

# ASSOCIATE HANDBOOK

## INTRODUCTION

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Welcome to 24-7 Employment Services Limited. We are pleased you have decided to join our company and we look forward to working with you. As a service business our most valuable assets are our people, including our on-site teams and our colleagues.

We are confident that you will enjoy working for us. As an Associate colleague with 24-7 ESL, you are an important contributor to the success of the business and we want to make sure that you are provided with sufficient information and support.

This handbook covers some of the essential information you will need, as well as expanding on some of the points covered in your registration.

Although our clients will direct you in your daily activities it is essential to remember that you are carrying out your duties on behalf of 24-7 ESL. The 24-7 ESL team will manage any matters relating to pay, holiday, absence, performance and welfare.

24-7 ESL works in partnership with our clients. Both the onsite team members and our Associates are ambassadors of 24-7 ESL, and we should try to add value to their business at all times.

24-7 ESL also work in partnership with our Associates. We will aim to offer you regular work and match you to the jobs you enjoy. We will work hard on your behalf to keep you in regular work, and to support you in seeking temporary-permanent opportunities.

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In return we ask that you give us honest feedback regarding your assignment, ensure you are reliable, flexible and abide by the procedures set out in this handbook.

Welcome to our team!

## WORKING WITH 24-7 EMPLOYMENT SERVICES LTD

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24-7 ESL will contact you on a Friday to obtain your weekly availability for work the coming week. It would help us if you regularly confirm your availability with your point of contact or relevant branch and advise us of any changes to your availability as soon as possible.

We like all of our Associates to be honest about their work experience, so that we can ensure that we place individuals on assignments that match their skills.

As an Associate of 24-7 ESL we have set out some guidelines for you to follow on assignment with ourselves.

- Be ready to start work at the required time
- Correct PPE (Food Coat, Hat, Safety Boots, Hi Vis etc.)
- If you are sick, please contact 24-7 ESL immediately so we can find a replacement for the day
- 24HRS on call service is available, always call if you are unable to go to work (details will be found on your assignment notice).
- When you are going to work we ask that you are always well presented and wear safety boots.

As a 24-7 ESL Associate the key to your success will depend on your attitude and professionalism towards our client and their customers.

Below are the guidelines and information to help you succeed in being one of our many valued employees at 24-7 Employment Services Ltd.

- Ensure you have enough time to put your belongings in to a locker and be in your department ready to work at the designated time requested.
- On your first day of work you will be greeted by an Account Handler to ensure you know where you are going within the site and be issued the required Personal Protective Equipment (PPE).

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- Always contact your Account Handler if you are unable to carry out your shift. Please ensure you contact us at least two hours before your shift to enable us to back fill. Failure to do so will result in removal from current availability.
- We run a 24/7 out of hour's operational service. If you become ill or have an emergency that occurs out of hours please contact us, allowing as much notice as possible to ensure we can backfill your shift by calling 01474 328693/07522667266.
- Anyone suffering sickness with vomiting and diarrhoea must not enter a food handling facility, or storage area until they have been symptom free for 48 hours. On returning to site, dependent on your reason for absence a return to work interview will need to be completed and logged on your file. The dress code for attending site must always be clean clothing, no open toe shoes, sandals or shorts.

## 24-7 EMPLOYMENT SERVICES LTD HYGIENE REQUIREMENTS

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Personal hygiene is extremely important to us and especially to our clients. You will be handling fresh produce on a daily basis.

The policy is to keep all products free from all forms of contamination, and Personal Hygiene will be audited regularly in line with the customers' requirements, to protect the integrity of the clients.

Below we have a step by step procedure to help you maintain the correct working practices.

Hygiene rules will include when working on site:-

- Personnel must not cough or sneeze over equipment, packing materials or food
- Spitting must be prohibited in all areas
- Food/drink must not be consumed in packing and storage areas (except water when controlled by site)
- Smoking is not permitted in packaging and storage areas
- Fingernails must be kept short, clean and unvarnished
- False fingernails and eye lashes must not be permitted
- No pen wounds or skin infections
- Reporting the loss of medical dressings or plasters
- Reporting overseas travel

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Hand washing must be completed on entry to food handling areas.

Hands must also be washed whenever required to prevent cross contamination.

This must include:-

- Eating
- Smoking
- Using the toilet
- Coughing/sneezing into hands
- Touching the nose/face
- Touching the floor
- Tying laces
- Handling unsuitable material

## HEALTH & SAFETY

### WE ARE ALL RESPONSIBLE FOR HEALTH & SAFETY

Upon your first visit to our Clients site, you will be provided with a site induction including specific health and safety guidance. Below are the minimum standards you must follow:

- Always familiarise yourself with the general site rules and follow them to ensure safe practice.
- Always comply with all hazards, warning and instruction signs and notices displayed on the premises.
- Undertake all duties as instructed
- DO NOT undertake any task that you feel may put yourself or others at risk.

### MANUAL HANDLING Lifting and carrying and pushing and pulling


- Only use mechanical handling equipment once you have been trained and authorised to do so.

24-7 Employment Services Ltd  
Unit V, Transfesa Rd, Paddock Wood Distribution Centre, Paddock Wood, Kent, TN12 6UU 01892 337849  
247@stellerpacking.co.uk

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- Use mechanical handling aids where possible

## Good Manual Handling Technique

<p><b>(1) Think before you lift</b></p> 	<p>Does the item require a two-person lift or mechanical aid assistance?          What type of item are you lifting? (Is it hot, cold, sharp or slippery?)          Is the item bulky or difficult to grasp?          How far are you moving the item?          Where are you going to place the item?          It is recommended that you wear gloves</p>
<p><b>(2) Test the Weight &amp; Know your limits</b></p>	<p>Tilt the load forward with one hand to test the weight.          If the load is on ground floor level, gently move the item with your foot.  <b>Don't lift or handle more than you can manage.</b> If in doubt, seek advice or get help.</p>
<p><b>(3) Keep the load close to the waist &amp; adopt a stable position</b></p>	<p>Keep the load close to the body for as long as possible while lifting.          The feet should be apart with one leg slightly forward to maintain balance. Be prepared to move your feet during the lift to maintain stability.</p>
<p><b>(4) Get a good hold</b></p>	<p>Where possible, the load should be hugged as close as possible to the body.</p>
<p><b>(5) Start in a good posture</b></p>	<p>At the start of the lift, slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (squatting).          Keep your stomach muscles tight.</p>
<p><b>(6) Stay straight</b></p>	<p>Don't flex the back any further while lifting. This can happen if the legs begin to straighten before starting to raise the load.          Avoid twisting the back or leaning sideways, especially when the back is bent. Shoulders should be kept level and facing in the same direction as the hips.          Turning by moving the feet is better than twisting and lifting at the same time.          Keep the head up while handling.</p>
<p><b>(7) Move smoothly</b></p>	<p>The load should not be jerked or snatched as this can make it harder to keep control.</p>
<p><b>(8) Walk</b></p>	<p>Move at a comfortable pace. Do not rush. Always look ahead when walking, do not look down at the load.</p>
<p><b>(9) Put down, then adjust</b></p>	<p>Place the load down with smooth, slow movement. If precise positioning is necessary, put the load down first then slide it into the desired position.</p>

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## GOOD HANDLING TECHNIQUE FOR PULLING AND PUSHING

- For both pulling and pushing, a secure footing is required.
- Your arms should be straight and positioned between your waist and shoulders.
- Position your feet apart, one in front of the other.
- Apply force with your hands.
- Push or pull using your leg muscles, not your back.
- Try to push rather than pull when moving a load, provided you can see over it and control steering and stopping.
- To make it easier to push/pull, go no faster than walking speed and keep your feet well away from the load.
- Enlist help from another worker whenever necessary if you have to negotiate a slope or ramp.

## Two Person Lift

When large or awkward loads are involved, assistance will be required.

- Where possible, the assistant should be of similar height and build, so that the raised load does not become unbalanced.
- It is essential that the task is discussed between the team members before the operation.
- One person should plan and then take charge of the operation (be the caller), ensuring movements are co-ordinated.
- Team members must not get in the way of each other's sight or movement.
- Ensure the leading foot is positioned in a forwards direction.
- Both persons should lift simultaneously, following steps 1 to 9 above.



Decide who will be the caller. For example - one, two, three... lift.

## Heavy or Bulky items

- Some items that come through the network may not look obviously heavy and that is why it is important to always test the weight before lifting.
- If you come across a heavy item that in your opinion requires a two-person lift obtain assistance.
- Bulky and very heavy items should be placed on a pallet and delivered by a bulk delivery duty.

## PRE-EMPLOYMENT INDUCTION PROCESS

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Before we can supply anyone to site each Associate must attend a pre – employment Induction to assess suitability for the role.

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The Induction process allows us to assess suitability and give each candidate a clear picture of the environment that you will be working in.

The induction process covers the following:

- Correct PPE and method of changing
- General Site Information & Site Hygiene Rules for Food Handling
- Health & Safety
- Fire Evacuation Process
- First Aid
- Medical Screening Health Questionnaire
- Face to Face Interview



## POLICY ON ALCOHOL AND DRUGS IN THE WORKPLACE

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Personal Hygiene is extremely important to us and especially to all our clients. 24-7 ESL believes that it is essential that all employees, Associates and those who render services to, on behalf of the Company, or at the Company's premises are in full command of themselves and of all of their faculties throughout the working day.

24-7 ESL requires you to present yourself for work on each occasion required under your contract in complete command of all your faculties i.e. without any dependence on alcohol or any other drugs of a nonmedicinal nature and to maintain that state until the completion of your working hours under your contract. If during the course of your working day you have to take medicinal drugs on a regular basis, this fact should be made known to 24-7 ESL and your shift supervisor confidentially.

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In the event that you present yourself at work or during working hours when you are in a condition where 24-7 ESL or your shift supervisor believes you to be under the influence of alcohol or drugs and you are not able to carry out your duties in a proper, fit and safe way you will not be allowed to commence work or continue work. Instead you will be suspended without pay and not allowed to return until such a time as you are in full control of your faculties.

In addition, such behaviour will be subject to the potential risk of loss of assignment.

If 24-7 ESL suspects that, you are in the possession of alcohol or drugs you will be required to consent to a search of your belongings. If you are found to be in possession of any alcohol or illegal substances, you will be suspended from your duties pending further investigation. This matter will be dealt with and such behaviour will be subject to the potential risk of loss of assignment.

If 24-7 ESL believes, you are dealing, buying, selling or receiving drugs or alcohol you will be suspended from your duties while an investigation is carried out. Where a criminal offence is suspected the Company shall inform the police.

All employees and workers are required to inform 24-7 ESL or any appropriate person if they suspect any fellow worker may be acting in breach of this policy.

### HOLIDAY POLICY FOR PAYE WORKERS

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As an Associate, you are entitled up to 5.6 weeks of paid holiday per year, however the amount accrued may vary dependent on whether you work full time or part time hours. Our holiday year runs from 1st April – 31st March annually.

Overtime hours do not accrue holiday pay entitlement, currently only your standard working hours usually between 40 - 48 hours per week dependent on your working hours this may vary dependent on the client you are working with.

Please note that any leave request must be applied for 2 weeks in advance and must be authorised by completing an annual leave form and duly authorised by 24-7 ESL or indeed the client with who you are working (if applicable).

24-7 ESL reserves the right to refuse leave requests if they conflict with the needs of the business and it may, with due notice, require that you take the annual leave on specified dates as requested by the client.

Associates cannot request or be paid holiday when they are off shift; Associates will not be paid for requested holiday if the dates are worked and not taken as holiday. Failure to provide the required notice and request for holidays via the email address provided above may result in delayed or non-payment of holidays.

Holidays are processed on a use or lose basis, any holiday not taken in the current holiday year will be lost.

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## IMPORTANT PAYMENT INFORMATION

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### Timesheets

At the end of each week of an Assignment, unless instructed otherwise, the Associate shall deliver to the Company a fully and accurately completed timesheet indicating the number of hours worked during the preceding week (or such lesser period) and signed by an authorised representative of the Hirer.

Please read the following instructions regarding completing and submitting timesheets. Failure to comply FULLY with the instructions will mean that payment may NOT be made.

Timesheets can be downloaded on the 24-7 ESL website [www.247esl.co.uk/candidates](http://www.247esl.co.uk/candidates).

Your authorised signatory/Line Manager should sign to confirm the hours worked at the end of each week. Timesheets should be submitted on a Weekly basis.

Completed timesheets should reach us no later than 12 noon on the Monday following the Sunday week end.

All entries must be made in BLACK or BLUE ink, no correction fluid must be used.

Any alterations must be signed by the authorised signatory. Timesheets can be posted or scanned and e-mailed.

**ANY TIMESHEETS WHICH ARE INCOMPLETE OR ILLEGIBLE WILL RESULT IN THE FORM BEING RETURNED TO YOU AND A POSSIBLE DELAY IN PAYMENT**

Some clients prefer you to use their own time sheet or have clocking in/clocking out systems which automatically sends your hours to 24-7 ESL. If this is the case, you will be advised of the procedure by your Consultant or the Client.

### Payments

Payment will be made by BACS directly into your Bank / Building Society account on Sunday of each week. A payment advice slip detailing how pay has been calculated and deductions made will be forwarded to you via e-mail. Advise the office should you change your personal circumstances e.g. change of address/bank details. This must be done in writing and you can send an email to [kim@stellerpacking.co.uk](mailto:kim@stellerpacking.co.uk)

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## Queries

Should you have any queries relating to your pay, please contact the 24-7 ESL payroll / accounts team on 01892 240250 or email [kim@stellerpacking.co.uk](mailto:kim@stellerpacking.co.uk) they will endeavour to resolve your query as soon as possible. If for some reason, you have been under/overpaid, the money will automatically be adjusted in your next payment. It is in your interest to cross check payment details against your copy timesheet.

When you register with 24-7 ESL you will need to provide us with a P45 or P46 which we then forward on the tax office, this will dictate how much tax you will pay. Unfortunately, this is governed by the HMRC and 24-7 ESL will not be able to assist you with any tax queries, instead you should contact the H M Revenue & Customs on: -

H M Revenue & Customs  
Glasgow – Tel 0845 714 3143

## Statutory Sick Pay (SSP)

If you are off sick from work, you may get Statutory Sick Pay (SSP). SSP is paid by your employer for up to 28 weeks. SSP is treated like earnings for the purposes of income tax and forms part of your taxable income.

To get SSP, you must earn more than £120 a week.

It does not matter whether you are working full-time or part-time. Associates and workers on a fixed-term contract qualify for SSP. If you are self-employed, you do not qualify for SSP.

SSP is paid at a fixed weekly rate. If you need to work out how much Statutory Sick Pay you are entitled to, please visit HM Revenue and Customs and use the SSP calculator on their website at: [www.hmrc.gov.uk](http://www.hmrc.gov.uk).

SSP is paid for up to 28 weeks. If you are off sick with gaps of eight weeks or less, your days off sick are added together to count towards the 28 weeks.

## Employment and Support Allowance (SSP1)

If you are off sick for longer than 28 weeks or if you do not earn enough to qualify for SSP, you may qualify for Employment and Support Allowance (ESA) instead. There are two types of ESA. One type is called contributory ESA and it depends on whether you have paid enough national insurance contributions. The other type is called income-related ESA and this depends on your income and savings. It is possible to receive both types of ESA. If you get income related ESA, you will automatically get the maximum amount of help with your Council Tax (rates in Northern Ireland) and Housing Benefit, as well as other means-tested benefits. ESA is paid by the Department of Work and Pensions.

For More information on Maternity and Paternity pay please visit - [www.HMRC.co.uk](http://www.HMRC.co.uk)

Ordinary Statutory Paternity Pay (OSPP) form from HMRC

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Ordinary Statutory Maternity Pay (MATB1) form from HMRC (please note holiday is not accrued whilst on maternity leave as an Associate).

## WORKING TIME REGULATIONS

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These regulations came into effect in 1998 to ensure all Associates have the basic rights and protection, in summary:

- A limit of 48 hours per week, which an Associate can be required to work. (As an Associate you are allowed to work more hours if you agree to sign the opt-out document attached in your 24-7 ESL induction pack)
- A right to 11 hours' rest per day
- A right to 1 day off each week
- A right to 1 rest break if the working day is more than 6 hours
- A right to paid holiday

At 24-7 ESL we ensure that all of the above is adhered to, if you feel that these requirements are not being carried out please contact 24-7 ESL Office on 01892 240250 or 01474 328693.

## NATIONAL INSURANCE

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Associates who do not have a National Insurance Number should telephone the Job Centre between 8.00am and 8.00pm, Monday to Friday to make an appointment to obtain one (0845 600 0643).

All Associates should either have a National Insurance Number or be in the process of obtaining one if they are looking for temporary ongoing work in the UK.

## GENERAL DATA PROTECTION REGULATION

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We have a very comprehensive policy, which can be found in our Associate Handbook, which is available in the Office. Alternatively, please read our Privacy Policy notice on our website that tells you what we do with your data.

## WORKPLACE BULLYING AND HARASSMENT

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Bullying and harassment is behaviour that makes someone feel intimidated or offended. Harassment is unlawful under the Equality Act 2010.

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Examples of bullying or harassing behaviour include:-

- Spreading malicious rumours      \* Regularly undermining a competent worker
- Unfair treatment                      \* Picking on someone
- Denying someone's training or Promotion opportunities

Bullying and harassment can happen:-

- Face-to-face
- By letter
- By email
- By phone

Discrimination

This is when the unwanted behaviour is related to one of the following:-

- Age
- Sex
- Disability
- Gender (including gender Sexual orientation reassignment)
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief

What Associates should do if they are bullied or harassed.

Associates should see if they can sort out the problem informally first. If they can't, they should talk to their:

- Shift Coordinator
- Manager
- Human resources (HR) department
- Trade union representative

If this doesn't work, they can make a formal complaint using their employer's grievance procedure.

Misconduct has potential risk of loss of assignment.

## OUR HEALTH AND SAFETY POLICY

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- To provide adequate control of the health and safety risks arising from our work activities;
- To consult with our Associates on matters affecting their health and safety;
- To provide and maintain safe plant and equipment;

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- To ensure safe handling and use of substances;
- To provide information, instruction and supervision for Associates; To ensure all Associates are competent to do their tasks, and to give them adequate training;
- To prevent accidents and cases of work-related ill health;
- To maintain safe and healthy working conditions; and
- To review and revise this policy as necessary at regular intervals

## EQUAL OPPORTUNITIES AND DIVERSITY

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Equal opportunities is a principle that emphasises that opportunities in employment, education and other areas are available to all. Equal Opportunities in particular relates to a Legal Framework, which makes it illegal to discriminate against people because of a protected characteristic they have.

Diversity is a broader concept that builds upon the progress made through equal opportunities. Everyone is different and diversity is about recognising, respecting and valuing the differences we each bring to work.

Equal opportunities and diversity work together by identifying and addressing any inequalities and barriers faced by people and by valuing, learning and benefiting from the diverse cultures in society and our staff.

### Grading and Promotion

- All grading and promotions criteria and procedures will be free from prejudice and must be applied equitably and consistently.

### Associate Development

- All Associates will have equal access to induction, personal and career development opportunities and facilities.

### Performance Management

- Probation and performance management procedures will be clear and transparent and will be applied fairly across all Associates.

ETI Base code - Is made up from Nine Provisions.

The nine provisions of the ETI Base Code are:

1. Employment is freely chosen
2. Freedom of association and the right to collective bargaining is respected

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3. Working conditions are safe and hygienic
4. Child labour shall not be used
5. Living wages are paid
6. Working hours are not excessive
7. No discrimination is practiced
8. Regular employment is provided
9. No harsh or inhumane treatment is allowed

## PREVENTING HIDDEN LABOUR EXPLOITATION

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24-7 Employment Services Ltd - commits to developing and adopting a proactive approach to tackling hidden labour exploitation as a partner with Stronger2gether.



Hidden labour exploitation is exploitation of job applicants or workers by third party individuals or gangs other than the employer or labour provider including rogue individuals working within these businesses but without the knowledge of management. It includes forced labour and human trafficking for labour exploitation; payment for work-finding services and work-related exploitation such as forced use of accommodation. It is understood that it is often well hidden by the perpetrators with victims, if they perceive of themselves as such, reluctant to come forward.

## MAIN CONTACTS

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Once you are fully registered and compliant, you will be given name and contact details of your shift coordinator for each assignment for each specific client, your coordinator will be your main contact for all enquiries, including pay and benefits.

### 24-7 Employment Services Ltd

Unit V, Transfesa Road, Paddock Wood Distribution Centre, Paddock Wood, Kent,  
TN12 6UU

Telephone: 01892 337849

E-Mail: [247@stellerpacking.co.uk](mailto:247@stellerpacking.co.uk)

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## LEAVING 24-7 EMPLOYMENT SERVICES LTD

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If you wish to leave, 24-7 ESL there are just a few easy steps you need to follow before carrying on your journey. Firstly, we are sorry to hear you want to leave and we wish you well with your future career.

Step 1: Tell us you're leaving

Step 2: Send an email to [247@stellerpacking.co.uk](mailto:247@stellerpacking.co.uk) requesting your P45 or visit a branch in person.

We would like to thank you for taking the time to read our Associate worker handbook and wish you the very best of luck on your journey with  
24-7 Employment Services Ltd



LICENCED BY THE  
GANGMASTERS & LABOUR  
ABUSE AUTHORITY

