



Temporary Worker Handbook

Welcome to LCM Labour!

I am pleased to welcome you to LCM Labour and would like to take this opportunity to outline some of our key values, and standards of practice.

LCM Labour are a unique Employment Business who specialise in working with Partner Recruitment Agencies such as **Eden Recruitment Solutions Ltd**, trading as **Just Temps** to provide a full range of support services and benefits to you the worker.

We realise that many recruitment agencies often struggle to provide adequate support functions to their workers especially in the minimum wage sector which means that workers often miss out on receiving the type of benefits that other blue/white collar industry workers have access to.

LCM Labour was formed specifically to address these issues to enable our partner agencies to concentrate on the core function of finding the right assignments for you.

We rely on workers like you to understand your role, the rules for working with us and our partner agencies, and most importantly, we want you to be happy and content. Workers like you are a huge part of our vision – with us all demonstrating impeccable levels of conduct and performance, we can continue to meet our end client's requirements!

We will ensure that you have a safe, secure and happy working environment, and we can help you reach your full potential. This Handbook contains all of the information you will need when working with LCM Labour in partnership with **Eden Recruitment Solutions Ltd**, trading as **Just Temps**.

Further information on our Policies and Procedures are available here:
www.lcmlabour.co.uk located at the bottom of the webpage.

Whilst we know that often you may deal with **Eden Recruitment Solutions Ltd**, trading as **Just Temps** on a daily basis, we are still available as your employer, so if you have any questions, just give us a call and speak to one of our friendly staff members.

Kind regards,

Nazia Younas

<https://lcmlabour.co.uk/>
info@lcmlabour.co.uk

Telephone Number: 0116 507 1438



Are you or Eden Recruitment Solutions Ltd, trading as Just Temps my employer?

LCM Labour are your employer and your contract for services is with us. Whilst many of the day to day functions will be managed on our behalf by **Eden Recruitment Solutions Ltd**, trading as **Just Temps** such as registration, background checks, right to work checks, placement into assignment and inductions, anything to do with your employment for example, payment of wages, payment of tax/national insurance, pension enrollment, holiday pay accrual and payment, other benefit payments, any discipline or grievance matters are all our responsibility.

Equal Opportunities & Diversity

We embrace diversity and aim to promote the benefits of diversity in all of our business activities. We seek to develop a business culture that reflects this belief. When working with **Eden Recruitment Solutions Ltd**, trading as **Just Temps** we expect them to also operate and promote the same beliefs as we do.

Availability for work

Eden Recruitment Solutions Ltd, trading as **Just Temps** will be responsible for the day to day functions you would expect from a recruitment agency and so will be in contact with you regularly to check your availability for work. However, we understand that things may change, so please keep in touch and keep both us and **Eden Recruitment Solutions Ltd**, trading as **Just Temps** updated of any changes to your circumstances.

Working Hours

You will be paid in full for the hours that you work. As each assignment can change, full details on how you record your hours will be provided by **Eden Recruitment Solutions Ltd**, trading as **Just Temps**. It's your responsibility to follow the correct procedure when recording hours, because failure to do so may result in a delay in your payment being processed. You will always be paid irrespective of whether we receive payment from the client.

You will have shifts dependent on the end clients' needs, but you will be entitled to your statutory rest breaks and rest periods between your shifts. You are entitled to breaks during your shift, including at least 20 minutes for 6 hours worked, 11 hours between shifts and 1 day off per week or 2 days off in every 14 days.

Night Work

Night work is defined as work undertaken between 11 pm and 6 am for a period of at least 3 hours. A night worker's normal hours of work per day should not exceed an eight-hour average limit, and an eight-hour actual limit applies for each day in the case of work involving special hazards or heavy physical or mental strain. Young workers under 18 are not permitted to undertake night work except in certain circumstances.

Overtime

On occasion you may be asked to work overtime, please note this is never compulsory and you will always have the choice as to whether to accept any overtime hours.

Pay

You will be paid weekly, with a payment of one week in arrears. Payments are made into a bank account in your name only. We operate a policy of only paying wages into your own bank account. If you do not have your own personal bank account, we will always try to assist you. Please speak to either **Eden Recruitment Solutions Ltd**, trading as **Just Temps** or us as we may be able to assist you in opening up an alternative payment card or you may be able to source your own payment card or online bank account.

National Minimum Wage/National Living Wage

You will always be paid at the rate detailed in your Assignment Details Schedule which will be issued to you by **Eden Recruitment Solutions Ltd**, trading as **Just Temps**. This rate will always be at least equivalent to the National Minimum Wage/National Living Wage.



Pay Slip

You will be provided with an itemised pay slip every week, which will show your hours worked, and any deductions, such as Income Tax, or National Insurance. Your payslips are available online via the LCM Rewards App.

It is important that your email address is recorded correctly when you register with **Eden Recruitment Solutions Ltd**, trading as **Just Temps**.

If you have any difficulty in accessing your pay slip, or you change your email address, please let us know. If you are unable to access your pay slip and would prefer a printed copy, please let us know.

Pay Queries

If you think there is an error on your pay slip, or you think you have been paid incorrectly please let us know. You must provide information to support your claim and we will then conduct an investigation. If a correction is required, this will normally be made during the following pay period.

Income Tax and National Insurance

You are paid as a PAYE worker which stands for Pay As You Earn. You will typically pay Income Tax and National Insurance on your pay. You have a set amount you earn first per year, which is all yours – this is called your Personal Allowance. Once you earn more than this, you will have to pay a percentage of your earnings on Income Tax and National Insurance which goes to the government, to pay for public services. If you have any questions about your tax code or National Insurance, please speak to us.

Holidays

You are entitled to paid holidays for hours worked which is classed as your “holiday leave year”. **Eden Recruitment Solutions Ltd**, trading as **Just Temps** will let you know what your holiday leave year is.

You accrue holiday for hours worked, so for every hour you work, you will earn some holiday. Holiday pay is accrued at a rate of 12.07% of hours worked unless advised otherwise. When you take time off work and request holiday pay, the amount you are paid will be worked out at an average of your pay rate for the previous 52 weeks. As your employer we will ensure that your holiday accrual is calculated correctly however if you have any queries surrounding your holiday accrual, please speak to us for clarification.

You must be aware of your holiday accrual, and ensure you take your holiday. If you do not take your holiday before your holiday year ends, you may lose your holiday. In exceptional circumstances you may be allowed to carry some holidays over into the next holiday year. If this is the case, please speak to us or **Eden Recruitment Solutions Ltd**, trading as **Just Temps** so that we can see if you are eligible.

Booking Holiday

Eden Recruitment Solutions Ltd, trading as **Just Temps** are responsible for dealing with the day to day operations, therefore they will advise you of the correct process for requesting holidays which should be followed.

Absence/Lateness

If you have accepted an assignment, and been booked onto work, you have a duty to attend work. If you are unable to attend work, or you are running late for work, you must inform your supervisor or member of staff from **Eden Recruitment Solutions Ltd**, trading as **Just Temps** as soon as possible. Unauthorised absence is not permitted. The correct procedure as advised by **Eden Recruitment Solutions Ltd**, trading as **Just Temps** must be followed if you are unable to attend work or complete a work shift/day.



Disciplinary & Grievance

The Disciplinary & Grievance procedures are designed to help and encourage all workers to achieve and maintain appropriate standards of conduct, attendance and job performance. Our rules and these procedures apply to everyone. Failure to maintain these standards may lead to disciplinary action.

Worker Rights

You have the right to join a trade union of your choosing and suffer no adverse consequences of your application of this right. You also have protection from unfair treatment and discrimination. If you feel you have any issues or are not able to access any of your statutory rights, you must contact us.

Sickness

If you are absent from work for 4 days or more, you may be entitled to Statutory Sick Pay. You must meet certain criteria to be eligible for sick pay. It's not payable for the first 3 days, but payable after that for a maximum of 28 weeks. For up to 7 days, you must complete a Self-Certification Form. After 7 days, you must see a doctor and obtain a Fit Note, giving a copy to **Eden Recruitment Solutions Ltd**, trading as **Just Temps**.

Pension

If you meet the criteria to qualify as an Eligible Jobholder, you will be automatically enrolled into our payroll provider's scheme. The Pension Provider will provide all documentation which will include details of how to cancel this arrangement if you wish.

Family Friendly Policies – Maternity/Paternity/Shared Paternity Pay/Adoption Pay

If you meet the eligibility criteria, you will be entitled to Statutory Maternity Pay for a period of 39 weeks after the birth of your baby. If you are pregnant, you can still continue to work for us however, you must notify us, in order for us to ensure it's safe for you to continue working whilst you are pregnant. When you receive it, you must also provide us with a copy of your MATB1 form.

Paternity Pay/Shared Paternity Pay/Adoption Pay - Depending on your circumstances and time worked at LCM Labour, you may be entitled to these benefits. Please speak to us or **Eden Recruitment Solutions Ltd**, trading as **Just Temps** if you would like further information.

Benefits App

We are really pleased to offer all of our workers access to our Rewards App which is totally free of charge. This app is a one stop shop to enable you to have access to a range of benefits including:

- A secure and encrypted central portal to access your pay slips
- A User-friendly pension dashboard for access to real time pension information
- Pay documents and important pay update alerts
- Access to one of the UK's leading Online Training Platforms for self-development 2 free online courses per worker including a choice of training including Health & Safety courses, HR compliance training, business compliance, management courses, care certificates and soft skills training
- Personal doctor service – with 24/7 “click to call” access to a NHS GP
- Personal mental health counselling and crisis support helpline
- Carer support – a vital resource of telephone advice and online guidance for working carers
- A library of health and well-being advice, guides and resources
- Access to the largest employee discount scheme in the world, easy to use transparent savings on everyday spending, instore and online
- Attractive mobile phone savings
- National gym discounts



Conduct Requirements

When on assignment, you are representing both LCM Labour and **Eden Recruitment Solutions Ltd**, trading as **Just Temps** and you are expected to comply with our conduct and behaviour rules. Failure to do so may result in your assignment and contract being ended.

You must:

- Be on time and ready to start work, if you are going to be late, please let **Eden Recruitment Solutions Ltd**, trading as **Just Temps** know.
- Conduct and present yourself appropriately and professionally.
- Follow instructions from your supervisor or manager.
- Meet standards of work, targets and performance requirements.
- Comply with health & safety requirements.
- Be honest at all times.
- Treat others as you would like to be treated, with respect and courtesy.
- Inform **Eden Recruitment Solutions Ltd**, trading as **Just Temps** of any change in circumstances to your health, criminal or professional status.

If you are found to have committed any of the following, your assignment and contract with LCM Labour may be ended with immediate effect:

- Theft or fraud
- Violence
- Bullying, harassment or discrimination
- Illegal drug use or alcohol use at work
- Insubordination
- Breach of confidence
- Some other serious reason
- Exploitation of workers Modern Slavery

Agency Worker Regulations 2010 AWR

The AWR, or Agency Worker Regulations 2010, provide certain entitlements for agency workers. If you believe that you have not been treated fairly under the AWR, contact us or **Eden Recruitment Solutions Ltd**, trading as **Just Temps** for information or visit:

<https://www.gov.uk/government/publications> to access guidance on the AWR.

Complaints

We are committed to ensuring that all workers are safe when on assignment. If you are experiencing something that is making you unhappy or feels unsafe at work, you must let us know.

Behaviour like bullying, violence, aggression, racism or similar are not tolerated and will be investigated. You must come and speak to us if you feel something like this is happening to you. Remember, if you see anything like this happening to someone else, you must let us know.

If you have a complaint, please speak to us or **Eden Recruitment Solutions Ltd**, trading as **Just Temps**. We will always listen to your concerns and help you resolve them. If you wish to remain anonymous, you can report any concerns using the LCM Rewards App.



Health & Safety

We have a legal duty to ensure that you're safe and not subject to hazards when you're working on an assignment. We will ensure that you're provided with all of the information you will need to know to ensure you can perform your job safely. You must make sure you do the following, to protect yourself and others.

You must make sure you do the following, to protect yourself and others:

Follow safe working methods

- Only use equipment you're trained to use, and use it properly and safely
- Follow all safety warning notices and signs
- Report any defects with machinery or work equipment
- Report all accidents! No matter how small they may seem, to your supervisor.
- Keep your workplace clean and tidy
- Don't smoke in prohibited areas

You will receive a full briefing, including training on health and safety standards in your Induction. Details on who will provide your induction will be provided by **Eden Recruitment Solutions Ltd**, trading as **Just Temps**

Personal Protective Equipment PPE will always be provided free of charge.

Hygiene Standards

You must make sure you follow all hygiene rules when working on client sites. This is to ensure you're working safely, and if you're working in certain areas, such as production, to ensure the end product is safe

You must:

- Shower, bathe or wash daily
- Regularly wash your hair, including any facial hair
- Keep your fingernails short and clean
- Have a clean change of clothes every day
- Wash your hands frequently – and always after going to the toilet
- Wash your hands after you cough, sneeze or blow your nose

Workplace Search

To ensure your safety at all times when on assignment, if there is an emergency or a serious event, your personal property such as your lockers or bags may be searched. This would only happen in a serious emergency, including illegal actions such as drug use, or theft. You are expected to comply with our end user client's policies in respect of agreeing to searches when necessary. These may include random searches.

Smoking

Smoking is only permitted in designated areas.

Fire Safety

You must adhere to the end client's requirements when working on an assignment, and make sure you understand the evacuation procedure, and what to do in the event of a fire.

Mobile Phones

Every end client site will have its own mobile phone policy which you will be expected to adhere to. In most instances, you will not be allowed to use your mobile phone during working hours unless on a break. If you are expecting an urgent call, please let **Eden Recruitment Solutions Ltd**, trading as **Just Temps** know who will discuss this with the end client to ensure this isn't flagged as a problem.



Emails/Internet

If you have access to the internet at work, please under no circumstances use our end client's email or internet for personal use, this includes Facebook, Twitter or any other social media sites.

Alcohol and drugs

Attending work unfit or whilst providing additional services for example driving of company vehicles as a result of the consumption of alcohol or illegal drugs is not permitted and may be treated as gross misconduct.

If you have a health problem that could be misinterpreted as intoxication for example diabetic coma or epileptic seizures, or if you are taking medication that may have side effects similar in appearance to intoxication, you must ensure that you make this known to us and **Eden Recruitment Solutions Ltd**, trading as **Just Temps**. You must inform us of any prescribed medication that may have an effect on your ability to carry out work safely and must follow any instructions subsequently given.

Drugs that may cause drowsiness must not be used whilst at work or in any way that may affect your performance at work

Many of our end clients have drug and alcohol policies that apply to all workers under their control. This means that their policies will also apply to you whilst working on assignments and in particular could include random, routine or targeted testing. You should be aware of this possibility and must co-operate with such policies fully. Failure to comply with policy or to permit testing could result in the immediate removal from the assignment and the non-compliance reported where we will instigate an investigation which could lead to disciplinary action.

If you have concerns about a fellow worker, please let either Eden Recruitment Solutions Ltd or us know about it.

Accident Reporting

If you have an accident at work, you must report it to your nearest supervisor/first aider as soon as it is safe to do so. All accidents and near misses, no matter how small, must be reported to the duty First Aider/Supervisor. Do not leave the site following an accident unless you have reported the incident to a First Aider/Supervisor.

You must also inform a staff member from **Eden Recruitment Solutions Ltd**, trading as **Just Temps** as soon as possible. Any first aid or medical attention should be administered by qualified people and recorded in the Accident Book.

Data Protection

As an employment business, we have to process personal information. The way we use your information is governed by the General Data Protection Regulations GDPR. For more details on the type of information, we store you can access our Data Protection Policy via the website.

Leaving LCM Labour

If you want to leave LCM Labour, tell us directly or tell **Eden Recruitment Solutions Ltd**, trading as **Just Temps**. You may need to complete a leaving form and ensure your correct email address is on file. This is so we can make sure you get any outstanding holiday pay you have accrued, and we can process your P45 – which is a record of all you have earned on your assignments, and the tax you've paid. This will also help any new employer to know your tax code to avoid being placed on an emergency tax code which could result in you paying a higher level of tax

Preventing Exploitation

LCM Labour and **Eden Recruitment Solutions Ltd**, trading as **Just Temps** are committed to ensuring no worker is subject to any unfair, inhumane or illegal treatment – including careful management of our supply chain, to ensure no worker has to pay any form of job finding fee or any other illegal payment.



You're important in this process – if something is happening to you, or a colleague, or a friend we are here to support you – you must let us know if:

- You have had to pay someone to find work with either LCM Labour or **Eden Recruitment Solutions Ltd**, trading as **Just Temps**
- You've had your passport, or other ID documents, taken away and not returned
- Your bank card is being held by someone else, or you're not allowed to access your wages freely
- You're not allowed to move freely
- Someone is threatening you or subjecting you to violence or abusive behaviour
- You're being forced to live somewhere you don't want to.

You must report any of the above issues to a member of our staff

You can also speak to the authorities:

- Gangmaster's Labour Abuse Authority GLAA on 0800 432 0804
- Modern Slavery Helpline on 08000 121 700
- If you're in serious trouble, call the Police on 101

And if you are in serious, immediate danger:

- Call the Police on 999