



Associate Handbook

Effective from March 2017

Branch Contacts	Daniel Edwards Hayley Phillips
Address	39 Alfred Street Neath SA11 1EH
Tel	01639 631444
Fax	01639 632019
Email	daniel@jgr.co.uk
Email	hayley@jgr.co.uk

Welcome to JGR Educate LLP!

This Handbook has been designed to help you in your assignment at your work place. It will familiarise you with your working environment and it fully lays out what is expected of you and what you can expect from us throughout this and any assignment with JGR Educate LLP.

It is important to understand that although you are performing work duties at the present organisation you should remember that any queries relating to employment issues such as your pay, benefits, holiday, career development, training etc. should be directed to your JGR Educate LLP Consultant. Only issues relating specifically to the tasks you are undertaking should be directed to the company you are working with.

Please make sure that you read this Handbook carefully and are fully aware of what is expected of you. If you do have any queries please contact your JGR Educate LLP Consultant.

Your Role at Work

JGR Educate LLP provides a wide range of staff across many different skill sets. You have been chosen to work on behalf of our company due to your qualifications, skills and attitude to work. Your specific job role and duties have been explained and are confirmed in your offer letter.

Induction & Orientation

A full and proper induction is vital to get you working effectively and to ensure that you are comfortable with the work and your new environment. Before you start work your JGR Educate LLP Consultant will give you a thorough induction that will include:

- Welcome and Introduction to JGR Educate LLP and relationship with the company
- Terms and conditions of employment
- Salary confirmation, Tax forms and payment options
- Holiday Pay
- Timesheet completion procedure, deadlines and responsibilities
- Sickness and leave reporting procedure
- JGR Educate LLP's Employment Policies
- Health and Safety at the workplace
- Grievance procedure

Driving Vehicles

In the interest of safety and insurance it is vital that you **do not operate any company vehicles** during your assignment unless you have expressly been informed by JGR Educate LLP that you may do so.

Pre-Employment Medical Examination

You may be required to pass a pre-employment medical examination prior to commencing work. If this is the case you will be informed prior to accepting the assignment. Starting work on this assignment is subject to you successfully passing this pre-employment medical examination.

Hours of Work & Overtime

You will be notified of your normal working hours in advance of starting your assignment. However, if there is a change you will be notified by your line manager.

The law states that a person should not regularly work more than 48 hours in any week for more than 16 consecutive weeks. However some assignments may include periods of voluntary overtime that may increase your working hours. At the start of your assignment, you will be informed of the normal working hours and any potential overtime – if you choose to work in excess of 48 hours per week you must sign to confirm your agreement to working extra hours **before** undertaking extra hours.

A “48 hours Opt-out” form is included in your Candidate pack.

Location of work

On Day 1 of the assignment you must report to the concerned authority as detailed in your offer letter. You will be greeted by your line supervisor or a Consultant of HR who will familiarise you with the necessary security clearances you should observe whilst working at your company's locations. You should report to this location unless notified otherwise.

Notification of Absence

If for any reason you are unable to report for work, you should inform your JGR Educate LLP Consultant as soon as possible before your normal start time.

Unplanned Absence

If you are unable to attend due to sickness or for any other reason, you **MUST** follow the procedures below:

1. Inform your JGR Educate LLP Consultant at the earliest possible convenience but no later than 1 hour prior to the due start time.
2. Inform your JGR Educate LLP Consultant:
 - Why you are unable to attend work
 - When you expect that you will be able to return

Planned Absence

Please inform your JGR Educate LLP Consultant of your plans to go on leave as soon as possible. As a minimum, we would require 14 days notice **in writing** as this will help us plan for a short-term replacement for you if necessary.

Kindly note that if you do not inform us in writing, the leave will be treated as unpaid leave unless otherwise approved.

Conduct and Behaviour at Work

JGR Educate LLP and the present organisation you are working with are both quality driven companies. When you undertake an assignment for JGR Educate LLP on behalf of the client you are requested to adhere to the following guidelines and policies.

Dress Code

When working in an office environment you are expected to dress in appropriate business attire, **unless specifically informed otherwise**.

For any other assignments, you are expected to dress appropriately for the assignment and working conditions.

JGR Educate LLP reserves the right to ask you to refrain from any style of dress that may be/is inappropriate or detrimental to the working environment.

Smoking

You must not smoke while working. If you need to smoke in your breaks please ask where the designated smoking area is. Only smoke in these designated areas. Smoking in any area other than that designated is a disciplinary offence.

Eating and Drinking

Please do not consume food or drink whilst working. Please consume only in designated areas and at your designated break times.

IT Policy

Access to company's Systems is granted solely to perform tasks directly related to the assignment. Use of Systems for other use is strictly prohibited at any time and is a disciplinary offence.

Use of Equipment

Occasionally, you may be requested to use company equipment (Laptop, mobile phone etc.) as part of your working activities. If any organisation's items are loaned to you and these items are to be taken off company location for any reason, you will be required to complete an agreement. Please contact your JGR Educate LLP Consultant who will arrange the necessary paperwork for you to complete **before** accepting any company equipment.

Telephones, Email & Internet Usage

Usage of telephones, email and internet is granted solely to perform tasks directly related to the assignment. Use of these facilities for any private or un-authorized usage is strictly forbidden.

Confidentiality

All information that you come into contact with whilst working for the organisation must be treated as confidential. This includes all work produced and all information concerning or relating to company products, processes or general business operations, or any information obtained through access to any Systems.

NB – You are not authorised to remove any materials (including paperwork) off site for any reason without express written authorisation. Failure to comply with this could be deemed a serious disciplinary issue.

ID / Security/ Entry Badge

Some of our customers will issue you with an ID badge. You are requested to wear the badge provided to you whenever you are in the organisation's premises. Please observe and comply with all notices relating to restricted entry areas.

Performance Management

As part of our commitment to continuous improvement, your JGR Educate LLP Consultant will regularly review the progress and standard of your work in order to ensure that we are able to work with you to develop your career. In order to do this we will review with your work supervisor the following areas:

- Work Performance
- Attitude
- Flexibility
- Timekeeping

Performance improvement

If, during our review there are any areas where your performance could be improved, we will first review these with you and agree an action plan for improvement. This could include counselling, coaching or additional training as appropriate.

Your Feedback to us

As part of our commitment to giving you the highest standard of service as your employer, we will regularly ask you to review the service that you have received from us. When you receive a Quality Performance Questionnaire we ask you to complete it and return to your JGR Educate LLP branch in order that we can continually improve our service. Your feedback is treated in the strictest confidence and you can provide feedback without giving your name if you prefer. However you must note that we can only respond to any direct service areas if you include your name and contact details.

Grievances and Disputes

JGR Educate LLP always aims to prevent grievances or disputes arising by encouraging a relationship between supervisors, managers and employees that allows the full discussion of any problem the moment it arises. Any such grievances or issues related to work must be addressed to your JGR Educate LLP Consultant first. You should not directly indulge or take up the issues with the organisation you are working with.

Standards & Rules

At JGR Educate LLP, we will enforce our own rules and standard behaviour requirements. These are enforced with fairness, uniformity and understanding. All staff are expected to support, and abide by them. You are expected to observe the normal work rules governing people at work. Violations of the rules can result in disciplinary action up to and including, in certain circumstances, immediate discharge. Set out on the next page are some examples of work rule violations.

- Failure to take constructive and co-operative approach to your work and with your colleagues
- Insubordination or wilful refusal or failure to carry out reasonable work request as assigned
- Failure, after appropriate training, to achieve and maintain the full requirements of the position
- Unauthorized absence or unsatisfactory record of sickness
- Some forms of misconduct are so serious that warnings are not appropriate, i.e. a serious breach of the Conditions of Employment or an act of gross misconduct.

Employment Policies

Equal Opportunities

JGR Educate LLP operates an equal opportunities policy, which means that we will not discriminate, directly or indirectly against people on the grounds of their sex, marital status, race, colour, national origin, age or disability.

Alcohol & Drug Policy

JGR Educate LLP prohibits all employees from being under the influence of or in possession of alcohol or any drug (with the exception of those prescribed). Any employee found to be in violation of this policy may be removed from assignment and/or terminated from employment with JGR Educate LLP.

Zero tolerance on Harassment

JGR Educate LLP operates a zero-tolerance policy on any forms of harassment, whether sexual, physical or verbal. Any cases of harassment will be dealt with seriously and immediately. JGR Educate LLP will adopt and enforce a strategy of taking anyone accused of harassment “out of the workplace” whilst investigations are made.

Zero Tolerance on Violence

JGR Educate LLP operates a zero-tolerance policy on workplace violence whether actual, threatened or implied. Any employee found to be in violation of this policy will be removed from their assignment and/or terminated from employment with JGR Educate LLP.

Health and Safety at work

Health and Safety is a shared responsibility between you, the concerned organisation and JGR Educate LLP. Therefore, it is important that you comply with all regulations to protect your safety as well as that of your colleagues. Any specific safety rules (if any) will be notified to you before you start work. However you should ensure that you are familiar with:

- All health and safety information provided at the place of work
- Site/Location Health and Safety Policy

If you have any questions, please contact your JGR Educate LLP Consultant.

Accidents at work

If you have an accident, however small, you must report it to your work supervisor immediately, then inform your Jennifer Griffiths Consultant and complete an Accident Report Form.

Stress

Stress in the context of work can mean pressures through excess demands of the organisation, the job itself, or way in which a job is carried out, including physical stress. Further causes can arise from personal and domestic circumstances.

JGR Educate LLP's policy is to recognise that work and/or external factors may cause stress by recognizing symptoms such as sick absences attributed to stress-related illnesses and uncharacteristic behaviours; to provide channels of communication for analysis of problem/s; and if work related, to offer measures for their resolution and prevention of reoccurrence. To this end, everyone should be alert to recognising signs of stress in themselves and colleagues and discussing with their manager.

Money matters

PAYE Taxation

We are required by law to deduct tax from your earnings under the “Pay as You Earn” scheme. When you start work we will ask for your P45 so that tax can be deducted at the correct rates. If you don’t have a P45 we will ask you to complete and sign a P46. This means that you will pay tax at “week one” rate until we receive the correct rate from the tax office (this could take several weeks).

Please note – if you do not have a P45 or sign a P46, you will be taxed at BR (Basic rate) which is the equivalent of 20% of gross earnings.

Exemptions for Students

If you are a full-time student and work in the holiday time, you may be exempt from paying tax, as long as your total earnings for the tax year are less than your personal allowance. If you qualify, you will be asked to complete a P38 Student Declaration form.

National Insurance

We are obliged by law to deduct National Insurance at the prevailing rates. We need to have a record of your NI number on file. This can be found on your NI Card, previous payslips or your P45. If you do not have an NI number, please seek advice from your local Job Centre.

Pensions

It is now a legal government requirement that all eligible jobholders are automatically enrolled into a workplace pension scheme. After 12 weeks of employment Now Pensions, the appointed trust for JGR will be contacting you. Additional information can be found at www.direct.gov.uk/workplacepensions.

Payment of your wages

For the convenience and security of our employees, wages are transferred directly to your bank account to be received by you each Friday, a week in arrears.

You will be asked to complete your bank/building society account details on one of our forms. If you have not provided us with account details, a cheque will be available for collection at our Bridgend office until it's sent out by 1st class mail on Thursday afternoon. Please note that this method will cause delays in you receiving payment due to the postage and bank clearance times that are out of our control.

Expenses

It is unusual that you will be required to incur expenses on behalf of the concerned organisation that need to be reimbursed. However, if this is necessary it is important that you have gained full authorisation prior to doing so. If you are required to spend money the company should authorise the same and approvals should be obtained.

All claims must be forwarded to JGR Educate LLP and should be supported by Expense Sheet duly approved and **original bills** should be attached with the same (please call us for an expense claim form). Claims must be submitted on a weekly basis and must not be later than four (4) weeks after the month, which the expenses were incurred.

Remember - JGR Educate LLP will reimburse only those expenses which are approved by the client.

Timesheets

You will receive a timesheet, which you will need to complete at the end of each week worked (or the end of the assignment if less than a week). Please ensure that you get your timesheet signed as confirmation of the hours worked. Please fax or send a copy to us by Monday 10am. If you fax your timesheet, please give us a follow-up call to ensure that your timesheet has been received.

Statutory Holidays

All work and no play is no fun at all, so JGR Educate LLP strongly encourages our associates to take their permitted holidays.

Accrued holiday pay

JGR Educate LLP associates working on a 'contract for services' are entitled to paid holidays from the first day you start work, as applicable by law. At present your entitlement is 5.6 weeks per annum inclusive of Bank Holidays which is the statutory minimum.

Your holiday pay accrues in proportion to the amount of time you have worked and is calculated on your basic pay rate only (not hours that attract overtime).

No pay leave

All leave exceeding the available entitlement will be treated as "Leave without Pay". An employee who intends to take leave exceeding his/her Casual / Medical / Annual leave must get it approved. JGR Educate LLP reserves the right not to grant such leave.

Procedure for leave approval

Each employee is required to obtain prior approval for leave from his/her supervisor using the leave application form and you are requested to provide advance notice in order to accommodate leave requests. In situations where advance notice cannot be given, i.e. if you fall ill, you should notify your supervisor at work and also your JGR Educate LLP Consultant within one hour of your usual start time.

Annual leave shall be taken in consultation with the client and JGR Educate LLP and could be withdrawn should there be an urgent requirement which necessitates your attendance at work during that period.

Holiday pay will not be paid in lieu of holiday except when you leave JGR Educate LLP and receive your P45.

Un-used Holidays

We very much encourage you to take regular leave. Any portion of annual leave not taken in a one-year period will be forfeited.

Keeping us updated

Our aim is to keep you in continuous work so it's important that we know when you are available and when you are not. If you are going on holiday or will not be available for a certain period, try to give us as much notice as possible.

Please also let us know if you move house or change your telephone number so we can get in touch with your next assignment details.

Agency Workers Directive / Regulations 2011 (AWD / AWR)

From October 1st 2011, agency workers who work on a contract for services will benefit from additional employment rights. In simple terms this new legislation gives agency workers the right to the same pay and certain working conditions enjoyed by a hirers own worker who is classed as carrying out a “comparable” job.

Some of the rights will commence from day 1 (October 1st) and to benefit from the others you will have to have worked for 12 weeks with the same hirer (from October 1st) to qualify.

Rights from day 1 include:

- Access to internal vacancies
- Access to facilities such as, crèche, car park, canteen& transport

Rights from 12 weeks include:

- Equal pay
- Equal holiday pay
- Bonuses & commission (attributed to individual performance)
- Rest breaks
- Additional rights for pregnant workers

Definition of Equal Treatment or a Comparable Employee

- A **Comparable Employee** is classed as an individual who works for and under the supervision of the Hirer and is engaged in the same or broadly similar work as the Agency Worker.
- **Equal Treatment** is simply to treat an agency worker as if they had been recruited directly to do the same job

When you are offered an assignment you will be asked by your Consultant if you have worked for the hirer during the last 12 weeks, this is so we can work out when your qualifying period for equal treatment commences.

We should also be able to give you an indication if the assignment is going to be for 12 weeks or longer. If there is a possibility that the assignment is going to last for longer than 12 weeks you will be notified in your **Assignment Details Form** of any changes to your current conditions.

If you are unable to work for any reason in the middle of an assignment i.e. holidays, we will pause the clock for calculating your 12 week qualifying period and it will resume once you go back to that particular assignment. You are allowed a break of up to 6 weeks per assignment before the clock re-starts. If you are off for more than 6 weeks your qualifying period will re-start unless you are off due to the following reasons.

- sickness or injury
- ordinary, compulsory or additional maternity leave
- ordinary or additional adoption leave
- ordinary or additional paternity leave

AWR Does Not Include

- Bonuses related to the hirers company performance
- Long Service Awards
- Expenses
- Company Pension Schemes
- Health / Insurance Schemes
- Share Option Schemes
- Occupational Sick Pay (SSP will still apply)
- Occupational Maternity/Paternity/Adoption Pay
- Redundancy Pay
- Notice Pay (contractual or statutory)

AWR & Pregnancy

The following guidance applies to pregnant workers, new mothers within the last 6 months and women who are breastfeeding.

After completing your 12 weeks qualifying period in a given job a pregnant worker will be allowed paid time off to attend ante natal appointments.

If you find you can no longer complete the duties of the original assignment due to health & safety reasons we will seek to look for alternative work paid at a rate no less favourable.

If we are unable to find alternative work you have the right to be paid for the remaining expected duration of the original assignment.

You have a duty to inform us that you are pregnant as soon as is reasonably possible.

AWR Complaints Procedure

If for any reason you are not happy with the decisions that have been made regarding your equal treatment please adhere to the following procedures:

- In relation to day 1 entitlements please contact your consultant first and explain to them what your grievances are. They will respond within 5 working days. Should you not be satisfied with the response you can then take the issues up directly with the hirer in writing. The hirer must respond within 28 days of receipt of the letter.
- Grievances regarding rights from week 12 cannot be made before the 12 weeks have elapsed.
- A written statement needs to be sent to your consultant outlining your concerns. They then have 30 days from receipt of the letter to respond to you.
- If you are not satisfied with the response you can then write directly to the hirer who has 28 days to respond to you.
- If you are still not satisfied with the outcome you can then bring a claim to the Employment Tribunal in relation to your rights. This has to be done within 3 months of the breach.

When it's time to leave

If you decide to leave, we'll be sorry to see you go! Please give us much notice as possible so that we can prepare your leaving documents – P45 etc. and arrange your final wages. Of course, you are always welcome back at any time.



Interpretation of Terms of Employment

The Policies contained in this Handbook may be amended at Management's discretion.

All such amendments will supersede the current policies and will be effective from their release date.

For the purpose of clarity, the terms and conditions of engagement as stated in your Contract for Service agreement will prevail while the Handbook will address all other matters. In the absence neither of any specific provision, nor in the agreement or in the handbook, the employment law will prevail.

**We hope you enjoy working for
JGR Educate LLP!**



We also recruit the following :

Commercial - Secretarial, Admin, HR,
Customer service, Clerical,
Accounts, Data-entry

Technical - Technical, Engineering &
Industrial Recruitment

Executive - HR, Finance, Sales,
Legal Recruitment

JGR Training - NVQ & Management Training

www.jgr.co.uk