job performance which require disciplinary action in order to maintain good industrial order and discipline in the interests of the company, its employees, customers and suppliers.

Informal Action

Minor misconduct or unsatisfactory performance will initially be dealt with informally. Informal discussions with Oakes Recruitment on performance or minor misconduct are not part of the formal disciplinary procedure. However, records of all discussions are kept on the individual's personnel file. A plan will be agreed during the informal discussion to confirm improvement and action required with timescales given to rectify the situation satisfactory. If no satisfactory improvements are made, disciplinary action may result.

Written Notice of Meeting

Employees will be given a minimum of 3 working days' notice in writing to attend an investigation meeting to discuss the relevant conduct/circumstances which may lead Oakes Recruitment to contemplate taking disciplinary action. The investigation may be adjourned to allow Oakes Recruitment to consider the information given, or to pursue further investigations. Once the investigation process is complete, the employee will then be notified in writing if a disciplinary meeting is to follow. The employee will also be informed of their right to be accompanied by a representative or work colleague of their choice.

The disciplinary meeting must occur before action is taken (save for suspension); and the employee must make all reasonable effort to attend. After the meeting, Oakes Recruitment will notify the employee of its decision and their right to appeal within 5 working days of the outcome of the meeting. The meeting may be adjourned by Oakes Recruitment to consider any new information that may need to be pursued.

Employee's right to be accompanied

The employee has the right to be accompanied by a fellow employee or a trade union representative at all stages of the procedures.

Adjournments

If the employee's chosen representative is unavailable to attend the hearing at the time and the place nominated by the employer, the employee has the right to request a postponement of the hearing to a date within 3 working days of the original date. The postponement must be reasonable and can only be requested once.

Confirmation of Disciplinary Action

Each formal warning will be confirmed in writing within 5 working days of the decision being made, enclosing a copy of the notes taken at the meeting which should state the nature of the failing, any period of time given for improvement, and the improvement required, the consequence of a further breach of standards, and the right to appeal which must be exercised within 5 working days.

First Written Warning

If an employee's performance and/or conduct does not improve following informal action or their infringement of standards is serious enough to warrant it, a written warning may be given. The warning will remain valid for 12 months.

Final Written Warning

If there is a serious first offence or further breach of standards during the currency of the written warning the employee will be given a final written warning by Oakes Recruitment. This may also be applied for serious infringements of standards and procedure. The warning will be valid for 12 months.

Employees should not commit any act or type of behaviour which results in, or is likely to result in, danger to life or limb; nor the loss of or damage to, the property of the company or any persons.

Employees should not commit any act or type of behaviour which impedes, or is likely to impede, the efficient and safe performance of work, or the maintenance of satisfactory relations within the staff and between staff and management.

Included among such acts will be:

- Falsification of records.
- Abuse of the company's or other employee's property.

- Refusal to carry out instructions.
- Persistent breaches of the Terms and Conditions of Employment set out in this Handbook.

Employees should refrain from:

- Betting, gambling and playing cards on company premises.
- Carrying out any work for private use on the company's premises and the company's time.

Gross misconduct

Listed below are actions/ behaviour that the company and the client consider to be acts of gross misconduct. If one or more of the following actions/behaviours are found to have been carried out, it may result in termination of the assignment.

This list is not definite or exhaustive:

- Guilty of dishonesty, gross incompetence or wilful neglect of duty at any time in the company's reasonable opinion.
- Violence, threatening behaviour, harassment or bullying.
- Theft or attempted theft from the company, its clients or their employees. This includes falsifying timesheets or otherwise claiming you worked on an assignment during hours you did not in fact work, or falsely claiming tax and NIC relief on expenses to which you are not entitled.
- Fraud or clocking offences.
- Malicious damage, misuse or interference with company property, including the introduction of viruses and other damage to computer systems.
- Breaching the company's usage of the internet policy, including downloading pornographic or other prohibited or illegal material.
- Breach of confidentiality.
- Failure to attend assignments on any day as arranged, or to advise of reason of absence within time perimeters.
- Failure to notify us of the required deadline of an assignment.
- Conviction for any serious crime.
- Leaving site without permission, including breaks.
- To be found under the influence of or possession of alcohol or illegal drugs.
- Serious negligence that causes unacceptable loss, damage, injury or a safety hazard to the company, its clients or their employees.
- Refusal to accept suitable offer of work under an assignment.
- Smoking in unauthorised areas (including e-cigarettes).
- Spitting anywhere on site.
- Failure to submit timesheets in respect of work you've done.
- Asleep whilst at work, including during breaks.
- Rude, offensive or threatening language or behaviour to the company, its clients or their employees.
- Falsification of factory documentation.

- Practical joking.
- Not wearing Personal Protective Equipment (PPE).
- Failure to report any PPE defects.
- Breach of health and safety or hygiene regulations.
- Selling of illegal or duty-free items.
- Carrying your mobile, iPod Mp3 player etc. into production goods area.
- Failure to maintain contact with Oakes Recruitment.
- Refusal of an assignment.

Right to appeal

Employees have the right to appeal any decision taken by the company regarding a disciplinary. You must write to the company about why you wish to appeal, and why you believe you deserve to stay. The company will arrange a meeting to discuss the appeal, this will be with a manager not present at the other meeting. You have a right to bring a companion.

Grievance procedures

On each assignment you should familiarise yourself with the client's specific grievance procedure. There may be subtle differences between assignments.

Oakes Recruitment encourages workers to raise concerns as soon as they arise, so they can be resolved quickly and effectively.

If you have a grievance with the company relating to any aspect of your work, you should report it to your Oakes Recruitment representative as soon as possible.

