



# Agency Worker Handbook

NuStaff  
[nustaff.co.uk](https://nustaff.co.uk)



## Agency Worker Handbook

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## 1. Introduction

A warm welcome to Nu-Staff Ltd, [NuStaff] where we wish you every success during your temporary assignments with us. Whether you're an existing agency worker or you've just joined us, you'll find this **Agency Worker Handbook** to be packed full of helpful information. We ask that you study this handbook carefully and regularly, as it will keep you up-to-date with our policies and procedures. General amendments to the Agency Worker Handbook will be issued from time to time and the newest version will always be available on our candidate's section on our website: [www.nustaff.co.uk](http://www.nustaff.co.uk)

If you have any questions regarding the content of this handbook and wish to discuss this with a member of our team, please contact us on:

**03442 645456**

Nu-Staff Ltd.,  
Imagination House, Station Road, Chepstow, NP16 5PB  
Tel: 03442 645456

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## 2. Core Values

Nu-Staff Ltd aims to be one of the leading staffing solutions providers in the UK for temporary, contract and permanent recruitment. The company was originally founded in Chepstow, providing an efficient staffing solution to local clients who required emergency temporary labour. Having built excellent working relationships with our clients, we consider ourselves to be an integral part of their recruitment solution and support a growing number of clients every year by providing tailored staffing solutions within their organisation.

We accept only the highest standards and performance and are committed to our company vision, goals and values to ensure we always deliver an exceptional service to our clients and candidates.

Our company structure has been designed to give responsibility and accountability, with clear and objective targets and goals in place so that we consistently deliver in meeting the expectations of our candidates and clients.

NuStaff is incredibly ambitious and we are constantly looking at new ways to develop, expand and diversify into different sectors and markets. Our long term aim is to have a national presence, with offices in the major cities within the UK.

## 3. Registration

Our registration process is completed online. CV's should be emailed to [cv@nustaff.co.uk](mailto:cv@nustaff.co.uk) in the first instance, you will then receive an invitation to register by email. It is vital to allow sufficient time to complete the process and follow the guidelines.

You will also receive a request by email to complete an online **Right to Work** (RTW) check. Again, you should follow the instructions.

Please contact your consultant if you require support throughout the registration.

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## 4. Getting Paid

### 4.1 Timesheet Process and Deadlines

Timesheets are paid a week in arrears and the pay week runs from Monday to Sunday. It is your responsibility to ensure that your timesheets are with your local branch on a weekly basis, by 12pm every Monday (10am on Tuesday after a Bank Holiday).

Payments are made directly into your bank or building society every Friday. It is your responsibility to please make sure that we have the correct details.

### 4.2 Payment Days

NuStaff will ensure that all agency workers are paid by 9am on Friday each week. Payments are released in stages, so some agency workers may receive their payment slightly before others. However, this is dependent on the candidates complying with payroll deadlines which are detailed in 4.1 of the **Agency Worker Handbook**.

### 4.3 Public Holiday Deadlines and Payments

The public holiday payroll deadlines differ from standard weeks, as described in 4.1 of the **Agency Worker Handbook**. This is due to NuStaff Payroll Department operating a shorter week. All other amendments to deadlines will be communicated up to 14 days before the timesheet deadline for that week. All bank holiday payment requests must be submitted to your consultant in writing, either SMS to the branch mobile or email.

### 4.4 Rates of Pay

NuStaff do not have a standard set of pay rates due to us operating in multiple sectors. Pay rates can also differ amongst geographical locations and specific clients due to a varying skills sets/experience/requirements. However, the minimum rates of pay are guaranteed by the **National Minimum Wage (NMW)** and **National Living Wage (NLW)**. For more on the NMW and NLW please visit [www.gov.uk/national-minimum-wage-rates](http://www.gov.uk/national-minimum-wage-rates). To find out more information about pay rates, please speak to your consultant and they will advise you further.



#### **4.5 Payslips/P60/P45**

Upon acceptance of your first temporary assignment, you will automatically receive a link to a timesheet portal. Your payslips will be uploaded by 4pm on a Thursday, the day before you receive your payment, as indicated in 4.2 of the **Agency Worker Handbook**. A P60 will also be uploaded to the portal if you work week 52 of the tax year. Upon your request for a P45, which must be submitted in writing to your consultant, it will be uploaded to the portal upon completion of the following weeks payroll.

#### **4.6 Pension**

You will be auto-enrolled into a NEST pension scheme from your first payment. You will receive instructions in the post directly from NEST.

#### **4.7 Change of Personal Details**

Please notify your consultant immediately of any changes to your personal details, such as address, bank details etc. We will require these by email.

## **5. Legislation**

### **5.1 Agency Worker Regulations (AWR)**

Legislation came into force on 1 October 2011, giving agency workers the entitlement to the same basic employment and working conditions as if they had been recruited directly, when they complete a qualifying period of 12 weeks in the same job.

The AWR are principally focussed on the “12 week Period” which primarily focus on basic pay and holiday pay.

The equal treatment entitlements relate to pay and other basic working conditions (annual leave, rest breaks etc) and come into effect after an agency worker completes a 12 week qualifying period in the same job with the same establishment.

Please note that if you are operating as a limited company or through an umbrella company, then the Agency Worker Regulations do not apply to you.



Please note, AWR also does not apply to:

- a) Individuals who find direct employment with an employer through an “employment agency.”
- b) Individuals who find work through a temporary work agency but are in business on their own account (where they have a business-to-business relationship with the hirer who is a client or customer).
- c) Workers who have been placed on a permanent basis. The regulations do not cover employment agencies who introduce workers to employers for direct or permanent employment. Once a worker is placed with an employer they have no further contractual relationship with the agency.

Full detailed guidance on this regulation can be found on ([www.gov.uk](http://www.gov.uk)).

## **5.2 Working Time Regulations (WTR)**

### **5.2.1 Working Week**

The Working Time Regulations (WTR) for agency workers state that working time should not exceed 48 hours per week and should be averaged over a 17 week period. Working time does not include travelling time to and from work and shall include only the attendance period for each placement.

### **5.2.2 Annual Leave**

You will start to accrue holiday entitlement as soon as your employment with NuStaff commences. You will accrue a minimum of 12.07% of your weekly gross pay and you can request holiday at any time during your employment, provided you have accrued the required leave period. Our holiday year runs from 1st October to 30th September. Holiday pay is available to all candidates, but it is mainly beneficial to the employee that undertakes assignments for NuStaff on a weekly basis.

### **5.2.3 Calculating Annual Leave**

Annual leave is calculated as a minimum of 12.07% of your weekly gross pay (variations will apply depending on assignment). Annual leave cannot be requested on weekends unless weekend days are a normal working day. If annual leave has been requested and authorised, you cannot work on these days. Annual leave is a rest period and no work should be carried out during this time.



Annual leave must be taken within the company's holiday year (detailed in 5.2.2 of the **Agency Worker Handbook**), and does not roll over to the next. It is the responsibility of the agency worker to request their annual leave, NuStaff does not send out reminders, nor will NuStaff be held responsible for any loss of payments for unclaimed annual leave.

#### **5.2.4 Claiming Annual Leave**

Claiming annual leave with NuStaff is quick and easy and you can request it at any time. Simply go online to the candidate section of our website: [www.nustaff.co.uk](http://www.nustaff.co.uk) and download a Holiday Request form. This form is a PDF which can be completed and returned by email to your consultant.

Before submitting your request, please ensure that you have been granted permission from the end Hirer. Upon Hirer confirmation, the request will be actioned within the correct payment week.

Candidates must give NuStaff a minimum of double the holiday request as notice, for example 5 days leave will require a minimum of 10 working days' notice. Any requests we receive will be acknowledged and passed to Payroll Department once they have been approved. You will be notified in writing if the request has been rejected.

### **5.3 Disciplinary Procedure**

The relationship between NuStaff and its agency workers is a contractual agreement between the agency and the worker and is classed as a "contract for services" which in effect, means the agency worker is working on a freelance basis and would be treated differently to that of a "permanent" full time employee of NuStaff.

Neither party are contractually obligated to work with one another and therefore it makes the "disciplinary procedure" a rather more complex one. However, in the event of a disciplinary procedure, each situation would be subjective and viewed as an individual case. All cases will be handled by our HR department.



## 5.4 Employee Grievance Policy

In the event that during an assignment with NuStaff you feel that our service has been substandard or you have a grievance with a NuStaff employee, we invite you to write to our HR department, where the grievance will be logged and handled. This can be done in the following ways:

Email:

**info@nustaff.co.uk**

Post:

**HR Department, Nu-Staff Ltd, Imagination House, Station Road, Chepstow, NP16 5PB**

## 5.5 Complaints Handling

Our HR department within NuStaff are trained in complaints handling. In the event of a complaint or an incident being raised against you, the HR department will assist and support you throughout the process.

The complaints are handled by a Senior Manager, who will be involved with all complaints. The objective of the department is to assist, support and act as a professional liaison between the agency and the end Client.

You will be expected to comply with our complaints turnaround policy and assist and respond with complaints until they are fully resolved. We would ask that we receive a response within 48 hours of any correspondence. Failure to comply with this may result in your work with the agency being temporarily stopped. Both NuStaff and our clients are duty bound to follow up on complaints until they are deemed resolved, and you are paramount to this process being resolved quickly and effectively. We appreciate your assistance with this.



## 6. Terms of Engagement

### 6.1 Terms of Engagement

Once you have signed and accepted NuStaff's terms of engagement, it is your responsibility to ensure that you have read and understood these in their entirety. You can also review and/or download these from our registration portal at any time, which is provided to you at the point of registration.

### 6.2 Dress Code

You are required to report for work appropriately dressed and as advised by your consultant during the offer of an assignment (including any Personal Protective Equipment - PPE). You are expected to attend each assignment clean. You must always abide by the dress code policy of the Hirer. In the event of any doubt please contact your consultant for clarification.

### 6.3 Acceptance of Assignments

As an agency worker on an assignment for NuStaff you are always representing our company and for us to maintain the highest possible standards, we ask that you comply with the following:

- Arrive 10 minutes prior to your shift starting.
- Inform the relevant branch Nu-Staff 24 Hour mobile if you are running late for a shift.
- Please always remain professional, ensuring you are friendly and approachable to both Hirer and staff of the establishment you are working in.
- For your own protection and safety you are required to have an induction by the Hirer, so please call the branch immediately if one is not given after asking.
- Adhere to the Hirer policies, e.g. drug and alcohol policy.
- Maintain open communication with the branch if you have any issues.
- Adapt to the requests of the organisation you are working at. E.g. on occasion you will be asked to move section or departments to assist the trust in regulating their staffing levels, please ensure that you accommodate this in a professional and helpful manner.



## 7. Criminal Convictions

Please inform NuStaff immediately in writing if during an assignment you are bound over, cautioned, or convicted of a civil or criminal offence.

Our clients may insist we inform them in writing of any criminal convictions prior to you starting work. This information must be declared during your registration. This will be with your consent.

## 8. Health & Safety

The Health and Safety Act of 1974 requires that it is your duty to take care of yourself and other people in the workplace.

Furthermore, the Management of Health and Safety at work regulations 1992 requires you to adhere to the following:

- Use all equipment safely
- Follow health and safety instructions
- Assess and report damaged or faulty equipment
- Report anything in writing that you consider a danger

When at work it is both the Hirers and your responsibility to be aware of fire exits, first aid contact, and their own Health and Safety procedures.

This is part of the code of conduct i.e. never knowingly cause harm.

If you raise a concern we will ask the Hirer to investigate. If you decline an assignment because of risks, we will endeavour to find you other work.

As part of our online registration you confirmed that you had read and understood your basic Manual Handling responsibilities. Please be aware that this is a basic requirement only and any further instructions or information will be provided by the Hirer.



## **8.1 Accident Reporting**

If an incident or accident occurs it needs to be reported verbally and written, firstly in the client's accident book, followed by an incident report to your consultant.

This has to be written in black ink, be legible and signed by yourself using your full name then your initials.

This must be done as soon as possible after the incident has occurred.

## **8.2 RIDDOR**

The Health and Safety Regulations 1992 require you legally to report all incidents, accidents and near misses. It is the employer's duty to perform risk assessments on work activities. You have a duty to report any risk or injury to yourself and other staff to the person in charge initially, documented and signed for by yourself and lastly to your consultant. NuStaff are legally responsible to ensure that accident is reported if you are off work for more than 7 working days. Therefore, is vital that you provide us with the information so that we may consult with the Hirer to ensure that the report has been actioned with RIDDOR.

## **9. Modern Slavery**

If you have any concerns regarding being a victim of modern slavery or feel you are being subjected to exploitation by another person please contact us and we will be able to assist you and support you in a confidential manner. Please also contact your consultant if you believe this may apply to a colleague that is working along side you. We will always provide confidential support and guidance, however, we need your help identify such issues.

You are kindly requested to follow all Government guidelines and rules diligently, to sustain a healthy and safe workplace. It is important that we all respond responsibly and transparently to these health precautions.

We assure you that we always treat your private health and personal data with high confidentiality and sensitivity.



## **24 Hour Contact Numbers**

The below numbers are for emergency contact only, between 5pm and 9am.  
This does not include holiday requests or availability, for these please contact the  
branch during opening hours.

**Bridgend 07547 558299**

**Chepstow 07721 918546**

**Cwmbran 07543 855487**