

Agency Worker Handbook

Working with and for Personnel Selection

Table of Contents

<u>About Us</u>	3
<u>Quick Start Guide</u>	4
Policies & Procedures	
<u>Timesheet Procedure</u>	6
<u>Payroll Process</u>	7
<u>Ethical Recruitment</u>	8
<u>General Terms & Conditions</u>	9
<u>Agency Worker Regulations</u>	10
<u>Pension</u>	12
<u>Absence</u>	11
<u>Working Time Regulations</u>	13
<u>Holiday</u>	13
<u>Whistleblowing Policy</u>	16
<u>Technology & Social Media Policy</u>	16
<u>Alcohol & Drugs Policy</u>	17
<u>Dress Code & Personal Appearance</u>	17
<u>Equality & Diversity Policy</u>	17
<u>Data & GDPR Policy</u>	18
<u>Family Friendly Policies</u>	20
<u>Complaints Procedure</u>	22
<u>Health & Safety</u>	23

About us

Personnel Selection is one of the UK's leading recruitment companies. We offer permanent, temporary and contract recruitment solutions to employers, supported by a portfolio of training, learning and development solutions

Personnel Selection is part of the Bluestones Group who are a member of the Recruitment & Employment Confederation (REC) and APSCo.

As a leading recruitment specialist, we have a great deal of experience in all types of recruitment, so will always be on hand to give you the advice and guidance you need to succeed in your role.

When working with Personnel Selection we make it our business to listen. We will ensure that the communication, support and service you are given is of the highest level.

This handbook will provide you with some important information about working with Personnel Selection, and the policies and procedures which will apply to you. It is important that you read this information carefully and that you seek clarification from your Personnel Selection Representative when needed.

You may also receive a client specific handbook, which will provide you with further information specific to a particular assignment.

This handbook may be updated from time to time to reflect changes in legislation, guidance and our processes.

Our Clients

Personnel Selection places agency workers into assignments with multiple different client companies across the UK within various different sectors.

We will ensure that the assignment that you are offered suits your knowledge, skills and experience, and our experienced consultants will work with you to identify the best opportunities for you.

Before each assignment, your Personnel Selection Representative will provide you with full details of the assignment, including a written assignment confirmation.



Quick Start Guide

We are delighted to welcome you to Personnel Selection and hope that you're looking forward to starting your assignment. On this page you'll find the information that we need from you in order to begin working for us. Please also keep a note of our contact details, in case you need to get in touch.

Contact Details

Andover - 01264 333888
Brighton - 01273 205281
Bognor - 01273 377321
Frimley - 01276 605000

or visit us online: www.personnelselection.co.uk

Work Placements

Personnel Selection will call you with suitable work placements, telling you the hours, address, duties, pay, start dates and any other required information.

Please do not feel you have to accept the work we offer, however, if you do accept an assignment and you are unable to attend please call your branch representative ideally 1 hour before your shift.

Before you agree to work through us, we will provide you with a Key Information Document (KID). This explains how you will be paid and sets out any applicable deductions or fees.

The KID is specific to the type of work and the way you will be paid (for example, the payroll arrangement and any intermediary involved). If your assignment details or payment arrangements change, we may issue an updated KID.

Please read the KID carefully before accepting an assignment and contact your Personnel Selection representative if anything is unclear or does not match what you have been told.

What we need from You

We will require documentary evidence of your identity and confirmation that you are entitled to work in the UK (right to work). The documents requested may vary depending on the booking and the checks required.

Where applicable, right to work checks may be carried out using the Home Office online right to work service (for example, using a share code) and your immigration status evidence may be digital.

Where required, you must provide reference details and we may take up employment references as part of our pre-assignment checks.

We require a clear headshot photograph showing your full Birth Certificate or Passport (essential). Other documents may be required depending on the booking and the checks needed, including but not limited to:

- Proof of address dated in last 3 months: Bank Statement, Utility Bill, Council tax bill,
- Proof of National Insurance: Job centre documentation, NI Letter or Card, Recent p60 or payslip, tax credit documentation
- Copies of certificates or licences relevant to you employment registration (for example Forklift Licences / HGV Drivers Licences).



Timesheet Procedure

Payment of wages will only be made if you follow the correct procedures for recording and submitting your hours (as advised for your assignment). Unless otherwise stated by your consultant, timesheets are solely your responsibility and our consultants will not chase timesheets on your behalf.

Due to tight payroll deadlines, if your timesheet does not include all of the required information (see below), or if you do not return it to us by the end of the working week, we will unfortunately be unable to process your wages for that pay run. This will result in a delay to your pay until the next pay run the following week. To ensure we can process your pay smoothly, it is critical that you comply with the requirements below.

TIMESHEETS MUST CONTAIN THE FOLLOWING INFORMATION

- Week commencing date shown clearly on the timesheet.
- Company name of where you are placed.
- Your full name (not partial).
- Correct hours worked each day (please provide the number of hours worked, e.g., 8, not start and finish times).
- Hours totalled at the end of the week.
- Signed and dated by the client you are working for.
- Returned via email at the end of your working week to either the branch or the consultant who placed you on the assignment.



Payroll, Process, Payments & Enquiries

If you have any problems relating to your submitted hours, pay, missing payslips, or general payroll queries, please contact your Personnel Selection representative during office hours so we can investigate and resolve this as quickly as possible.

Payment of wages will be paid into your bank account every Friday. Your first payment is usually made the following week (weekly pay in arrears) and then every Friday thereafter, provided we receive your approved hours on time.

Payslips are emailed to you on Thursday afternoons after 4pm from payslips@persel.co.uk. Please do not email this address, as it is unmanned.

Method of payment is by direct credit into a bank/building society account of your choice. You must have your own bank account, or a joint account which you have access to.

We require your National Insurance number as we are obliged by law to deduct National Insurance from your earnings and we will tax you under the 'Pay As You Earn' (PAYE) scheme.

During your assignment, you may be required to record your hours on a weekly timesheet. You must complete timesheets honestly and accurately (please see Timesheet Procedure above). Fraudulent completion of timesheets may result in action up to and including ending your assignment.

The length of an assignment and the number of hours you work each week may vary.

There may also be occasions when no work is available, and you are not entitled to receive pay when you are not on an assignment.

Any changes to your personal details (including banking details, contact information or home address) must be provided to us no later than 5pm on Thursday. Please email the branch/consultant who placed you, who will provide the relevant form for you to complete.

If you receive a P45 from a previous employer, please email a copy to the branch or consultant who placed you as soon as you receive it.



Ethical Recruitment

We are committed to ethical recruitment and to preventing exploitation, modern slavery and human trafficking in our operations and supply chains.

While some sectors are regulated by licensing schemes, the principles below apply to all recruitment activity and help ensure workers are treated fairly, safely and lawfully. This means that:

- You will never have to pay to register or to receive work (this includes giving money, gifts, vouchers, food etc. in exchange for work). This is illegal in the UK.
- We look out for signs of labour exploitation and human trafficking, and we take action if we have any suspicions.
- We ensure that you are placed into a safe working environment, you are paid no less than the National Minimum Wage (NMW) and that you understand your contract and working conditions.

Minimum Wage / Minimum Salary

We comply with National Minimum Wage / National Living Wage rules. For permanent roles, the salary offered will be confirmed before you accept a role and will meet at least the applicable legal minimum when assessed against working time and pay arrangements.

Rates and eligibility can change, so please ask your Personnel Selection representative if you have any questions or concerns.

Current National Minimum Wage / National Living Wage rates (UK) (as at 1 April 2026):

Category	Hourly rate
21 and over (National Living Wage)	£12.71
18 to 20	£10.85
Under 18	£8.00
Apprentice	£8.00

Apprentice rate applies if an apprentice is aged under 19, or aged 19 or over and in the first year of their apprenticeship. Rates and eligibility can change—please speak to your Personnel Selection representative if you have any questions or concerns.

Modern Slavery / Exploitation

If you are worried about your own situation or someone else's, tell us. Warning signs can include threats or intimidation, withheld identity documents, being forced to work excessive hours, being prevented from leaving, or deductions that are not explained. You can contact your Personnel Selection representative. If you believe someone is in immediate danger, call the emergency services.

Holiday Accrual

For information on how to request holiday and what notice to give, please see the “Booking Holidays” section on page 15.

Please request holiday in advance where possible (for example, at least one week’s notice) so it can be approved and processed correctly. Holiday hours are accrued pro-rata based on 5.6 weeks of statutory holiday pay per year.

For full details of statutory entitlement, the holiday year, how holiday pay is calculated and carry-over rules, please see the “Working Time & Holidays” section of this handbook.

Assignment Confirmation

You will be issued with an assignment confirmation via email including the placements full address, working hours, pay rate, and Manager to report to, as well as any relevant contact details of your line manager. Please make sure you read and understand the information provided and accept your assignment based on this information.

If our client asks you to work different hours, shifts, duties or functions than we originally told you, please let us know as soon as possible so we can confirm the change and update our records (and any required checks) accordingly.

We ask that you inform us as soon as possible should you wish to decline the assignment based on the information you receive.

Contract for Services

On assignment, you will be engaged as an agency worker. Your employment status (and who pays you) will be confirmed in your contract and/or Key Information Document (KID). Your statutory rights will depend on your status and the applicable legal rules.

Punctuality

When you begin an assignment, you will be advised of the start and finish times. You must make every effort to arrive in sufficient time to start work at your agreed start time.

As we wish to provide the best possible service to our clients, we take a serious view of lateness unless it is caused by circumstances beyond your control. Persistent lateness may result in action up to and including ending your assignment.



Termination of Assignment

In accordance with your contract for services an assignment can be ended at any time by yourself, the client or Personnel Selection.

When an assignment ends, Personnel Selection will endeavour to find you an alternative assignment which matches your knowledge, skills and experience.

If you no longer wish to be considered for other assignments, please request your P45 and outstanding holiday pay from your Personnel Selection Representative. This will not be processed automatically.

If, during an assignment or after an assignment ends, a client wishes to engage you directly (for example, offer you a permanent role), you must let us know. This allows us to support you with the correct onboarding steps and ensure the appropriate processes are followed.

Holiday Year

Your holiday year runs from January to December. Please ensure you request/take any holiday due in good time during the holiday year.

Where statutory rules require holiday to be carried over (for example, due to sickness or statutory family leave), carry-over will be handled in line with those rules.

We may send out a reminder closer to the year-end; please also ensure your bank details are up to date so any payments due are made into the correct account.

Agency Worker Regulations 2010

The Agency Workers Regulations 2010 (AWR) provide agency workers with certain rights when working on an assignment with a client.

Day 1 rights: From the start of your assignment, you are entitled to (where applicable) access the client's collective facilities and amenities on the same basis as comparable direct employees (for example, canteen facilities, childcare facilities and transport services) and to be informed of relevant job vacancies with the client.

After 12 weeks in the same role with the same client: Once you complete the 12-week qualifying period, you are entitled to the same basic working and employment conditions as if you had been recruited directly by the client to do the same job. This can include pay (including basic pay and overtime rates where applicable), the duration of working time, night work, rest periods, rest breaks and annual leave.

AWR does not generally give entitlement to all benefits the client offers (for example, occupational sick pay, occupational pension schemes, redundancy pay or certain bonuses), unless they form part of the client's basic working and employment conditions for the role.

The 12-week qualifying period is typically based on working in the same role with the same client. Some breaks in an assignment may pause the accrual of the qualifying period, and a substantial change to your role with the client may affect how the qualifying period is treated.

Your Personnel Selection representative will confirm how AWR applies to your assignment and advise you of any applicable changes once you qualify. If you have any questions about AWR or believe your AWR rights have not been applied correctly, please raise this with your Personnel Selection representative as soon as possible.

Pension

Personnel Selection uses NOW:Pensions as its pension provider.

Subject to qualifying eligibility criteria, you will be automatically enrolled as a member of this scheme if you meet the automatic enrolment criteria (for example, you are aged 22 to State Pension age and earn at least £10,000 per year). In some cases, enrolment may be delayed by up to 3 months (known as postponement).

If you wish to opt-out of the scheme, you must follow the instructions provided to you by NOW:Pensions shortly after your enrolment.

You will be required to make a weekly contribution to your pension and Personnel Selection will make a contribution too. The minimum total contribution is currently 8% of qualifying earnings, of which the employer must pay at least 3%. The employee usually pays the remaining 5% (including tax relief), unless a different contribution basis is used under the scheme rules.

	Agency	Worker
Current minimum contributions	3%	5%

You will receive correspondence regarding the pension scheme during the course of your assignment. If you are not automatically enrolled, you may still have the right to opt in or join a workplace pension scheme (and in some cases receive an employer contribution), depending on your age and earnings. Further details about the NOW:Pensions scheme, including conditions of eligibility, can be found at www.nowpensions.com.

Personnel Selection cannot provide financial advice, so you must seek advice from NOW:Pensions or your Financial Advisor.



Trade Union Membership

Personnel Selection does not formally recognise a trade union, however, all Agency Workers are free to join a trade union of their choice.

Statutory Sick Pay (SSP)

You will be entitled to receive statutory sick pay (SSP) if you meet the statutory eligibility criteria, including that you are absent from work due to sickness on a qualifying day when you are on an assignment when you become sick.

From 6 April 2026, Statutory Sick Pay (SSP) is available to eligible employees regardless of earnings. SSP is payable from the first qualifying day of sickness absence (there are no waiting days). SSP is paid at the lower of 80% of your average weekly earnings (AWE) or the statutory weekly rate.

The SSP weekly rate is set by the Government and may change from time to time (for example, £123.25 per week from 6 April 2026).

You must provide Personnel Selection with the following documentation:

A self-certification form, if your absence lasts seven calendar days or less and / or;

A 'fit note', which you must obtain from your doctor, if your absence lasts eight calendar days or more.

It is possible that during a period of sickness, a client will request a replacement worker. If this is the case, you will be informed that your assignment has ended. In these situations, you may no longer be eligible to receive SSP if you are no longer considered to be on an assignment.

If you have any questions about SSP eligibility in your circumstances, please contact your Personnel Selection representative.

If you are ineligible for SSP for any reason, you will be issued with a SSP1 Form, which may enable you to obtain SSP from an alternative source.

Unauthorised absence

Unauthorised absence, or failure to follow the correct absence reporting procedure, may result in action up to and including ending your assignment. If you are working on a current assignment and need (or wish) to leave early for any reason, you must inform your assignment supervisor before you leave. Do not leave the company site without informing a supervisor, shift leader, or a member of Personnel Selection.

Absence

In the event that you are unable to work, for any reason, you must contact Personnel Selection and your client supervisor/manager as soon as possible, prior to your start time.

Please make contact personally unless you are physically unable to do so. If you reach our answerphone (out of hours or during the weekend), please leave a clear message stating your full name and the company/site you are working at. You must call to report an absence—please do not text to say you are unable to attend work, as text messages can be missed. It is essential that you advise Personnel Selection every day that you are unable to work.



Working Time Regulations 1998

The Work Week

The maximum working hours, under the Working Time Regulations, is an average of 48 hours per week over a 17 week reference period. If you would like to work more than 48 hours per week, your Personnel Selection Representative will provide you with a Working Time Opt-out Form.

There is no obligation to sign the opt-out and you can end the agreement by giving written notice (at least 7 days, or up to 3 months if stated in the agreement).

If you do work more than 48 hours per week, it is recommended that you work no more than 60 hours per week for health and safety reasons.

Young People

If you are under the age of 18, you

- Cannot work more than eight hours in any day or 40 hours in any week.
- Cannot work more than five days in any week.
- Cannot work at night (working at least three hours in the period between 11pm and 6am)
- Are entitled to a rest break of at least 30 minutes if their daily working time is more than 4.5 hours.

Rest Periods

You are entitled to the following rest breaks:

- 11 hours' rest from work in each 24 hour period.
- A 20 minute break if the assignment lasts more than 6 hours per day.
- A minimum of 1 day's rest from work each week or two days per fortnight.

You must ensure that you have sufficient rest in order to protect your health and safety and that of your colleagues.

Holiday

For the holiday year dates and carry-over rules, please see the "Holiday Year" section of this handbook on page 10.

For information on how to submit a holiday request and what notice to give, please see the "Booking Holidays" section of this handbook on page 15.

You will begin accruing holiday from the first day of your assignment.

Your holidays are accrued as follows:-
Holiday hours are accrued pro-rata based on 5.6 weeks statutory holiday pay per year Average remuneration (calculated over the preceding 52 paid weeks)

For example £19.50 per hour Holiday Pay per week
Holiday hours x Average pay rate = Holiday pay per week
(i.e. 4.53 hours x £19.50 = £88.34 holiday pay per week)

This is roughly equivalent just over half a day per week accrued for every full week worked.

Holiday pay will be calculated in line with statutory rules, generally using your average pay over the relevant reference period (currently the previous 52 paid weeks, ignoring weeks with no pay and looking back further where required).



Holiday (continued)

Weeks where no remuneration is received are ignored and earlier weeks are used instead (up to a maximum look-back of 104 weeks).

Your average weekly pay may fluctuate as the amount of pay that you earn on a weekly basis may increase or decrease depending on how many hours you work.

Any weeks in which there is zero pay are ignored; this ensures that your average weekly pay is not reduced.

Holiday pay is paid in days and the value of a day is calculated as the weekly average of the previous 52 paid weeks' pay (or as many paid weeks as are available if you have worked fewer than 52 weeks) divided by 5 to give an average daily rate of pay.

If you work less than 5 days per week, your average weekly rate of pay is still divided by 5 to give an average daily rate of pay.

This means that you may have to request more than 1 day's holiday to receive pay which is comparable to what you normally would earn in a day. This is because, even though you work part time hours, your holiday entitlement is based on 28 days per annum. This will even itself out over the course of the holiday year and you will not be disadvantaged. For example, if you work 4 days per week, you would have to request 1.25 days' holiday to receive a full day's pay.

Bank or public holidays do not have to be given as paid leave. An employer can choose to include bank holidays as part of the statutory 5.6 weeks' annual leave entitlement. Whether you work on a bank holiday (and how any time off is recorded/paid) will depend on the assignment and the client's operating hours—please follow the process advised for your assignment and contact your Personnel Selection representative if you are unsure.

Summary – how holiday pay is calculated:

Holiday pay should reflect your normal pay. If your hours and/or pay vary, holiday pay is typically calculated using an average of your pay over the last 52 paid weeks (weeks with no pay are ignored and earlier paid weeks are used instead). The average pay is then used to calculate the holiday pay due for the number of holiday hours/days booked.

Here are some examples to help you understand how the holiday accrual process works: Illustrative example only; these examples are for guidance and actual holiday pay/booking may differ depending on working pattern and the statutory calculation.

Example 1:

John has requested 3 days' holiday and his holiday is calculated as follows:

John is paid £19.50 per hour and worked 40 hours per week for the last 52 paid weeks.

Total pay over the reference period:
 $52 \times 40 \times £19.50 = £40,560.$

Average weekly pay = $£40,560 \div 52$
 = £780.00 per week.

Average daily rate (based on a 5-day week)
 = $£780.00 \div 5 = £156.00$ per day.

John requests 3 days' holiday, so holiday pay due =
 $3 \times £156.00 = £468.00.$

John is paid £468.00 holiday pay for the 3 days requested (illustrative example only).

Example 2:

Paul works a 2 day week and requests a week off (2 days)

Paul is paid £19.50 per hour and normally works 2 days per week, 8 hours per day (16 hours per week).

Over the last 52 paid weeks, his total pay is $52 \times 16 \times £19.50 = £16,224$.

Average weekly pay = $£16,224 \div 52 = £312.00$ per week.

Average daily rate (based on a 5-day week) = $£312.00 \div 5 = £62.40$ per day.

Paul requests a week off (2 days). Holiday pay due (based on this example calculation) = $2 \times £62.40 = £124.80$.

Depending on the assignment, holiday may be requested/recorded in hours rather than days (illustrative example only).

If you need to know your current holiday accrued, please follow the process advised for your assignment or contact your Personnel Selection representative. Where an online system is used, you will be advised how to access it.

Holiday requests must be submitted and authorised in advance, using the process advised for your assignment (for example, an online request system, email, or a paper form). If you are unsure how to request holiday, please contact your Personnel Selection representative.

The completion of a Holiday Form does not mean that your holiday has been authorised. You will receive confirmation from Personnel Selection when the holiday has been authorised.

You must provide notice of at least twice the length of the period of leave that you wish to take e.g. if requesting two days leave we require four days' notice.

You may also be required to take holiday at certain times of the year e.g. during a company shutdown. Holidays may also be limited at certain busy times of the year.

Booking Holidays

All accrued annual leave should be taken during the holiday year in which it accrued. However, statutory holiday may be carried over where the law requires it (for example, where a worker has been unable to take holiday due to sickness or statutory family leave, or where the employer has not provided a reasonable opportunity to take leave). Any carry-over will be handled in line with statutory rules and any applicable agreement.

In exceptional circumstances, authorised holiday may be cancelled by Personnel Selection or the client giving you no less than twice as much notice as the amount of holiday requested.

You are responsible for ensuring that paid holiday is requested and taken.



Whistleblowing / Raising concerns

If you have a concern about wrongdoing or unsafe/illegal practices (for example: health and safety risks, fraud, exploitation, harassment or other serious misconduct), please raise it as soon as possible with your Personnel Selection representative. We will take concerns seriously and, where applicable, handle them sensitively. You should not be treated unfavourably for raising a genuine concern in good faith.

External support:

The Employment Agency Standards (EAS) Inspectorate is the government authority responsible for the enforcement of certain agency worker rights. You can raise a concern with them directly on 020 7215 5000 or through the ACAS helpline on 0300 123 1100 (Monday to Friday, 8am to 6pm).

You are required to comply with any rules, regulations, policies, procedures and practices that are specified by any client, for whom you are working, during an assignment.

Technology Access and Social Media

During your assignment, you may be given access to the client's IT system and you must at all times adhere to the client's IT Policy.

Access to social networking sites during working hours is strictly forbidden unless authorisation is obtained from your Line Manager.

Your use of social networking sites may impact on Personnel Selection and its business. Such impact includes potentially causing damage to its reputation, loss of confidential information, or exposure to other liabilities such as claims of discrimination, harassment or workplace bullying. The content of any communications or comments posted on a social networking site must not damage or bring into disrepute Personnel Selection, its staff, clients or candidates. Therefore, if you use social networking sites, even where this is not in the workplace or is outside of working hours, you are prohibited from:

- Engaging in any conduct or posting any comment which is detrimental to Personnel Selection or its clients.
- Engaging in any conduct or posting any comments which could be derogatory to another person or third person or third party or which could constitute unlawful discrimination or harassment.
- Recording any confidential information regarding Personnel Selection (or any of Personnel Selection's client companies) on any social networking site or posting comments about any business related topics such as company performance.

You may be required to remove postings that breach the above guidelines.

Alcohol, Drugs and Smoking / Vaping Policy

You must not attend work under the influence of alcohol and / or drugs. Personnel Selection and its clients reserve the right to conduct alcohol and / or drug testing of workers where lawful, proportionate and in line with the client's site policy, and to deny workers access to, or remove them from, premises where there are reasonable grounds to do so. A positive test or refusal to co-operate with a lawful test may result in action up to and including ending your assignment.

If you smoke (including vaping), please ensure you do not smoke on our clients' premises and that you follow the client's specific smoking policy, including using only the designated smoking locations. You must only smoke during your allotted breaks and you must not leave the site outside of break periods to smoke. Failure to follow these rules may result in action up to and including termination of your assignment.

Dress Code and Personal Appearance

You should present yourself for work in clothes that are smart, clean and tidy, as expected for business standards and appropriate to the type of assignment you are undertaking. Some clients may require specific dress standards or uniform to be worn for an assignment. You will also be expected to follow any client specific rules and guidelines relating to personal appearance, for example concerning visible body piercings.

Equality and Diversity

Personnel Selection agency workers are treated solely on the basis of their merits, abilities and potential and all recruitment, selection and training processes are free from discrimination on the grounds of the following protected characteristics:

1. Age
2. Disability
3. Gender reassignment
4. Marriage or civil partnership
5. Pregnancy or maternity
6. Race (including colour, nationality, ethnic or national origin)
7. Religion or belief
8. Sex
9. Sexual orientation

Bullying, harassment and discrimination are unacceptable. If you are found to be subjecting colleagues, customers and / or clients to this behaviour, this may result in action up to and including ending your assignment.

If you feel that you have been harassed, bullied or discriminated against during your assignment, please make your Personnel Selection Representative aware at the earliest possible opportunity.



Mental health, non-visible disabilities and reasonable adjustments

Personnel Selection recognises that some health conditions and disabilities are not visible, including mental health conditions, neurodiversity, learning differences and long-term medical conditions. If you need support at work or an adjustment to help you carry out your assignment safely and effectively, please speak to your Personnel Selection representative as soon as possible.

Reasonable adjustments will depend on the assignment and the client site, and may need to be agreed with the client. Examples can include:

- changes to start/finish times, shift pattern or break timings (where the assignment allows);
- a change to how instructions/training are provided (for example, written steps, extra time, or a quieter setting);
- adjustments to duties, work area, equipment, or supervision arrangements (where feasible);
- permission to attend medical/therapy appointments (subject to notice and assignment needs);
- communication preferences (for example, one point of contact, or confirming instructions in writing).

When requesting an adjustment, it helps if you tell us what aspect of the assignment you are finding difficult, what support you think would help, and whether you have any medical evidence or recommendations (where applicable). We will treat health information sensitively and only share what is necessary on a need-to-know basis to consider and implement adjustments.

You will not be treated unfavourably for requesting a reasonable adjustment in good faith. If you feel you have been treated unfairly or that a concern has not been addressed, please follow the "Complaints Procedure" section of this handbook.

Complaints of this nature will be handled sensitively and will be investigated thoroughly. Personnel Selection's full Equality & Diversity Policy can be found on the company's website.

For more information on how to raise any type of complaint (including pay, conduct, discrimination, or safety concerns), please see the "Complaints Procedure" section of this handbook.

Data and GDPR

Personnel Selection processes personal data in accordance with UK data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

We collect and process personal data in order to provide work-finding services and to manage your assignment. This may include personal data and, where necessary, special category personal data (and, where relevant, criminal offence data). Personnel Selection acts as a data controller in relation to your personal data.

Full details of how your data is collected, used, and shared are set out in our Privacy Notice, which is available on our website.

If you would like to exercise any of your data protection rights, please refer to our Privacy Notice for the appropriate contact details and how to submit a request (or contact your Personnel Selection representative who can direct you).

We will only retain your personal data for as long as necessary for the purposes for which it was collected, including to meet legal, regulatory, and contractual obligations. In some cases, this may mean retaining your data for a defined period after your assignment ends, where there is a legitimate business or legal reason to do so.

Data and GDPR (continued)

Where your data is retained for purposes such as future work opportunities, you will be informed of the purpose and the lawful basis we rely on (for example, legitimate interests or consent), as set out in our Privacy Notice. Where we rely on consent, you have the right to withdraw your consent at any time.

You also have the right to:

- request access to your personal data;
- request correction of inaccurate data;
- request erasure of your data (where applicable);
- object to or restrict processing in certain circumstances.
- request data portability (where applicable);
- raise a complaint with the Information Commissioner’s Office (ICO); and
- not be subject to certain automated decision-making/profiling (where applicable), and to request human review.

During and after your assignment, we may share your personal data with third parties where necessary, including for audit, compliance, or regulatory purposes. This may include identification documents, right to work information, qualifications, employment history, and other relevant records required to fulfil our obligations.

Personnel takes appropriate technical and organisational measures to protect your personal data from unauthorised access, loss, misuse, or alteration.

You are required to ensure that any personal data you access or process during an assignment is handled in accordance with data protection laws and any client-specific policies. Failure to do so may result in action up to and including ending your assignment.



Family-Friendly Policies

Maternity Pay

If you are pregnant, you must inform Personnel Selection, in writing, no later than the 15th week before the baby is due.

Please note that when working in certain industries, it may be necessary to inform Personnel Selection and the Client of your pregnancy at an earlier stage due to health and safety reasons e.g. if you are working with certain chemicals.

You must take compulsory maternity absence in the two weeks after your baby is born or four weeks, if you are working in a factory.

Subject to the following eligibility criteria, you will be eligible to receive up to 39 weeks of Statutory Maternity Pay (SMP). SMP is paid at 90% of your average weekly earnings for the first six weeks and 33 weeks at the lower of either the standard SMP rate (£194.32 per week from 6 April 2026), or 90% of your average gross weekly earnings.

You must have been working for Personnel Selection continuously for at least 26 weeks up to the 'qualifying week' (the 15th week before the expected week of childbirth).

You must / will be working in the 'qualifying week'.

If you do not qualify for SMP, Personnel Selection will send you a SMP1 Form, which you can take to Jobcentre Plus who will advise if you qualify for maternity allowance, which is paid by the Government.

Day One Rights for Family leave

From 6 April 2026, eligible employees have "day one" rights to statutory paternity leave and unpaid parental leave (in Great Britain). This means the usual qualifying service requirement to take the leave no longer applies, although other eligibility, notice and evidence requirements still apply. Please note that eligibility for statutory pay (for example, Statutory Paternity Pay) has separate qualifying rules.

In order to qualify to be paid SMP:
Your average weekly earnings must be at least £129 per week on average (the statutory threshold from 6 April 2026).

- You must give the correct notice.
- You must provide proof you're pregnant (via a MATB1 Form).

Because this is an agency worker handbook, eligibility will depend on your employment status for the relevant assignment. If you believe you may be eligible for paternity leave, unpaid parental leave, or any statutory family-related pay, please contact your Personnel Selection representative as soon as possible so we can confirm eligibility and explain the notice/evidence required.

Eligibility still depends on the normal rules: Even though employees can potentially qualify earlier, they still need to meet the employee eligibility conditions for the particular type of leave, and they must follow the required notice and evidence procedures.

Day One Rights for Family leave (continued)

Paternity absence is available to the father of a newly born child, provided he has responsibility for the child's upbringing. Eligible workers will be able to take either one week or two weeks' paternity absence. If two weeks are taken, they can be taken consecutively or as two separate blocks of one week. Leave cannot start before the birth and must be taken within 52 weeks of the birth (or placement, in adoption cases). Where eligible, this leave will be paid at the statutory paternity pay rate (SPP).

To be eligible for paternity pay (SPP):

- You must give the correct notice of 28 days.
- Your average weekly earnings must be at least £129 per week on average (the statutory threshold from 6 April 2026).
- You must notify Personnel Selection in writing, in the qualifying week, when the baby is due, when you wish to take your absence leave and how much leave you want to take.
- You must provide a declaration confirming that you have, or expect to have, responsibility for the child's upbringing and a copy of the MATB1 Form.

Bereaved partner's paternity leave may be available in certain circumstances where a partner/spouse, or the child's primary adopter, dies within the first year of the child's life (including in birth and adoption/placement situations). Eligibility and entitlements are subject to statutory rules—please speak to your Personnel Selection representative as soon as possible if this applies to you.

Eligible workers may be entitled to take up to 52 weeks of leave, depending on when the bereavement occurs.

To be eligible:

- You must meet the relevant eligibility criteria.
- You must give the correct notice.
- You must provide any required supporting evidence.



Complaints Procedure

We aim to deal with complaints fairly, promptly and sensitively. You will not be treated unfavourably for raising a genuine complaint or concern in good faith.

Step 1 – Raise the issue: Please raise your complaint as soon as possible with your Personnel Selection representative. If your complaint relates to your representative, or you would prefer not to raise it with them, you can ask to speak to the Branch Manager instead.

What to include: Tell us the assignment/client site, dates/times, what happened, who was involved, any witnesses, and what outcome you are seeking. If you have supporting information (for example, messages, photos, or timesheets), please provide it.

Step 2 – Acknowledgement and review: We will acknowledge your complaint and review the information available. We may need to speak to you, the client, or other relevant parties to understand what happened. We will keep information confidential where possible, but some details may need to be shared to investigate properly.

Step 3 – Escalation: If you feel your complaint has not been addressed, you can ask for it to be escalated for further review by a manager.

Concerns about conduct or behaviour (including bullying, harassment, discrimination, misuse of client systems, or breaches of client/site rules) should be raised using the same steps above. Where appropriate, we may discuss the issue with you and/or the client and may take action up to and including ending an assignment if standards are not met.

We will always aim to handle issues fairly and proportionately. As agency workers are not employees of the client, formal client employee disciplinary/grievance procedures may not apply; concerns should be raised using the Complaints Procedure above.

External support: You can also raise certain concerns with external bodies, such as the Employment Agency Standards (EAS) Inspectorate or ACAS (see “Whistleblowing / Raising concerns” for contact details).



Health and Safety

Personnel Selection and its clients take your health and safety very seriously and we expect you to do so too. This handbook outlines some general rules, which we expect you to adhere to at all times during an assignment. It is likely that there will be additional client specific rules and regulations, and these will be explained to you by Personnel Selection and the client where you are working. This may take the form of a client specific induction. Failure to adhere to health and safety procedures, rules and regulations may result in action up to and including ending your assignment.

Key rules:

Report any accident, injury, near miss, unsafe condition or hazard immediately to the client supervisor/manager and to your Personnel Selection representative. If you believe a task is unsafe, stop work and seek guidance before continuing. You must wear/use any required PPE and follow site safety instructions and any induction requirements.

If a health condition (including a mental health condition or non-visible disability) could affect your safety at work or the tasks you can carry out, please speak to your Personnel Selection representative as soon as possible to discuss reasonable adjustments (see "Equality and Diversity").

Display Screen Equipment (DSE) / VDU safety

If your assignment involves regular use of a computer, laptop, tablet or other screen, you should set up your workstation to reduce discomfort and risk of strain.

- Adjust your chair and posture so you can sit upright with your feet supported and shoulders relaxed.
- Position the screen so the top of the screen is roughly at eye level, and at a comfortable distance (about an arm's length away).
- Keep keyboard and mouse close, with wrists in a neutral position, and avoid over-reaching.

- Reduce glare and reflections (for example, by adjusting the screen angle or workstation position) and ensure lighting is suitable.
- Take regular short breaks from screen work and change posture/tasks where possible (for example, brief "micro-breaks" every 20-30 minutes).

If you experience discomfort (for example, headaches, eye strain, or pain in your neck, shoulders, arms or wrists), report it promptly to the client supervisor/manager and your Personnel Selection representative. Adjustments may be available (see "Equality and Diversity" for reasonable adjustments).

In order to help you remain healthy and safe during an assignment, Personnel Selection will ensure that:

- The client has an appropriate written Health and Safety Policy.
- The client has appropriate employment insurance to cover agency workers. The client has carried out appropriate risk assessments in relation to the work you are required to carry out.
- You are notified of any risks associated with the work to be carried out.
- You are advised of any personal protective equipment required.

At the beginning of each assignment you must familiarise yourself with, and conform to, the:

- Client's Health and Safety Procedure, undergoing training where necessary.
- At all times, you must comply with all instructions given by the Client's Safety Officer and others with a responsibility for Health and Safety.
- You must obey the Client's safety rules at all times and take reasonable care for your own safety, and that of your colleagues.

- You must not take any action, where you work, which might endanger the Health and Safety of yourself or any other person.
- Where required by legislation, or by the Client, you will be supplied with and must wear / use appropriate safety clothing or equipment.

All accidents, damage, unsafe practices and unsafe workplaces must be reported, without delay, to both the appropriate Client Representative and to Personnel Selection, whether people are injured or not.

You must bring to the Company's attention any health condition that you believe may have been caused or aggravated by a work activity.

You must report any health condition that you have, or that you develop, (whether or not it is work-related) that may put you at particular risk from a work activity.

You should be aware of the dangers, which may arise from excessive working hours, and the importance of adequate rest breaks. You must bring to the attention of Personnel Selection any requests to work excessive hours or if inadequate rest breaks are provided.

You must always ensure you are aware who your first aiders and fire wardens are during your assignment.

Personal protective equipment

You are required to wear PPE in certain roles and when doing certain tasks. PPE includes items such as; safety boots, helmets, safety glasses, Hi-Viz jackets and ear defenders. PPE is required to keep you safe and failure to wear the correct PPE means that you leave yourself exposed to risk of serious injury. Where you are required to wear PPE, you must do so in all the designated areas and at all times. Failure to wear the correct PPE may result in action up to and including ending your assignment.



Manual Handling

Manual handling (lifting and carrying) is the most common cause of accidents at work. A variety of injuries may be caused by poor manual handling techniques. Injuries are most commonly to the back but hands, arms and feet may also be damaged.

What you are able to lift depends on a number of factors; your personal physique, your age, fitness and experience, the nature of the load and the techniques to be employed.

When preparing to lift, consider; What has to be moved? How far it is to be moved? Where it is to be moved to and where from? Can it be safely handled by one person? Will assistance be required? Can the load be broken down?

When lifting, it is important that you maintain the correct posture; ensure you keep your head up - do not look down at the load, keep your back straight, keep your elbows in, ensure your knees are bent and your feet should be slightly apart.

When preparing to lift ensure; your feet are apart with one foot slightly forward, your knees are bent, the load is kept close to your body and your back is straight.

When grasping the load ensure; you have a secure grip, tilt the load slightly towards you and keep the load close to your body with your arms in.

When lifting loads ensure; there are no jerks, snatches or twists, you look up and you keep your back straight.

When you move off; use the momentum of the lift, keep the load close to your body and use smooth movements.



Work Equipment

Work equipment can be hazardous and cause injury. Make sure that you;

Always:

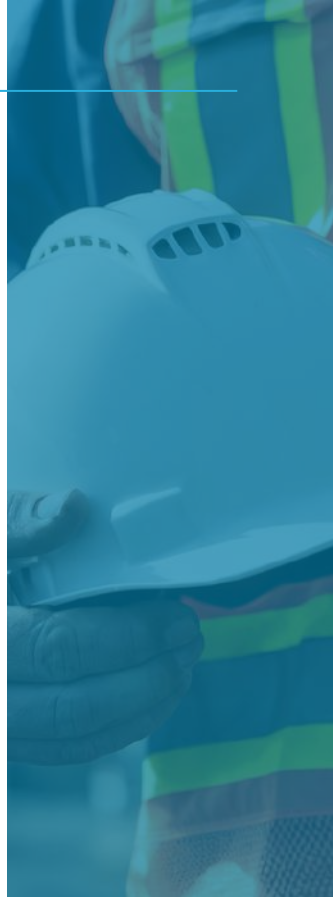
- Follow instructions and comply with safe working procedures.
- Take simple precautions, such as pre-start checks.
- Report defects and faults immediately.
- Keep the working area clean and tidy, clean up spills and remove obstacles.
- Switch off equipment when not in use.
- Tie long hair back and cover it.

Never:

- Use machines if you have been drinking alcohol or taking drugs.
- Tamper with guards or safety devices.
- Wear loose clothing or jewellery when operating machinery.
- Hurry or cut corners.
- Work with equipment, unless trained to do so.

All accidents and near-misses, no matter how minor, must be reported at the time of the incident to your supervisor and to Personnel Selection at the earliest opportunity. You will be required to complete an accident form.

Reporting accidents or near-misses helps prevent them recurring.



Thank you for choosing to work with Personnel Selection!

We're pleased to have you with us and look forward to supporting you throughout your assignments. Whether you're starting your first booking or returning for your next opportunity, our team is here to help make everything as smooth, straightforward and positive as possible.

We value the hard work, flexibility and commitment you bring to each assignment, and we're proud to have you representing Personnel Selection with our clients.

We wish you every success and look forward to working with you.

