

hypay.



# WORKER Handbook

*Guidelines, Policies, and Best Practices*



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For More Information at  
[www.hypay.co.uk](http://www.hypay.co.uk)

## **CONTENTS PAGE**

Introduction	1
Confidential Help	1
Your responsibility to the agency and our clients	1
Registration	1
Pay	1
National minimum wage	2
Tax and National insurance	2
UK Tax	2
Bank accounts	3
Workplace pension	3
EU Drivers hours rules	4
Working time regulations	5
Recording hours	6
Attendance/clocking in	6
Absenteeism	6
Statutory sick pay	6
Holiday	6
Taking holiday	7
Pregnant workers	7
Paternity leave	8
Harassment at work	8
Sexual harassment	8
Racial harassment	9

Workplace bullying	9
Grievance procedure	10
Disciplinary procedure	10
General information	10
Health and safety signs	11
Workplace practices	11
Hazards/warning signs and notices	12
Working conditions/environments	12
Health	12
Sickness, flu, coughs, colds and illnesses	12
Your responsibilities under health and safety regulations	13
Accident reporting	14
Personal protective equipment	14
Warehouse safety	15
Weight guidelines	15
Safe manual handling	15
Safe lifting reminders	21
Health and safety in the workplace	22
Registered	22
Driver Training	22
Mobile Phone Policy	22
Smoke Free Policy	23
Drugs, Controlled substances and Alcohol Policy	24
Trade union membership	24

Access to healthcare	24
Human trafficking	25
Victim support	25
Public transport	25
Data Protection	26
Privacy Notice	27
Disclaimer	36

## **WELCOME TO HYPAY**

We are pleased that you have chosen to work with us.

This booklet will help you in preparing for and undertaking temporary assignments in addition to answering some of your questions. This booklet can only cover the main points, so if you have any further queries or need any help, please contact your local agency branch.

We look forward to a mutually rewarding business relationship.

## **CONFIDENTIAL HELP**

For any grievances you may encounter while working with us please contact Hypay directly via the following email address:  
info@hypay.co.uk

## **YOUR RESPONSIBILITY TO THE AGENCY AND OUR CLIENTS**

We expect you to maintain a high level of professionalism and conduct.

If, for any reason, you are unable to fulfil an assignment please contact us and your Agency immediately so a replacement can be arranged.

If any of your circumstances change, please inform us. This could be a change of address, a new phone number, a new skill learnt, any other change in your details or wellbeing.

You should follow the dress code requirements for each client.

At the end of your assignment please make sure that you take all personal belongings with you and return anything issued to you by the client e.g. security passes, uniforms etc.

Anyone from non-EU countries must have a valid Visa or IND card to be able to work in the UK.

## **REGISTRATION**

Please note that we do not need to keep your passport or identity documents and have no right to hold them. However, we will take copies for your personnel file.

## **PAY**

You will be paid at least the national minimum hourly rate for your service which will be paid to you on a weekly basis in arrears.

## **NATIONAL MINIMUM WAGE / LIVING WAGE**

Everyone working in the UK is entitled to be paid the National Minimum Wage (NMW) or where age applicable National Living Wage. You can be paid more than NMW but you must not be paid less.

The rates are fixed by law. There are different rates depending on your age. To find out the current National Minimum Wage Rates please look on - [www.gov.uk/national-minimum-wage-rates](http://www.gov.uk/national-minimum-wage-rates) or ask your agency representative who will be able to supply you with the current rates.

## **TAX AND NATIONAL INSURANCE**

We must deduct money from your pay for National Insurance contributions.

Once working for us, please ensure that you provide your P45 or complete a P46.

If you are liable to pay National Insurance you will need a UK National Insurance number. If you do not have a National Insurance number, you should contact Jobcentre Plus at [www.gov.uk/apply-national-insurance-number](http://www.gov.uk/apply-national-insurance-number) (Jobs and Benefits office in NI) to apply for one. We will still deduct NI even if you have not registered using an emergency NI code.

## **UK TAX**

UK income tax is also payable on your wages for UK work. Monies will be deducted as appropriate for UK Tax and National Insurance.

If you are not a UK resident and have not earned over the Tax threshold whilst working in the UK and you are planning on returning to your home country you may be entitled to a rebate, please contact the HMRC on 0300 200 3319 (or +44 135 535 9022 if you are calling from abroad).

When calling the HMRC you will need your national insurance number to hand and the company PAYE number you have been working for. These details will be on your P45. Please check your payslip to see who you are paid by and contact this payroll company for your P45. This may not always be the agency you registered with; it may be a third party so please check your payslip for the information. You should seek proper accountancy advice on this matter to determine if and what you may be entitled to claim.

You may find the following websites helpful.

<http://www.hmrc.gov.uk/incometax/personal-allow.htm>

<http://www.hmrc.gov.uk/incometax/refund-reclaim.htm>

<http://www.hmrc.gov.uk/agents/index.htm>.

### **BANK ACCOUNT**

Your money will be paid into your personal bank account, therefore if you do not have a bank account at your registration, please speak to your agency representative and they will advise you on what to do next.

Please be aware that you will need to have an original ID or passport and proof of address to able you to open a bank account in the UK.

### **WORKPLACE PENSION**

Once a company reaches their 'auto enrolment' date they must then enrol workers in to a Workplace Pension Scheme if they meet certain criteria.

Please visit the link provided to understand how 'auto enrolment' affects you <https://www.gov.uk/workplace-pensions>

### **AGENCY DRIVERS, EU DRIVERS HOURS RULES – MAIN LIMITS FOR DRIVERS**

If you are driving and are subject to EU Drivers hours rules, please ensure you are familiar with the VOSA guide on Rules on Drivers hours and Tachographs, a full version can be found on: <https://www.gov.uk/government/collections/drivers-hours-rules-and-guidance>

The current limits on drivers' hours as specified by the EU rules are summarised in the following table.

**Table - A summary of the EU drivers' hours rules and sector specific working time rules**

Drivers hours rules <b>Regulation (EC)561/2006</b>	Working time rules <b>Directive 2002/15/EC</b>
<b>Driving</b> <ul style="list-style-type: none"> <li>x 9-hour daily driving limit (can be increased to 10 hours twice a week)</li> <li>x Maximum 56-hour weekly driving limit</li> <li>x Maximum 90-hour fortnightly driving limit</li> </ul>	<b>Working time (including driving)</b> <ul style="list-style-type: none"> <li>x Working time must not exceed average of 48 hours a week (no opt out)<sup>1</sup></li> <li>x Maximum working time of 60 hours in one week (provided average not exceeded)</li> <li>x Maximum working time of 10 hours if night work performed<sup>2</sup></li> </ul>
<b>Breaks</b> <ul style="list-style-type: none"> <li>x 45 minutes break after 4.5 hours driving</li> <li>x A break can be split into two periods, the first being at least 15 minutes and the second at least 30 minutes (which must be completed after 4.5 hours driving)</li> </ul>	<b>Breaks<sup>3</sup></b> <ul style="list-style-type: none"> <li>x Cannot work for more than 6 hours without a break. A break should be at least 15 minutes long</li> <li>x 30-minute break if working between 6 and 9 hours in total<sup>4</sup></li> <li>x 45-minute break if working more than 9 hours in total</li> </ul>
<b>Rest</b> <ul style="list-style-type: none"> <li>x 11 hour daily rest; which can be reduced to 9 hours no more than three times a week (or split into 3 hours + 9 hours as often as desired)</li> <li>x 45 hours weekly rest, which can be reduced to 24 hours, provided at least one full rest is taken in any fortnight. There should be no more than six consecutive 24 hour periods between weekly rests.</li> </ul>	<b>Rest</b> <ul style="list-style-type: none"> <li>x Same rest requirements as EU drivers' hours rules</li> </ul>

<sup>1</sup> Normally calculated over a rolling 17-week period, but can be extended to 26 weeks under a collective or workforce agreement

<sup>2</sup> Can be extended under a collective or workforce agreement

<sup>3</sup> EC Regulation 561/2006 is directly effective and takes precedence over EC Directive 2002/15 - Article 2.4 Directive 2002/15. Therefore, EU drivers hours break requirements take precedence when driving

<sup>4</sup> After working for 6 hours a mobile worker must take a break of at least 15 minutes. However, if working more than 6 and up to 9 hours in a shift a mobile worker needs to take a break totalling at least 30 minutes - this could be two breaks of 15 minutes. Where a shift will contain more than 9 hours of working time, a total of 45 minutes of break is needed.



## **WORKING TIME REGULATION**

The regulations say that on average you should not be required to work more than 48 hours each week, unless you agree to do so in writing. Temporary or contract work is all about flexibility, and from time to time, companies may want you to work for longer hours. For this reason, we may ask you to work for more than 48 hours a week on average, though of course you are under no obligation to do so. You should note that the maximum 48-hour week is an average number of hours, that average is worked out over a 17-week period (longer in some sectors). In other words, even if you have not agreed in writing to work more than 48 hours per week, there may be some weeks when you do work longer than 48 hours. This is permitted provided that the average hours over a 17-week period does not exceed 48 hours. It is also important to remember that if you have been working for us less than 17 weeks, the hours you work are averaged over the actual number of weeks you have been working. You may opt out of the 48-hour regulation at any time.

## **DAILY REST**

You are entitled to 11 hours rest from work in each 24-hour period as 13 hours is the maximum you can work per day. If you are under the age of 18 you are entitled to 12 hours rest from work you must take this time off as 8 hours is the maximum you can work per day.

## **WEEKLY REST**

You are entitled to at least 1 day off a week, or 2 days off in any 2 consecutive weeks. If you are under the age of 18, you are entitled to 2 days off per week.

## **REST BREAKS**

The company to which you are assigned will allow you a break from work of at least 20 minutes if your assignment lasts for more than 6 hours a day. If it is practicable, you may take this away from your work station. Make arrangements with the client about rest/lunch breaks. If you are under 18 you are entitled to a rest break of 30 minutes if your assignment lasts for more than 4.5 hours. These rest breaks are normally unpaid. A weekly rest period that falls in 2 weeks may be counted in either week, but not in both.

## **NIGHTSHIFT**

A worker should only work on average, 8 hours per 24-hour period. Night shift work is generally regarded as any time between 10pm - 6am.

You would determine if a worker was a night worker if they worked at least 3 hours during the night time period (10pm-6am).

### **RECORDING HOURS**

As a responsible and compliant business, we take driver health and safety seriously. Whilst it is your legal responsibility to ensure that you work within the Drivers Hours Rules, we also do everything possible to record and manage the hours that you work.

### **ATTENDANCE/CLOCKING IN**

You must clock or sign in on arrival at work. You must also remember to clock or sign out properly at the end of your shift. You must not clock or sign anyone else in or out. You must use the timesheet provided and submit a signed copy back to your agency and us.

It is vitally important that you sign/clock in and out and complete your timesheet, as these systems are used to generate your pay and is also used for fire evacuation purposes. If you are using a manual signing in system, please ensure your name is readable and in capital letters.

If you are going to be late or absent, please contact us and your agency representative, as early as possible.

### **ABSENTEEISM**

Once you have confirmed that you are working on a particular day, it is expected that you will attend. Any unauthorised absence may lead to action being taken.

### **STATUTORY SICK PAY**

Workers whose weekly wage exceeds the National Insurance Lower Earnings Limit are entitled to claim Statutory Sick Pay (SSP). This is only payable following three days consecutive illness. No payment is made for up to three days of absence through sickness.

### **HOLIDAYS**

You are entitled to 5.6 working weeks paid holiday a year. So, if you have a contract for a year's work and work five days a week you are entitled to 28 days paid holiday. If your contract is for six months and you work five days a week you are entitled to 14 days paid holiday. These days may include bank/public holidays; please refer to your contract.

The Company's holiday year commences on the Company's financial year week 1 each year and concludes on week 52 each year, for the

avoidance of doubt week numbers are displayed on your payslip.  
Unused entitlement cannot be carried over into the following year.

Workers who leave or join the Company during the holiday year are entitled to a prorata holiday allowance, based on how much of the year they have worked for the Company.

Workers who leave and have not fully used their prorata entitlement will be reimbursed by payment in lieu.

In the event that a worker has not used up their entitlement at the end of the holiday year, they will lose all unused entitlement. Please note that you cannot save up your holiday entitlement to receive it as a payment in lieu at the end of the holiday year.

Holiday is paid on a rolled-up basis and will be shown in your payslips. This means you are paid holiday pay as it accrues in advance of taking holiday, and no additional payment will be made to you when you actually do take holiday.

#### **IF YOU WANT TO TAKE HOLIDAY**

You must give us advance notice that you want to take holiday. **This notice should be at least twice as long as the amount of holiday you want to take** (for example, you should give two weeks' notice for one week's holiday). You will need to complete a holiday request form and this will then be authorised by us and will also need to be at a convenient time for the client you are providing services to.

We can refuse permission for your holiday.

Your contract may set out other rules about when you can take your holiday.

#### **PREGNANT WORKERS**

We would like to highlight that any female workers who are pregnant and working, must inform us, the agency and the client in writing immediately. We can then arrange for Risk Assessments to be completed to ensure you or your unborn baby's health are not put at risk. There may be some areas of a work place or tasks that are deemed unsafe for you.

## **MATERNITY PAY**

You will receive a MATB1 form on your 20 week check up with your midwife, please complete this and send to the us, taking a copy for yourself. This will be forwarded to the payroll team to process and calculate maternity pay if due.

You are not entitled to maternity leave, however female workers that meet the qualifying criteria for statutory maternity pay will receive this for a period of up to nine months, whilst not working. Workers need to discuss all arrangements with us prior to beginning this period.

## **PATERNITY PAY**

You will receive a MATB1 form on your partners 20 week check up with their midwife, please complete this and send to us, taking a copy for yourself. This will be forwarded to the payroll team to process and calculate paternity pay if due.

## **HARASSMENT AT WORK**

It is our policy that harassment will not be permitted or condoned.

Harassment is unwelcome, offensive, abusive, belittling or threatening behaviour. It is usually based on some real or perceived difference such as sex, race, religion, sexual orientation, age or disability, which may lead to the individual being offended, humiliated, intimidated or disadvantaged.

We recognise the Equality Act 2010 and the Protection from Harassment Act of 1997, and we will not tolerate any forms of harassment and seek to ensure that the working environment is sympathetic to all workers.

If you feel you are being harassed at your place of work, please report this to us immediately.

## **SEXUAL HARASSMENT**

Sexual harassment at work is unlawful, the harasser may be held liable for any unlawful actions. Women and Men have the right to work in an environment free from sexual intimidation.

Sexual harassment takes many forms, from relatively mild sexual banter to actual physical violence. Staff may not always realise that their behaviour constitutes sexual harassment but they must recognise that what is acceptable to one person, may not be acceptable to another. Sexual harassment is described as any form of behaviour, which makes

a reasonable person feel that someone else is treating them as a sexual object or demeaning that person because of their sexual orientation.

Some examples include:

- Insensitive jokes or pranks
- Lewd comments about appearance
- Unnecessary body contact
- Displays of sexually offensive material
- Requests for sexual favours
- Speculation about a person's private life and sexual activities
- Threatened or actual sexual violence
- Threat of dismissal, loss or promotion etc for refusal of service.

## **RACIAL HARASSMENT**

Racial harassment at work is unlawful and, as sexual harassment, the harasser may be held liable. All staff have the right to work in an atmosphere free from racial intimidation. Racial harassment is described as any hostile or offensive act of expression (or incitement to commit an act or expression) by a person of one racial or ethnic origin against a person or another, where the grounds for such behaviour are racial.

Grounds for racial harassment are identified by The Commission for Racial Equality as the grounds of race, colour, and nationality including citizenship or ethnic or national origins. Intentional racial harassment is a criminal offence.

Racial harassment can take many forms, from relatively minor abuse to actual physical violence.

Examples of harassment include:

- Insensitive jokes related to race
- Pranks
- Deliberate exclusion from conversations
- Abusive or insulting words or behaviour
- Displaying words or pictures

## **WORKPLACE BULLYING**

Workplace bullying or harassment is behaviour which is intended to create, or which results in, a working environment which is offensive, hostile or intimidating.

Although typically the initiator of such behaviour is in a position of power or authority this does not have to be the case.

Workplace harassment or bullying can occur to, or be initiated by, a single person or a group of people. We seek to create a working environment in which people are able to realise their full potential and therefore cannot condone workplace bullying. Complaints of bullying or harassment will be dealt with in accordance with the procedure set out under this code.

#### **GRIEVANCE PROCEDURE FOR WORKERS ENGAGED ON CONTRACTS FOR SERVICES.**

If you have any issues relating to your assignment, these issues should be raised in the first instance with us. We may wish to meet with you to discuss the matter further.

We will consider your complaint and provide an outcome to it. If you disagree with the outcome of the complaint or do not feel that the matter has been adequately resolved then you can escalate this matter by referring your complaint to a more senior person within Hypay.

#### **DISCIPLINARY PROCEDURE FOR WORKERS ENGAGED ON CONTRACTS FOR SERVICES.**

Whilst you are working on an assignment, its continuation is subject not only to the continued requirements of the client for you to provide services but also the client being happy with your performance and conduct. Accordingly, as set out in your contract for services there are certain standards which need to be met.

If we are advised by your agency or a client that they have some concerns regarding these standards or your performance, we may, if the client wishes you to continue in the assignment, ask that you meet with us to discuss such matters. If we and/ or our client feel it necessary we may notify you that in order for the client to require your assignment to continue, or in order that we may meet our contractual obligations to the client, there will need to be an improvement in your conduct or performance.

#### **GENERAL INFORMATION**

We are committed to ensuring good health and safety practises, and in conjunction with our agency clients, wish to ensure that our temporary workers are not subject to any hazards or risk that may result in injury or disease. Therefore, you must review and comply with the health & safety rules on each site. In addition, you should always follow these basic rules:

- You must not become involved in Horseplay or practical jokes
- You must follow all rules pertaining to no smoking areas.

## HEALTH & SAFETY SIGNS

You will see signs around the assignment company's place of work which maybe unfamiliar to you. If you are in doubt, ask what the sign means. Below are the most common signs that you could see on your assignments and what they mean.

Prohibited ie: **DON'T**



Warning ie: **BEWARE**



Safe condition ie: **THE SAFE WAY**



Mandatory ie: **MUST DO**



## WORKING PRACTICES

- You must not operate any item of equipment unless trained and authorised to do so.
- You must not remove any guarding from equipment used or deviate from your authorised usage of equipment.
- You must report immediately any equipment defect, and never attempt to repair.
- You must undertake all duties as instructed and never deviate.

## HAZARDS/WARNING SIGNS AND NOTICES

- You must comply with all hazard/warning signs and notices displayed on the premises (some shown on previous page).

## WORKING CONDITIONS/ENVIRONMENT

- You must make proper use of all equipment and facilities provided to control working conditions/environment.
- You must keep you and your work areas clean and tidy.
- You must dispose of waste/scrap in the appropriate receptacles.

## **HEALTH**

- You must report any medical condition that could affect the safety of yourself or others.

## **SICKNESS, COVID-19, FLU/SWINE FLU, COUGHS, COLDS & ILLNESSES.**

**Advice to staff - If you think you have flu**

**IF YOU HAVE SYMPTOMS OR FEEL ILL PLEASE STAY AT HOME IN THE FIRST INSTANCE SO AS NOT TO INFECT FELLOW WORKERS**

**Fur further information on Pandemic Flu, online diagnosis or help please visit following websites:**

**<http://www.nhs.uk/conditions/>**

**<https://www.gov.uk/guidance/pandemic-flu/>**

As part of our measures to prevent outbreaks of any sickness in our workforce, we are taking some specific steps to ensure all temporary workers have been updated with relevant information, which should be followed.

### **Prevention**

To reduce the risk of catching or spreading any virus you should:

- Cover your mouth and nose when coughing and sneezing, using a tissue.
- Throw the tissue away quickly and carefully.
- Maintain good basic hygiene, wash your hands regularly with soap and water.
- Avoid touching the face with the hands, including avoiding licking the fingers to sort paper.
- Use alcohol gels and wipes if hand washing facilities are not easily available.
- Clean surfaces (like door handles and phone handsets, computer keyboards) frequently with an antibacterial cleaning product.

### **If you get the flu or any other virus**

Catching swine flu, COVID-19 or influenza A (H1N1), will feel like seasonal flu, the advice given by the NHS and us is:

- Stay at home and rest.
- Contact us and your place of work immediately and let them know you are sick and unable to work.
- You may take over the counter medicines if suitable like aspirin, ibuprofen or paracetamol – **Always read the label following the**



**instructions – remember children under 16 should not be given aspirin or readymade flu remedies.**

- Drink plenty of fluids.
- Check your symptoms by going to the NHS flu symptom checker.  
This can be found on - <http://www.nhs.uk/conditions/>

If after being in contact with your GP or NHS (tel. 111) you are subsequently diagnosed as having swine flu or any infectious illness you must ensure you are 100% fit and well before returning to work.

Before returning to work after any absence due to illness, you must give to us a note from your doctor stating you are fit to return to work.

### **YOUR RESPONSIBILITIES UNDER HEALTH AND SAFETY REGULATIONS**

- You must not misuse any machinery or equipment provided to safeguard your own health, safety and welfare or that of people coming in to contact with you or your work.
- When using machinery and appliances you must safeguard your own health and safety and that of persons who come in to contact with you or your work.
- You are breaking the law if you intentionally and without reasonable cause do anything to cause danger to yourself or others.
- You must co-operate with our clients in order to comply with the duty or requirements specified by health and safety regulations.
- You must follow all rules and regulations to ensure your own health and safety.
- You must not attempt to carry out work of a dangerous nature or operate machines unless you have been suitably trained.
- You must learn the appropriate safe working methods for the duties you are required to undertake and use them at all times.
- If you are in doubt about any instructions, regulations or rules, ask for further guidance from your supervisor before starting work.

### **ACCIDENT REPORTING**

If you are unfortunate and have an accident at work you must see the first-aider at your place of work, irrespective of how minor the injury, and ensure that details are entered into the accident book.

You should also report any 'near miss' situations, where an injury could have occurred and any incidents in which damage is caused to property. All kinds of injuries should be reported immediately especially any injury requiring hospital treatment or admittance to hospital; broken bones, amputation of limbs or fingers, eye injury, electric shock, loss of consciousness.

If any member of the public is injured as a result of your own activities or those of the client for whom you are working this must also be reported. You must report details of any accidents to your agency and us as well as the client.

### **PERSONAL PROTECTIVE EQUIPMENT (PPE)**

When offered work you will be informed of any personal protective equipment you are required to take to your assignment.

If you arrive for work at any time without the required safety clothing you will be turned away.

You will also be informed of any personal protective equipment that will be provided by the company you are to work for. You must ensure that you receive all items of protective clothing you were told to expect before commencing work.

You must wear protective equipment where required.

Any personal protective equipment provided to you must be returned at the end of any assignment.

If you already have your own PPE and wish to use this for an assignment you will be asked to sign a PPE waiver form to confirm to us that you are happy to use your own. We will also want to have the PPE inspected to ensure it is suitable for your assignment.

### **WAREHOUSE SAFETY**

Every year, poor health and safety practices in the workplace lead to hundreds of accidents causing injury and even death.

The Transport and Distribution industry can be particularly dangerous. Accidents involving vehicles in the workplace kill around 70 people a year and cause more than 20,000 reportable injuries, over a third of which involve lift trucks. More than a third of workplace accidents leading to three or more days off work result from manual handling accidents.

Such injuries cause suffering for those involved and their dependents, and often incur heavy costs for the agency's business. Even an accident not causing injury may result in costly damage to vehicle, buildings or goods. Yet most, if not all, are entirely preventable.

## WEIGHT GUIDELINES

There is no such thing as a completely 'safe' manual handling operation but the guidelines here will reduce the risk of accidents. It must be remembered, however, that these are guidelines and not legal limits.

Each box shows the guideline weight for lifting and lowering and will give reasonable protection to nearly all men and to between half to two thirds of women. To provide similar protection to nearly all women, reduce the guideline weights by about a third.

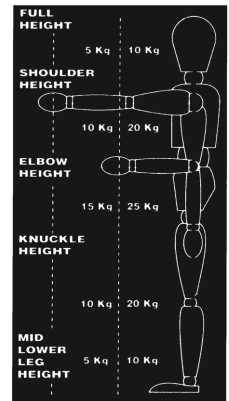
It is also important to:

- reduce the weights by 10% if the handler turns through 45° and 20% for 90° turns.
- reduce the weight by:
  - 30% if the operation is repeated once or twice per minute
  - 50% if the operation is repeated five to eight times per minute
  - 80% if the operation is repeated more than 12 times per minute.

## SAFE MANUAL HANDLING

### Remember

- Where possible manual handling should be avoided by the use of a trolley or other device
- Good manual handling at all times will help to prevent health problems occurring
- Wear suitable protective clothing, such as boots, gloves and overalls



## BEFORE COMMENCING ANY LIFT, ASK YOURSELF

- Can I avoid manual handling by the use of a trolley or other device?
- If manual handling is required, am I capable of this single person lift? If not arrange for a two-person lift. \* • Are there any trip hazards in the carrying route?
- Can these trip hazards be removed prior to a lift?
- Are there any restricted width or height areas in the carry route?
- Are there any falling hazards?
- Can the vehicle to be loaded/unloaded be brought closer?
- Are there any factors that could affect safety (i.e. humidity, delivery area, etc)?

\* If you think you require further information or training reminders on correct manual handling techniques, refer to the following sections or inform us.

## **WHY SHOULD I LEARN THE RIGHT WAY TO MOVE AND LIFT THINGS?**

Every year thousands of injuries are caused by not lifting and carrying correctly. Learning the right way to handle objects will ensure that you stay fit and healthy and avoid any injuries or accidents. Common injuries are:

- Ruptured discs
- Sprained ligaments
- Sprained and inflamed tendons
- Muscular injuries
- Trapped nerves
- Hernias
- Fractures
- Cuts and crushing to parts of the body, for example when a load is dropped onto fingers or feet.

Some injuries occur immediately but many develop gradually. Most will cause significant pain and result in absence from work.

## **HOW TO PREVENT INJURIES**

As with all health and safety issues, the simplest way of preventing injuries from occurring is to eliminate the hazard. In this case the hazard is the need to carry out manual handling. This cannot be avoided in a warehouse/removal's environment. In this case the task involved needs to be assessed, deciding which risks are associated with the task and how they can be reduced or eliminated.

## **THE FOLLOWING POINTS NEED TO BE CONSIDERED WHEN ASSESSING THE JOB:**

- The task to be carried out
- The load to be moved
- The environment in which the handling is taking place
- The capability of the individual involved in the manual handling
- The next section of the workbook is designed to help you know what to look for and ensure that you are capable of carrying out the tasks assigned to you.  
a) **THE TASK**
- Carry loads close to the body because lifting and carrying at arm's length increases the risk of injury.
- Avoid awkward movements such as stooping or twisting.

- Try not to lift from the floor or from above shoulder height.
- Plan ahead-use teamwork where the load is too heavy for one person.

#### b) **THE LOAD**

- Try to reduce the weight of the load, try not to carry too much at any one time.
- Make sure you have a firm grip of the load.
- Ensure sharp edges are covered up; use a blanket or a sheet.
- Wear suitable protective equipment such as gloves, footwear and overalls.

#### c) **THE ENVIRONMENT**

- Remove obstructions and ensure that you have a clear path to your destination.
- Ensure that the floors are not slippery or loose.

#### d) **THE INDIVIDUAL (YOU)**

- Never attempt to lift anything unless you have been trained to do so.
- Always ensure that you are capable of undertaking the task.

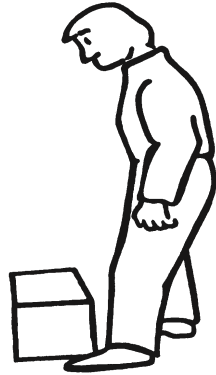
## CORRECT LIFTING

Remember correct manual handling must be followed to minimise the risk of injury. The techniques below should be followed at all times, even at home.

### 1. PLANNING AND PREPARATION

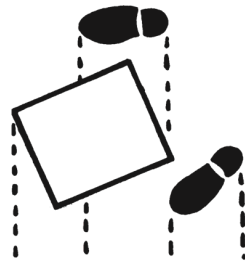
**Think! Think! Think** about what you are going to lift and plan the lift. This only takes a few seconds.

- Consider what you will be lifting, where you will put it and how you are going to get there?
- Assess the weight and centre of gravity of the load, is it weighted to one side?
- Assess the size of the load, can you grip it safely and still see where you are going?
- Assess whether or not you can safely lift the load on your own. Remember to ask for help.
- If more than one person is involved in the lift then plan and discuss together. Someone has to take the lead.
- Plan your route, remove obstructions and ensure that the floor is safe.
- Make sure you are wearing the right protective equipment to carry out the task.
- Ensure that you can maintain a firm grip.
- Consider taking a rest stage when moving a heavy load, remember to avoid putting the load on the floor.
- Avoid carrying unsafe loads. If in doubt re-package.



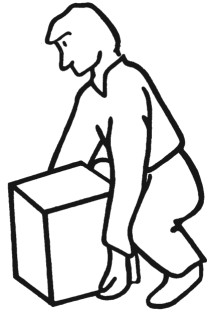
### 2. POSITION

Stand with your feet apart and your leading leg forward. Your weight should be even over both feet. Position yourself (or move the load) so that the heaviest part is next to you. If the load is too far away. Move toward it or bring it nearer before starting to lift.



### 3. THE LIFT

- Always use the correct lifting posture.
- Bend the knees slowly, keeping the back straight.
- Tuck the chin in on the way down.
- Lean slightly forward if necessary and get a good grip.
- Keep the shoulders level, without twisting or turning from the hips.
- Try to grip with the hands around the base of the load.
- Bring the load to waist height, keeping the lift as smooth as possible.



### 4. MOVE THE LOAD

- Move the feet, keeping the load close to the body.
- Proceed carefully, making sure that you can see where you are going.
- Avoid twisting the body, stooping or leaning back.

### 5. LOWER THE LOAD

- Lower the load, reversing the procedure for lifting.
- Avoid crushing fingers or toes as you put the load down.
- Position and secure the load after putting it down.



## REMEMBER TO REPORT ANY PROBLEMS IMMEDIATELY OTHER LIFTING TECHNIQUES

### 1. Reaching Overhead

- Try to assess the weight of the object first.
- Use a step stool or ladder and never reach above your shoulders.
- Slide the load close to the body. Be sure to keep a solid footing and a firm grasp.
- Let your arms and legs do the work. Ensure that you have a safe place to put the load.

### 2. OVERSIZED OR HEAVY LOADS (TWO PERSON LIFT)

- Work as a team; use a two-person lift.
- Make sure one person directs the lift.
- Lift at the same time.
- Keep the load level when carrying.



- Move smoothly together and unload at the same time.

### **3. BAGS AND SACKS**

- Assume the safe lifting position.
- Grasp the load at opposite top and bottom corners.
- Power your body up with your legs and use your arms to raise the load to rest on your hip.
- Fully stand and move the load to rest on your shoulder.

### **4. LONG OBJECTS**

- Carry lumber, pipe and other long objects over the shoulder.
- Be careful ends don't hit anyone or anything.



## Safe Lifting Reminders

From the list below put a tick against the things you think are good lifting techniques and a cross against those you think should be avoided.

	x	✓
Think and plan before you lift		
Twist while carrying or lifting		
Bend at the waist		
Squat — bend at the knees		
Ensure you have a firm grip		
Position yourself		
Lift with your back		
Keep the shoulders level		
Position and secure the load		
One person in charge of two-person lift		
Carry the load at arms length		
Clear your route/check route		
Reach over your shoulders		
Pull any load		
Carry the load close to your body		

**Total number correct**

## **HEALTH AND SAFETY IN THE WORKPLACE**

Your workplace should ensure a good standard of health and safety for you and give you any training you need to do your work safely.

If you are worried, raise the issue initially with your workplace line manager, workplace supervisor or the workplace representative you have been reporting to.

If no action is taken or you are unhappy with the action taken, contact us and report the situation.

We will endeavour to resolve the problem or take this matter further on your behalf.

## **REGISTERED**

### **Assignments**

Once you have registered with us we will immediately undertake right to work checks.

### **Assignment Briefing**

Before an assignment you will be provided with all the details and you should check your availability and confirm you are happy to accept. You will also be advised of pay and hours of work, along with all Health & Safety information prior to commencing an assignment.

### **Assignment Preparation**

Information you receive will include the working environment and the dress code, and also who you should report to as well as instructions on how to get there. It is important you are punctual and work the full hours.

### **Client assignment changes**

If the client informs you of any change in your job specification or tells you that your assignment will be shorter or longer than originally planned, please inform your agency immediately who will confirm any changes.

## **MOBILE PHONES POLICY**

The use of mobile phones in certain circumstances produces a risk not only to the user but also to others in the vicinity, when the attention of the user may be distracted.

In order to reduce the risk, the following policy must be adopted.

- Comply with the current law at all times.
- The use of hand-held mobile phones whilst driving is illegal and drivers must not use a hand-held mobile phone under any

circumstances whilst driving, as this presents a danger not only to the driver but also to other road users.

- Where it becomes necessary to use a hands-free mobile, drivers should consider bringing their vehicle to a stop at a safe location, giving due regard to the classification of the road conditions at the time.
- Should the facility allow, drivers should consider switching off their mobile phone whilst driving and activate the voice mail facility on the mobile phone. This will allow messages to be delivered at a convenient time when conditions allow.
- Where stipulated, certain vehicle manufactures indicate that mobile phones without an external aerial attached should not be operated under any circumstances within their vehicles due to the possible effects on vehicle electronics and other devices, e.g. air bags. Vehicle handbooks should be referred to for further information.
- Due to the potential lapse of concentration which would place an individual, and others, at risk, mobile phones should not be used whilst operating any item of work equipment or whilst undertaking servicing or repair of vehicles.
- Mobile phones should not be operated under any circumstances in potentially flammable or explosive atmospheres. This includes areas for storage of flammable liquids, including petrol station, and storage areas for explosive devices e.g. air bags.

With regards to possible health effects from radiation whilst using mobile phones no prescriptive and definitive information has yet been produced.

## **SMOKE-FREE POLICY**

### **Purpose**

This policy has been developed to protect all workers, service users, customers and visitors from exposure to second-hand smoke and to assist compliance with the smoke-free provisions of the Health Act 2006.

Exposure to second-hand smoke, also known as passive smoking, increases the risk of lung cancer, heart disease and other illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not completely stop potentially dangerous exposure.

### **Policy**

All of our workplaces are smoke-free and all of our workers have a right to work in a smoke-free environment.

Smoking is prohibited throughout the entire workplace with no exceptions. This includes all company vehicles used by one or more persons and those privately owned vehicles used for business purposes

if other workers have to travel in that vehicle. This policy applies to everyone.

### **Implementation**

All workers and contractors are obliged to adhere to, and to facilitate the implementation of the policy.

Appropriate 'No Smoking' signs will be clearly displayed at or near the entrances to the premises, and in company vehicles provided to individuals for business and personal use. 'No Smoking' signs will also be provided to workers who use their own vehicles for business purposes and these will be displayed in their vehicles.

### **Non – compliance/Agency Temporary workers**

All temporary workers are required to adhere to this policy as outlined above.

## **DRUGS, CONTROLLED SUBSTANCES AND ALCOHOL POLICY**

We have a strict zero tolerance policy on the use of drugs, controlled substances and alcohol.

Temporary workers are strictly forbidden from driving or working while under the influence of drugs, alcohol or any controlled substances unless prescribed by a Doctor and have no adverse effect upon your ability to perform your duties in line with current health and safety regulations. Neither should they sell, distribute or possess any drugs or alcohol while working on an assignment for the agency. All temporary workers are required to adhere to this policy. Failure to comply will result in immediate termination of your temporary assignment, and any further work with the organisation.

### **TRADE UNION MEMBERSHIP**

We have no collective bargaining arrangements with any Trade Unions.

## **ACCESS TO HEALTHCARE**

If you make National Insurance Contributions, you are generally entitled to free treatment from the UK National Health Service, however certain costs are due from patients for prescribed medicines, dental treatment and some optician fees.

If you are paying UK Tax and National Insurance you may be able to claim maternity benefit or incapacity (sickness) benefit if, for health reasons, you are unable to work for four or more consecutive days. Contact your Jobcentre Plus office in the UK to find out more.

You will need a National Insurance number to make a claim. If you are not paying UK contributions and become sick or pregnant contact your local Jobcentre Plus (Jobs and Benefits office NI) for advice about State benefits or visit [www.gov.uk/contact-jobcentre-plus](http://www.gov.uk/contact-jobcentre-plus)

### **HUMAN TRAFFICKING**

Human trafficking – the action of recruitment, movement or receipt of a person by coercion or deception for the purpose of exploitation such as prostitution, slavery or forced labour – is illegal. The Government is committed to identifying and supporting victims of all forms of human trafficking, men, women and children. If you think that you or someone you know has been trafficked, you should contact Crimestoppers on 0800 555 111. Your call will be confidential and you can give information anonymously. Or get in touch with your local police force.

### **VICTIM SUPPORT:**

If you are the victim of a crime in the UK you may want to contact the Police, or seek help on the Victim Support website:

999 – Police emergency number

101 – Police non-emergency number

[www.police.uk](http://www.police.uk)

[www.victimsupport.org.uk](http://www.victimsupport.org.uk)

For advice on consumer issues go to [www.adviceguide.org.uk](http://www.adviceguide.org.uk) which is a government funded telephone and online service.

### **PUBLIC TRANSPORT:**

For bus and train information, please contact Traveline (<https://www.traveline.info/>), a free telephone service that will tell you how to get from your given destination to where you want to go.

0871 2002233

If your destination is within walking distance Google Maps can show the best way of getting there. Visit <http://google.com/maps>

### **DATA PROTECTION**

In order for us to perform our contract with you, the company must process personal data so that it can provide these services – in doing so, the company acts as a data controller and data processor.

The Company is registered with the Information Commissioners Office and complies with the General Data Protection Regulation (EU)2016/679 and the Data Protection Act 2018.

## **GUIDELINES**

We hold personal data on workers as covered under the General Data Protection Regulation (EU)2016/679 and the Data Protection Act 2018. The Office is responsible for ensuring that all information is held securely and in line with our Data Protection and Privacy Policy. Therefore we are responsible for ensuring that:

- There is appropriate security measures against unauthorised access to, or alteration, disclosure or destruction of, personal data and against accidental loss or destruction of personal data. Authorised access passwords are issued to all office staff and senior management; so that if appropriate restricted access codes can be attached.

We are accountable for the personal data we collect and:-

- Process it lawfully, fairly and in a transparent manner.
- Collect it only for specified, explicit and legitimate purposes.
- Confirm it is adequate, relevant and limited to what is necessary for the purpose.
- Ensure it is accurate and, where necessary, up to date.
- Keep it in a format which identifies data subjects for no longer than necessary.
- Process it in a manner that ensures appropriate security.

Privacy considerations are uppermost in the design and operation of our Company systems. We retain all information confidentially with strictly restricted access and only for as long as necessary. It is securely destroyed or erased when its use has been fulfilled. We appreciate that an inadvertent breach of security may lead to destruction, loss, alteration, unauthorised disclosure or access of personal data.

In the event of a significant breach to your personal data (e.g. by hacking) we will advise you directly. A significant breach is typified as one that would potentially have detriment to your rights or freedoms. In such circumstances we will advise you of the breach as promptly as possible. We may also have to inform the appropriate supervisory authority.

You have the right to seek access to personal information we hold about you. Please contact us for more Information.

If you believe information we hold is incorrect or no longer retained for a relevant purpose, please advise us immediately. You may ask us to erase personal data you believe no longer fulfils an appropriate purpose. We will advise you if we believe there is still a legitimate interest in maintaining such data. Where we do not propose to take any action regarding your request, we will tell you why. You may then be able to raise your concern with the appropriate supervisory authority. In the UK this is normally the Office of the Information Commissioner.

Where we rectify incorrect or incomplete information we will also advise any relevant third parties (e.g. HMRC).

Full explanation on how your personal data will be used is outlined in the Privacy Notice which can also be found on the Company website.

### **Privacy Notice**

Hypay Ltd is committed to protecting the privacy and security of those with whom we interact. We recognise the need to respect and protect information that is collected or disclosed to us. Hypay Ltd is committed to protecting the privacy and security of those with whom we interact. We recognise the need to respect and protect information that is collected or disclosed to us.

Our privacy policy and notice can be found on our website at the link:  
[www.hypay.co.uk/privacy-notice/](http://www.hypay.co.uk/privacy-notice/)

### **DISCLAIMER**

For the avoidance of doubt, you must observe and comply with current law and legislation governing the country and area you are working in at all times regardless of the content of this handbook.

While care has been taken to ensure that information contained in this publication is true and correct at the time of publication, changes in law/legislation and circumstances after the time of publication may impact on the accuracy of this information. We give no warranty or assurance, and makes no representation as to the accuracy or reliability of any information or advice contained in this handbook, or that it is suitable for your intended use.

The handbook provides links to external internet sites. These external websites are outside the agency's control. It is the responsibility of internet users to make their own decisions about the accuracy, currency, reliability and correctness of information found. While care is taken to provide links to suitable material the nature of the internet prevents the

agency from guaranteeing the suitability, completeness or accuracy of any material that this site may be linked to.

The handbook provides information on products. These products are outside our control. It is the responsibility of users to make their own decisions about the suitability, accuracy, currency, reliability and correctness of information found and evaluate the directions from the product vendor to assess suitability before consumption/ use. We take no responsibility for the consumption/use of any product listed, it is entirely the responsibility of the user/consumer to evaluate if the product is suitable for purpose and seek professional qualified advice based on their own circumstances.

The listing of a person or company in any part of this handbook does not imply any form of endorsement by us of the goods, services and/or works provided by that person or company. Those wishing to engage any listed providers should rely upon their own enquiries as relevant to their needs.

## **IMPORTANT**

You must read and understand this handbook.

The Handbook is not a contract for services and should not be deemed as such.

## **CONTACT DETAILS**

Hypay Ltd

Office 413, 37 St. Andrews Street,

Norwich, NR2 4TP

Tel: 01603 57 96 96

[www.hypay.co.uk](http://www.hypay.co.uk)



# stronger together

tackling hidden labour exploitation



Are you being forced to work when you don't want to?



Do you have to pay someone money to give you work?



Are you being forced to live in accommodation against your will?



Is someone controlling your identity documents or bank account?



Is someone threatening or intimidating you or your family?

## YES? GET HELP!



Tell a trusted manager or worker representative or call

01603 57 96 96



Report it to the Gangmasters Licensing Authority on 0800 432 0804 or Modern Slavery Helpline on 0800 0121 700 or at <https://modernslavery.co.uk/contact.html>.  
Call the Police in an emergency on 999, or 101 if it is not urgent.



For personal help and support if you are a victim - Call Migrant Help on 07766 668781 or the Salvation Army on 0300 303 8151.

[www.stronger2gether.org](http://www.stronger2gether.org)

