



**RED**  
**RECRUITMENT** 24:7

# **TEMPORARY WORKER HANDBOOK 2026**

**Agencies do not  
take money  
for work.**



**If you have been approached by anyone asking for money to get you a job, please inform your local Branch Manager.**

**Know your rights.**

It is illegal for agencies to charge to register. It is illegal for agencies to charge to find you a job. It is illegal for agencies to charge for work.



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# Contents

**Time Records & Pay**

**Working with Us**

**Family Friendly Arrangements**

**Discipline & Grievances**

**Health & Safety**

**Agency Worker Regulations (AWR)**

**Our Policies**



# Welcome to Red Recruitment 24:7 Ltd

Welcome to Red Recruitment 24:7 Ltd and congratulations with signing up for great work with us. We hope this handbook helps to answer any questions you may have.

If not, each of our branches and on-site locations has a dedicated contact that is available full time to deal with any welfare issues. As part of our service to you we can offer the following to make starting work as easy and straightforward as possible.

- Help if you don't have a bank account
- Information on local amenities, including doctors, dentist, local hospital etc.
- Details on local transport links

Red Recruitment 24:7 (referred to as RR247), established in 2006 are a rapidly growing and dedicated recruitment services partner. Our mission is to deliver a bespoke recruitment solution that matches our client's needs and to deliver optimum levels of customer service, supported by the highest legal and ethical standards to both our clients and workers.

RR247 looks to recruit reliable and conscientious temporary workers with the right attitude to the job and a willingness to learn.

We strive to build a strong working relationship with all our workers and our our teams are here to help with any issues/queries you may have whilst working through RR247. Should you wish to raise any concerns or disclose any information that relates to suspected wrongdoing or dangers at work, and you feel you cannot speak to your RR247 Manager, please call our Head Office, in confidence on 01522 522922.

Your welfare is important to us, and this handbook is designed to give you important information that will help you whilst working for RR247. Whilst in this handbook we have provided you with important Health & Safety information, the site-specific rules and regulations will always take precedent, and should be read very carefully. You should direct any questions to your RR247 contact.

# Time Records & Pay

## Timekeeping

Punctuality is very important. If you anticipate being late at any time, contact your RR247 contact immediately.

## Additional hours

Your RR247 contact will advise you of your working hours and pay before you commence work; however, the very nature of temporary work means that these may change at short notice. We will always ensure you are given as much notice as possible. All overtime is voluntary.

## Working Time Regulations

These regulations originally came into effect in 1998 to ensure all workers have basic rights and protection.

In summary these are:

- A limit of an average 48 hours a week on the hours a worker can be required to work, though individuals may choose to work longer by "opting out".
- Paid annual leave of 5.6 weeks'.
- 11 consecutive hours' rest in any 24-hour period.
- A 20-minute rest break if the working day is longer than six hours.
- An uninterrupted 24 hours without any work each week; or an uninterrupted 48 hours without any work each fortnight.
- A limit on the normal working hours of night workers to an average eight hours in any 24-hour period; and an entitlement for night workers to receive regular health assessments.

RR247 will ensure that the above are adhered to and that you receive your Statutory Minimum Rights. Should you feel that these requirements are not being adhered to please contact our Head Office on 01522 522922.

## Holidays

Under the Working Time Regulations 1998, the standard holiday entitlement is 5.6 weeks (28 days if the normal working week is 5 days). A minimum of 12.07% of all hours worked each week, on which holiday has been accrued in the preceding 52 weeks worked on assignment are accrued and added to the workers holiday pot. This accumulates over the course of the holiday year. Please note this may increase dependent upon length of service and the specific clients' entitlement.

Payment for annual leave is calculated in accordance with statutory requirements by reference to the Agency Worker 's average remuneration for all hours worked on which holiday has been accrued Version 15 Feb 2026 in the preceding 52 weeks worked on assignment.

If for any of the 52 weeks no pay was received, an earlier week will be used in its place for calculating holiday. If 52 weeks have not been worked, the payment will be calculated as an average of how many full weeks have been worked.

Your holiday year will be the 12-month period starting with the date of your first assignment or in subsequent years, with the anniversary of that date. You may only take paid holiday to the extent that you have accrued it by your period of continuous work. Applications for holiday must be requested through your RRPL contact using the RRPL Holiday Request Form.

Only once this form is signed by your contact will this holiday be considered as authorised.

#### Holiday Requested

- At least twice the length of period requested

You should not book flights etc. until your holiday dates have been approved. In certain circumstances RR247 may require paid annual leave to be taken at specific times or notify of periods when paid annual leave cannot be taken.

#### **Absence from work**

If you are absent from work for any reason you must inform your RR247 contact prior to your agreed start time on your first day of absence and on any subsequent days of absence.

Time off for holidays, NI Appointments, Jury Service, Military Service, or other reasons should be agreed at least one week in advance with your RR247 contact who will advise you of the procedure to be followed. You should try to ensure that wherever possible, any medical or dental appointments are made outside your normal working hours.

#### **Sickness**

If you are sick, you must follow the absence procedure outlined earlier. Should you be sick for more than seven days you will need to obtain a valid doctors note. You must then keep in regular contact with your RR247 contact to advise on your progress.

The weekly rate for Statutory Sick Pay (SSP) may vary year upon year for up to 26 weeks. It is paid:

- For the days a worker normally works - called 'qualifying days'
- In the same way as wages, for example on the normal payday, deducting tax and National insurance

Once a doctor's note has been submitted the payroll department will use the government SSP calculator to check whether you are entitled to SSP to be paid by RR247, and if so to work out the actual amount, for example for a daily rate.

SSP is paid when the worker is sick from one day in a row.

Should you not be entitled to SSP to be paid by RR247 then a SSP1 form will be sent to your home address explaining the next step.

### **Your pay**

RR247 will process the weekly payroll to ensure you are paid every Friday into your designated bank account. Your payslip will be emailed to your designated email address given at point of registration the Thursday prior to your pay date. Should you require a hard copy this can be requested from your local branch, on-site or via our Head Office. We know how important it is for you to be paid promptly and correctly. Provided that the appropriate signing/clocking in procedures have been followed you will be paid directly into your bank or building society on the Friday following the week you worked.

We cannot pay your wages into someone else's account for you. If you do not have a bank account, we will assist you to open one. Full payment details will appear on your payslip. It is essential that when giving bank details at the time of registration you check that they are correct with all relevant account/reference numbers.

### **Tax & National Insurance**

We have a legal obligation to deduct PAYE and NI from your pay. To avoid paying more tax than necessary or to avoid delays in processing your pay, we must receive your P45 along with your National Insurance number before you start any assignment. If you do not have a P45 you will be asked to complete a Starter Checklist at registration.

Once you have commenced working, any queries relating to your tax code should be directed to:

Pay As You Earn and Self-Assessment  
HM Revenue and Customs  
BX9 1AS United Kingdom  
Tel: 0300 200 3300

### **P45's**

If you no longer wish to be considered for work with RR247, please request your P45 from any of our Branches, a letter to Head Office or by email to  
Scunthorpe - [scunthorpe.admin@redrec247.co.uk](mailto:scunthorpe.admin@redrec247.co.uk)  
Lincoln - [lincolnadmin@redrec247.co.uk](mailto:lincolnadmin@redrec247.co.uk)

Red Recruitment 24:7, 4 Pioneer Way, Lincoln LN6 3DH.

This will then be emailed to your designated email address or if requested, posted directly to your home address.

### **12 weeks without work**

Should you not work for or make any contact with RR247 for a 12-week period, your P45 will be generated, issued and any outstanding holiday pay paid directly to your designated bank account. If you wish to continue working for us but have not worked in a 12-week period, please speak to your RR247 representative.

### **Pensions**

All Companies now have legal duties to automatically enrol certain members of staff into a Workplace Pension Scheme and make contributions towards it. RR247 use Nest Pensions as their Pension Provider. A postponement period of three months is being used for all new workers from the date their employment commences. Once the postponement period has lapsed workers will be assessed and automatically enrolled should they meet the criteria set out by the Pension Regulator.

RR247 will notify workers at the point this takes effect. General Data Protection Regulation The General Data Protection Regulation (GDPR) replaces the Data Protection Act and came into force May 2018.

It is designed to give individuals greater protection of their personal data in a world where more data is being processed, technology and the application of artificial intelligence is evolving, and information is being shared on a more global basis than ever before.

The legislation gives individuals more rights with regards to the data RR247 has:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- The right not to be subject to automated decision-making (including profiling)

If you exercise any of your rights around requesting access to data or have any questions on your new rights this request must be made in writing to our Data Protection Officer, Maxine Morley at

Red Recruitment 24:7, 4 Pioneer Way, Lincoln LN6 3DH.

RR247 will only use our workers data in the fulfilment of our responsibilities as an ethical Recruitment business and as a responsible employer. Copies of the full RR247 Data Protection & Data Security Policy and Worker Privacy Notice are available from your RR247 Contact.

# Working with Us

## **Our professional reputation**

RR247's ability to offer you suitable assignments depends on our continued reputation for high quality and reliability. Please remember to maintain a high standard of professional conduct and to do your utmost to always promote the interests of RR247.

## **Entitlement to work in the UK**

### **You must be legally entitled to work in the UK**

You must confirm that you are legally entitled to work in the UK. If RR247 discovers that you do not have permission to live and work in the UK, or if your permission to do so is revoked, RR247 will be entitled to terminate your contract immediately. RR247 can do so in those circumstances without giving you any warning in terms of the disciplinary procedure. If there are any changes to your visa or other permission to work in the UK, you must inform your RR247 contact immediately.

## **Other employment**

If you wish to undertake a second job, then you must inform RR247 in order to meet the Working Time Regulation requirements. The work undertaken must not affect the performance of your duties for RR247 and must not prevent you from being available to accept shifts offered.

## **Changes to circumstances**

If your circumstances change - tell us first

To help us offer you the most suitable assignments, please inform us immediately of any change in your circumstances. This may be a new skill you have acquired, or perhaps a change of address, phone number, bank account, mobility or your availability for work.

If seeking assignments requiring any license or permit, for example as an FLT driver, you must inform us immediately of any changes to your licence.

You must also tell us if there is a change to your health and fitness compared to the information provided by you at registration. If you become pregnant, you should inform your RR247 contact as Risk Assessments will need to be actioned for the welfare of you and your baby.

### **Scope of assignment**

If you are asked to do additional tasks that you have not had the relevant training for, please let us know straight away.

Whilst at work for RR247, you must not carry out any job functions or tasks that you have not had specific training for. If, whilst working on an assignment, you are requested by the client to carry out a task outside this scope, please contact your RR247 contact immediately.

### **Personal appearance**

RR247 workers are renowned for always maintaining a high level of personal appearance and dress. Presenting a professional image is very important. You should follow all instructions from the client regarding uniforms, safety footwear, special grooming appearance or conduct specifically with reference to health, safety and personal hygiene.

If you have any doubts as to what is expected, please ask your RR247 contact. If dressed unsuitably, you may be sent home and required to return suitably attired. In such circumstances, no payment may be made for the time spent away from work. In circumstances where you consider that observing the dress code may contravene principles regarding discrimination, you should contact your RR247 contact to discuss the issue.

### **Conduct**

#### **Don't forget you are always representing RR247**

Please always conduct yourself professionally. Be polite and aim never to cause offence or misunderstanding. Remember that when on assignment you are our ambassador and future client assignments may depend on your conduct. It is not possible to provide a comprehensive list of rules as to how any worker should conduct himself/herself, but the following list outlines normal rules and practices to be followed:

- Co-operate with the client and its workers and other workers, and accept the direction, supervision and instruction of any responsible person in the client's organisation.
- Observe any rules and regulations of the client's workplace to which your attention has been drawn or which you might reasonably be expected to anticipate or find out.
- Treat with courtesy and respect the client, all fellow workers and visitors.
- Conform to the normal hours of work for the client's workplace (unless arrangements have been made in advance to the contrary with both your RR247 contact and the client).
- Take all reasonable steps whilst working for the client to safeguard your own safety and the safety of any others who may be present or affected by your actions during the assignment and comply with the Health & Safety Policy of the client.

### **Stop & Search**

Clients reserves the right to stop and search fully any temporary worker (or their vehicles) or any visitor (or their vehicles), both prior to entry and before exit from the working location, using whatever reasonable means are at the client's disposal. These searches will be conducted in a fair and proper manner.

Access may also be denied to the working location as part of the Stop and Search Policy. If you are asked to take part in a random stop and search, you must ensure this is complied with. Failure to comply with this may result in formal action being taken against you which could lead to the termination of the assignment. A search may be made of your locker, car, bag, or person.

### **Smoking\smoking materials**

From 1 July 2007, the Smoke-free Regulations 2007 make it illegal to smoke in all enclosed or substantially enclosed public places and workplaces. The client may operate a no smoking policy on its premises or may have a designated smoking area. In such circumstances you must adhere to the client's policy and failure to do so will result in termination of the assignment. This also includes the use of E-Cigs.

### **Alcohol & substance abuse**

RR247 regards drunkenness or disorderly conduct (including being under the influence of alcohol, unauthorised substances or misusing substances) whilst at work on RR247 or a client's premises, as being a serious offence, which could lead to your assignment being terminated without notice.

RR247 and the client reserves the right to test any workers or any visitor; both prior to entry and before exit from the working location, for the presence of alcohol or other substances in the body, using whatever reasonable means are at RR247/the client's disposal. Should alcohol or unlawful substances be found to be present, the assignment will be immediately terminated.

You should inform your RR247 contact of any prescribed drug you are taking or course of treatment you are following which may have an impact upon your ability to properly perform your job (e.g. by making you drowsy or affecting concentration). It is your responsibility to ensure that your practitioner/pharmacist is aware of the requirements of your job. It is your responsibility to ensure that you are fully informed of the potential side effects of any drug/treatment recommended for you, and that any potential side effects are reported to your RR247 contact.

RR247 regards the selling, purchasing, use or possession of any illegal substance whilst at work, on RR247 or a client's premises, as a serious offence which would result in your assignment being terminated without notice. RR247 reserves the right to inform the Police of any such behaviour.

### **Tools, equipment & personal protective equipment**

If you are provided with any tools or equipment by RR247 or a client for the purposes of an assignment you shall be responsible for the security and condition of such tools or equipment. If any tools or equipment are wilfully damaged or lost while in your care, you will be responsible for the cost of any necessary repairs or replacement.

### **Night-working**

Sometimes you may be classed as a night worker if you are in any doubt as to your status; you should ask your RR247 contact. If you are a night worker, you must complete a health screening questionnaire from your RR247 contact to identify any potential risks to your health of such work. If your health changes after you have filled out a questionnaire, you must ask for and fill out a further questionnaire.

### **Publicity**

Should you be contacted by any section of the media in relation to your work with RR247 or any assignment through RR247, you should make no comment and inform your RR247 contact immediately. In no circumstances should RR247 or any client's name be identified in any statement, interview or other communication.

### **Trade Unions**

All RR247 workers have the right, under the provisions of the 1992 Trade Union and Labour Relations (Consolidation) Act, to join any trade union of their choice for which they satisfy the membership requirements. The 1999 Employment Relations Act confirmed that all trade union members have the right of individual representation by their union if they are required to attend a formal disciplinary or grievance hearing.

### **Stronger Together**

We need your help to reduce the exploitation of migrant workers by criminal gangs and abusive individuals.

- 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?

If you answer YES to any of these questions; tell a trusted RR247 Manager, Worker Representative and report it to the Gangmasters & Labour Abuse Authority (GLAA) on 0800 4320804 or Modern Slavery Helpline on 0800 0121 700.

Call the Police in an emergency on 999 or 101 if it is not urgent. For more information visit [www.stronger2gether.org](http://www.stronger2gether.org)

# Family Friendly Arrangements

## Maternity, Paternity & Adoption Leave & Pay

You are entitled to benefits when having a child. These include time off work for antenatal care, maternity/paternity pay and leave for either the birth or adoption of a child, in line with Government legislation.

Speak to your RR247 contact if you require more information on any of the above.

The following website will give you information that may be of use to you:

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

# Discipline & Grievances

## **Disputes - Working in harmony**

No dispute between any workers shall be permitted to occur either on RR247 or client premises. RR247 requires that all workers will at all times work in harmony with their work colleagues. It is expected that workers will maintain a good working relationship with colleagues at all times, complying with all procedures including the Dignity at Work and Equal Opportunities Policies. If you have a concern or complaint relating to your assignment or matters relating to it, you should raise the matter in writing to your RR247 contact.

## **Procedures RR247 (The “Company”) Introduction**

Where disputes, serious offences or concerns about your work including your behaviour can not be resolved informally, this procedure is intended to provide a framework to deal with such situations to ensure fair and consistent treatment of all workers in such circumstances.

This procedure is not a contractual term of employment and confers no legal rights upon the worker. The company reserves the right not to follow this procedure or to depart from it in any way where it considers it appropriate to do so. If a worker has any questions or comments about this procedure they should contact RR247 Head Office on 01522 522922.

All meetings under this procedure will be held at a reasonable time and location and without unreasonable delay. Workers will always be given enough time to prepare for meetings held under this procedure but, if a worker has any questions or concerns about the timescales suggested in relation to their case they should speak to their RR247 contact as soon as possible.

## **Investigations**

It may be necessary for the company to carry out an investigation to decide if there is a case for a worker to answer. An investigatory meeting may take place without prior notice. Additionally, there is no legal right to be accompanied at investigatory meetings. Any investigatory meeting should be regarded as purely as fact finding, it is not formal action and will not necessarily result in any further action being taken.

Where an investigation is going on the company may decide that it is appropriate for a worker to be removed from site without pay for a short time. Any such period will be kept as brief as possible and is an entirely neutral act which should not be considered as a formal sanction.

### **Serious offences warranting summary Termination of Assignment or Contract**

Summary dismissal (i.e. dismissal without notice or pay in lieu of notice) may be necessary in cases of gross misconduct. For guidance, the following are examples of the offences which may be regarded as gross misconduct and will normally result in summary dismissal. It is emphasised that this is not an exhaustive list:

- Falsification of records or documents including those relating to the attendance or timekeeping of any worker
- Fighting or acts of violence or intimidation
- Refusal to comply with or deliberate disregard of Health and Safety Regulations
- Breach of site or company rules Persistent refusal to obey reasonable instructions given by a Line Manager
- Wilfully endangering others
- Serious misrepresentation on your contract application
- Unauthorised possession of company/ client property or property of third parties
- Serious negligence which causes unacceptable loss, damage or injury
- Conduct which could bring the company/client into disrepute
- Theft, attempted theft or wilful damage to company/client property, or property belonging to any individual
- Being drunk and disorderly or under the influence of alcohol on company/client premises
- Being in possession of illegal substance whilst on company/client premises
- Unauthorised disclosure of any company/client information
- Serious and/or persistent harassment or discrimination or bullying whether sexual, racial, or otherwise
- Serious misuse of the Company's property or name.

# Health & Safety

## Health & Safety Policy Statement

Companies and Workers are obliged to comply with statutory duties outlined in The Health and Safety at Work Act 1974 and other relevant legislation. It is the policy of the Company to carry out these statutory duties, so far as is reasonably practicable and to ensure that the responsibilities for Health and Safety are properly assigned, accepted, and fulfilled at all management levels. Workers are required to fully co-operate and support this legal requirement.

- The Company will ensure that all reasonably foreseeable practical steps are taken to safeguard the Health, Safety and Welfare of all workers and visitors to our premises and clients locations.
- Our aim is zero lost time due to accidents.
- The Company will, so far as is reasonably practicable, ensure that:
  1. The provision and maintenance of environments and systems of work are safe and without risk to health.
  2. Arrangements for use, handling, storage and transport of articles and substances for use at work are safe and without risk to health.
  3. Adequate information is available, detailing the conditions and precautions necessary to ensure that articles are properly used without risk to health.
  4. The working environment of all workers is safe and without risk to health, and adequate provisions are made regarding the facilities and arrangements for their welfare at work.
  5. The Health and Safety Policy is appraised and updated at least annually or after any unplanned or unconsidered event, following liaison with our Company Health and Safety Consultants.
  6. Health & Safety management systems will be tailored to HS (G) 65 guidelines with adequate resources being provided for this requirement.
  7. All workers, contractors or sub-contractors will be advised of any changes to this policy.
  8. Communication of any such changes will be made to all workers in line with the Health & Safety (Consultation with Employees) Regulations 1996.

As a company, RR247 has an excellent record of accident prevention, and it is our aim to maintain this record by ensuring the health and safety of workers, clients, representatives and visitors. It is RR247's policy to make sure that health and safety provision is made for the workers it supplies. To achieve this, it is necessary to obtain full support from every worker and client.

RR247 undertakes to:

- Request workers and clients to co-operate with RR247 and with each other in order to promote safety and reduce hazards.
- Request that clients give details of specialist skills or qualifications required to carry out an assignment together with health and safety information.
- Pass to the worker all information provided by the client on health and safety issues connected with the assignment.
- Require the worker to adhere to the client's Health & Safety Policy at all times whilst on an assignment.

You have a duty to:

- Assess risks to your own health and safety to which you are exposed at work. This extends to reporting any dangers or potential risks to the safety representative or other official of the client and your RR247 contact.
- Stop working immediately if you consider that your working environment is unsafe and immediately report the matter to the safety representative or other official of the client and your RR247 contact.
- Work in a safe manner taking all reasonable steps to safeguard your own safety and that of any persons who may be affected by your actions.
- Ensure you do not work with machinery or equipment for which you have not been adequately trained.
- Report incidents that have or may lead to accident or injury to the safety representative or other official of the client and your RR247 contact.
- Co-operate with the client on health and safety matters and observe all health and safety instructions and regulations from the client.
- Wear (and request if you consider it necessary) any protective clothing and use any safety equipment that has been provided to carry out any assignment.
- Always observe the client's Health & Safety Policy and ask for sight of the policy before starting any assignment.
- Take care to follow any safety regulations and be responsible not only for your own health & safety at work but also for that of your colleagues & clients workers.

Clients have a duty to:

- Treat all temporary workers as they would their own workers for all health and safety matters and ensure a safe system of work at all times.
- Provide RR247 with information on special qualifications or skills which the worker will need and on special features of the work that are likely to affect the health and safety of Workers.
- Co-operate and co-ordinate with workers on health and safety matters.
- Provide workers with information on health and safety risks and measures.
- Make available to the workers safety equipment and protective clothing as necessary for the job to be undertaken and ensure its use.
- Tell the worker the name of his/ her authorised Health and Safety Representative
- Record any accidents or injuries in their accident record book and report to the Health and Safety Executive (HSE), in accordance with current requirements
- Assess health and safety risks and record the result of the assessment.

## First Aid & Accidents

### Reporting accidents and near misses is important

All accidents, no matter how small, must be reported to the designated client representative and your RR247 contact. All accidents must be recorded in the client's Accident Record Book, maintained by the client's designated First Aider. If you have an accident, get first aid treatment immediately. The smallest cut, if neglected, could result in infection.

## Fire

Learn the fire drill for every place you work - each one may be different. You must ensure that you are fully conversant with and comply with the fire and other emergency procedures and take part in all drills as organised/notified by RR247 and/or the client. You must ensure that you do not render any fire escape or fire escape routes at the site unavailable for emergency use, nor cause any obstruction at any time to any staircases, passages, walkways, entrances and exits or any other part of the site. If you require further guidance you should refer to your RR247 contact or the client.

Make sure you know:

- How to raise the fire alarm.
- The fire evacuation procedure.
- Where the fire extinguishers are and how to use them (only if trained to do so).
- The whereabouts of all fire exits.

## Know your Signs

Prohibited (Red on White Background) i.e. **DO NOT**



Warning (Black on Yellow Background) i.e. **BEWARE**



Information (White on Green Background) i.e. **THE SAFE WAY**



Mandatory (White on Blue Background) i.e. **MUST DO**



Health & Safety training must be undertaken as part of an induction to a clients site before undertaking any manual handling, using equipment or handling substances. This is only to be used as a guide.

### **Manual handling**

A large proportion of job roles will involve manual handling. In order to prevent the risk of injury i.e., strains, sprains, pulled muscles, back injury or upper limb disorders you must consider the following points when and before moving things: ALWAYS think before moving or lifting loads. Consider the weight and shape. If in doubt, GET HELP!

### **Lifting**

#### Foot position

- Use the firm ground as a foundation.
- Adjust your feet for a natural follow through.
- One foot in front of the other to create a natural balance.
- Front foot should point in the direction of travel.

#### Correct hold

- The hands must have a comfortable yet secure hold.
- Whenever possible one hand should be below the load.
- Support the load with the entire length of the fingers and palm as well, where possible.

#### Chin in & Straight back

- Gently raise the top of the head and tuck the chin in, helps to straighten the spine.
- Keeping a straight back locked with the chin in strengthens and creates stability to the vertebrae or spinal column.
- Keep the back in the natural “s” shape.

#### Elbows In

- Less leverage on arms and shoulders which promotes straight arm.

#### Body weight

- Position of feet and relaxation of the knees allows the body weight to be naturally transferred from foot to the other.

#### Carrying

- Do not block your vision by carrying something that is too big. Use a mechanical aid or get help if you need it. Even better make the load smaller by reducing the amount or number of objects you are carrying.
- Keep your arms tucked in to prevent your neck and shoulder muscles from getting tired or injure.
- Keep the load close to your body.
- Don't twist your body, stoop, bend or lean back. If you must change direction move your feet instead.
- Don't change your grip on the load unless its weight is supported.
- Face the spot where the load will rest by turning your feet and whole body in that direction.

### **Pushing & Pulling Safely**

- Don't overload the truck or trolley. Make sure you can see over the top.
- Stay close to the object and keep control over its movements. Take care on slopes.
- Keep your elbows in and make sure your feet, fingers and clothing cannot get trapped or caught.
- Keep the strain off your back let your body's weight and leg muscles do the work for you
- Lean in the direction you are pushing or pulling, keeping your back straight and knees slightly bent
- Watch out for obstructions such as uneven or slippery floor surfaces

### **Top tips!**

- Watch where you are going!
- What ever you move, make sure the route is clear and free from dangers that could cause a slip, trip, or fall Don't over do it.
- Take two small loads instead of one big one.
- Get help for large objects or use a trolley.
- Stack material carefully. Don't stack things too high or try to balance material that might fall
- Make sure you have enough space to work in Get advice if you are not sure about anything Make your safety and the safety of others a top priority

### **Machinery**

The 5 main types of danger from machines are:

- Traps
- Entanglement
- Contact
- Ejection
- Impact

To minimise risk:

- Operate only machines you have been trained and authorised to use
- Make sure you can reach the controls easily and know how to stop the machine
- Safety guards fitted to machines must be used.
- Wait until a machine has stopped and has been switched off before you clean and clear it.
- Beware of dangling jewellery or loose clothing which could get caught in moving parts.
- Keep long hair tucked under a cap or tie back
- Do not distract other people who are using machines.
- Inform your supervisor if any machine is not working properly

### **Hand tools**

To avoid accidents with hand tools, follow the basic safety rules:

- Use the right tool for the job.
- Make sure that it is in good condition
- Do not use tools you have not been trained for.
- Report worn and broken tools

### **Control of substances hazardous to health (C.O.S.H.H.) Regulations 1998**

You must never use any chemicals unless you have had the correct training. Under C.O.S.H.H. all persons at work need to know the safety precautions to take in order not to endanger themselves or others through exposure to substances hazardous to health. Below are four general classifications of risk. You must know the appropriate symbols, their meaning, and their safety precautions.

#### **Toxic/very toxic**

May cause serious health risk or even death if inhaled, ingested or if it penetrates the skin.

- Wear suitable protective clothing, gloves, and eye/face protection.
- After contact with skin, wash immediately with plenty of water.
- In case of contact with eyes, rinse immediately with plenty of water.
- In case of accident or if you feel unwell, seek medical advice immediately.

#### **Corrosive**

May, on contact, cause destruction of living tissue or burns

- Wear suitable gloves and eye/face protection.
- Remove immediately all contaminated clothing.
- In case of contact with skin, wash immediately with plenty of water.
- In case of contact with eyes, rinse immediately (15 minutes) with plenty of water and see medical advice.

#### **Harmful**

May cause limited health risk if inhaled or ingested or if it penetrates the skin

- Do not breathe vapour/spray/dust.
- Avoid contact with the skin.
- Wash thoroughly before you eat, drink or smoke.
- In case of contact with eyes, rinse immediately with plenty of water and seek medical advice.

#### **Irritant**

May cause inflammation and irritation on immediate or repeated prolonged contact with the skin, or if inhaled.

- Do not breathe vapour/spray/dust.
- Avoid contact with the skin.
- In case of contact with eyes, rinse immediately with plenty of water and seek medical advice.
- In case of contact with skin, wash immediately with plenty of water.

### **Guide to using hazardous substances safely**

- Make sure you obtain, read, and understand copies of all relevant C.O.S.H.H. data sheets from the client before using any hazardous substances
- Ensure hazardous substances are suitable for the intended task Check the container and instruction labels are intact
- Put on all protective clothing
- Check work area/equipment for potential dangers
- Prepare hazardous substances/cleaning
- Materials as directed on the label
- Use hazardous substances as directed on the label
- Rinse and dry as directed on the label
- Dispose of any unused hazardous substances safely
- Return hazardous substances to the correct storage area
- Never mix hazardous substances

### **Personal Hygiene & Food Production Hygiene** **Information Some basic principles and rules**

As you may be a food handler, you have a legal obligation and responsibility to ensure that any food contaminant, whether it is a potential food poisoning bacteria or any other contaminant is not introduced into the food chain by failing to observe fundamental hygiene practises. Each site you are assigned to work will cover the site rules and regulations concerning Food Safety. These must be always adhered to. In addition, outlined below are some key points:

- Keep yourself as clean as is reasonably practicable at all times.
- Change your protective clothing at the beginning of your shift and, if necessary, during your shift .
- Wash your hands and wellingtons/footwear upon entering and leaving the production areas.
- Wash your hands at regular intervals during your shift.
- Coveralls are not to be worn in the canteen, toilets, smoke area or outside the factory premises.
- No jewellery must be worn – except for a plain wedding band.
- Keep nails clean, short, and unvarnished.
- The touching of your hair, skin, nose, and mouth must be restricted.
- Always wash your hands immediately afterwards.
- Never cough or sneeze near food. A clean handkerchief or tissue should be used to contain the cough or sneeze, which should then be disposed of immediately.
- Hands must then be washed.
- Always wash your hands properly after visiting the toilet.
- Keep your working environment clean and tidy, using the waste bins provided.
- Most standard policies are “CLEAN AS YOU GO”.
- Never, under any circumstances, touch food which has fallen on the floor or become contaminated in any way Report this immediately to your Line Manager.
- Eating, drinking, chewing gum/tobacco, cough sweets, etc. are strictly forbidden in the factory areas.
- Ensure you always abide by the company’s policy for smoking.

# Agency Worker Regulations (AWR)

On October 1st, 2011, the Agency Workers Regulations (AWR) became law. In essence the purpose of the new law is to ensure that agency workers enjoy some aspects of equal treatment with permanent workers doing the same job after a qualifying period. Below are some key points:

## First Day Rights

All agency workers are entitled to equal treatment in some areas from their first day working on any assignment.

1. Access to collective facilities and amenities These include such things as access to canteens, PPE, car parks, and lockers.
2. Access to information on permanent job vacancies This would normally take the form of permanent job vacancies being visible to all workers on the site usually on a notice board on the customer's site.

## 12 Week Rights

After 12 weeks unbroken service, agency workers are entitled to some equal terms with their equivalent permanent worker. The agency worker must be performing the exact same role as the permanent worker to enjoy parity of pay, overtime and holiday terms.

## The Qualifying Clock

Breaks in the agency workers assignment can re-set the 12-week clock or pause the 12 week clock.

Re-set the clock to Zero.

- The worker starts a new assignment with a new hirer.
- The agency worker continues with the same hirer but starts a new job role.
- If the agency worker has a break of 6 weeks or more from the assignment.
- 

Pause the clock but do not re-set it.

- Where the worker is sick or injured (certificated) or on jury service for up to 26 weeks.
- The worker takes a break due to pregnancy (from the date of pregnancy related absence up to 26 weeks after the date of childbirth).
- The worker takes, maternity, paternity or adoption leave for up to 26 weeks after the date of child birth.
- Any agreed and paid Annual Leave.
- A break caused by strike action.
- Planned site shutdowns.

# Our Policies

## Equal opportunities

RR247 is committed to the principle of equality of opportunity in employment. The same applies to the way in which RR247's recruitment services are offered to clients and workers. Entry to and promotion within RR247 are determined solely by the application of objective criteria and personal merit. No worker of RR247 will be treated less favourably than another individual on grounds of sex, marital status, sexual orientation, age, race, disability, colour, religion, ethnic or national origin or trade union involvement. This statement has been drawn up to ensure that workers comply with all legal requirements and understand the main points of the relevant legislation, in short to prevent discrimination. A copy of the full Equal Opportunities Policy is available from your RR247 Contact.

## Ethical Trading

The Managing Director has overall responsibility for all aspects of Ethical Trading. The Regional Director's have day to day responsibility for ensuring that the policy is adhered with in the spirit in which it was written. Contract Managers / Business Unit Managers are responsible for the implementation of this policy by:

- Promoting ethical working practices and following appropriate procedures.
- Investigating and reporting any incidents or non-conformances against this policy.

Workers also have a duty to co-operate with management so far as is necessary to enable the latter to fulfil their obligations. A copy of the full Ethical Trading Policy is available from your RR247 Contact.

## Dignity at work

As part of its overall commitment to equality of opportunity RR247 is fully committed to promoting a harmonious working environment. Every worker has the right to be treated with respect and dignity and is entitled to work in an environment free from harassment, victimisation, and bullying, whether it is related to disability, race, gender, health, social class, sexual preference, marital status, nationality, religion, employment status, age or membership or non-membership of a trade union.

## Whistle Blowing

If you're worried that there's something wrong at work, don't keep it to yourself. The sooner you tell your employer, the easier it is for them to act. Whistleblowing means raising concerns about bad practice. Don't worry about 'telling tales', bad practice won't go away by itself, and you should report it. Your responsibility must always be to the people who use your organisation's services.

Bad practice includes the following activities:

- Unprofessional behaviour - bullying; emotional, physical, or sexual abuse.
- Ignoring Health and Safety policy.
- Criminal activity/ fraud or theft Breaking rules and procedures.
- Covering up any of the above.

If in doubt, report it - and do it as soon as possible. Your employer should investigate. You don't have to give proof, just good reasons, and as much information as you can. Even if your concerns prove unfounded, if you've raised them in good faith, you won't be criticised. No employer should accept harassment or victimisation of anyone who raises concerns (but neither should they accept malicious allegations either). Your name, and the information you give will only be shared with those who need to know. It can even be anonymous, but it makes investigation much harder, and more difficult to prove.

### **Modern Slavery**

The term Modern Slavery captures a whole range of types of exploitation, many of which occur together. These include but are not limited to:

- Sexual Exploitation - This includes but is not limited to sexual exploitation and sexual abuse, forced prostitution and the abuse of children to produce child abuse images/videos.
- Domestic Servitude - This involves a victim being forced to work in usually private households, usually performing domestic chores and childcare duties, working long hours for little or no pay.
- Forced Labour - Victims may be forced to work long hours for little or no pay in poor conditions under verbal or physical threats of violence to them or their families. It can happen in various industries, including construction, manufacturing, laying driveways, hospitality, food packaging, agriculture, maritime & beauty (nail bars). Often victims are housed together in one dwelling.
- Criminal Exploitation - This can be understood as the exploitation of a person to commit a crime, such as pick-pocketing, shoplifting, cannabis cultivation, drug trafficking and other similar activities that are subject to penalties and imply financial gain for the trafficker.
- Other Forms of Exploitation – Organ removal; forced begging; forced benefit fraud; forced marriage and illegal adoption.

Red Recruitment 24:7 (RR247) operates in accordance with UK legislation and is committed to supporting all workers and protecting them from any form of Modern Slavery or exploitation. RR247 adhere to all Stronger Together guidance and a member of the GLAA, REC and the Association of Labour Providers.

As a business, all our permanent employees are fully trained in our companies Standard Operating Procedures and regular audits are conducted to ensure they are always followed. We attend regular GLAA, ALP and Stronger Together workshops and feedback any updates/changes to the business.

Key Senior Managers have attended the 'Investigating Modern Slavery' training course and all permanent employees have received the Stronger Together training on 'Tackling Hidden Labour Exploitation'. Once they have received the training, they are asked to sign a copy of the 'Recruiter Compliance Document' to ensure they understand the process, and this is held on file at Head Office. RR247 ensure their permanent employees receive annual training from the Immigration Enforcement on 'Right to Work and Document Fraud Awareness' with the latest session being delivered in January 2025.

As part of our recruitment process, RR247 conduct formal face to face interviews with all new prospective temporary workers. This consists of a full online or manual check on their 'Right to Work' in the UK along a comprehensive application form to be completed by the individual. This includes but is not exhaustive of previous work history, any unspent criminal convictions and payment information. There is also a 48 Hour Opt Out agreement which is truly optional for the individual to sign, should they wish to work more than the 48 hours in any one week.

Along with this the worker may be asked to complete an initial questionnaire focusing on potential exploitation. This covers potential internal exploitation by a permanent RR247 employee and externally through any other business or individuals. They are informed that it is against UK law to pay anyone money to find work within the UK. This also extends to paying money to any persons, company, or agency outside of the UK to get work in this country. They are also shown the Stronger Together presentation to ensure they understand fully what exploitation is and know the reporting process should they feel this is happening to them or anyone they know. All our locations display Tackling Hidden Labour Exploitation multilingual posters on their notice boards and the same handbooks/ leaflets are issued once the individual starts work.

As well as informing new prospective workers, we conduct regular audits on our current work force. This is to ensure whilst working for RR247 they are not subjected to any form of harassment, discrimination, or bullying. Every six months we send a percentage of our workforce a confidential anonymous questionnaire designed to highlight and root out any potential exploitation. The results of this and subsequent actions will be published at our customers site where possible, on our website and in our branches. In the instance that an worker discloses their personal details, anything highlighted that is a concern would be dealt with individually in the appropriate manner.

Our payroll department conduct weekly checks to look for suggestions of exploitation. This includes multiple use of one contact mobile number, multiple occupancy of addresses and they check to ensure all bank details are in the names of the individual worker. We have open dialogue and communication with the GLAA, and will highlight potential scenarios to the GLAA where we believe exploitation may be taking place by external parties to be further investigated.



We are confident that our business, with the processes we have in place is doing everything possible to support our workers and ensure none of the above exploitation is taking place either within our current workforce or those expressing an interest to work with us. We will strive to continue to review and improve, where necessary, with the help of our governing bodies.

Mark Morley  
Managing Director Red Recruitment 24:7 Ltd  
Date: 21st January 2026  
Review Date: January 2027

# 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!

For advice, support and to report contact:

A trusted manager or worker representative

01522 522 922



Modern Slavery Helpline: 08000 121 700 (confidential, 24/7)  
[www.modernslaveryhelpline.org/report](http://www.modernslaveryhelpline.org/report)



Gangmasters and Labour Abuse Authority: 0800 432 0804 (confidential, office hours)  
[intelligence@gla.gov.uk](mailto:intelligence@gla.gov.uk)



Police: 101 (non-urgent) 999 (emergency)

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

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