



Temporary Workers Information Sheet

Availability

To ensure your consultant is able to provide you with as much work as possible, it is absolutely vital that you let us know when you are **not** available for work. If we do not hear from you, we will presume that you are available for work Monday to Friday. Keeping us informed will assist us in planning work schedules and allow us to concentrate on providing work for available Temporary Workers. If you're looking for weekend work, please let your manager know by Thursday evening. If we do not hear from you, we will presume you are not available over the weekend.

Your consultant will contact you with an offer of work (usually on a daily basis) and explain the type of work, the location, expect hours, any specific requirements and the rate of pay for the job. If you have any restrictions on start or finish times please advise your manager as soon as possible, as this has a bearing on the allocation of work available.

24 Hour Contact

If you decide to accept the offer of work and, due to unforeseen circumstances or sickness, you are unable to attend work then it is essential that you contact Larkspur Group Ltd as soon as possible before your start or pick up time on 01795 501801. This is a 24-hour number; if you reach a voicemail then leave a message and contact number and someone will contact you as soon as possible. Failure to do so would result in Larkspur Group Ltd being unable to provide you with any further work and any outstanding payments due to the temporary worker would be made at the legal basic minimum rate.

On Site

Whilst working for Larkspur Group Ltd you are required to act in a responsible and adult manner at all times, as any misconduct will reflect badly on yourself and Larkspur Group Ltd. You will need to familiarise yourself with, and observe any rules and regulations of the client's establishment, particularly with regard to the use of any computer equipment, client telephones and personal mobile phones. Please be aware of all Health and Safety policies, drugs and alcohol policies and any other policies implemented by the client; they are there for your protection.

To avoid any confusion, when you are placed with a company you are expected to carry out a full day's work, within legal parameters until the day's duties have been completed. Should you have any restrictions on start or finish times please make sure that your manager is aware of them before you accept any work for that day.

If you are late for work or leave site without permission from Larkspur Group Ltd for any reason, you will be paid at the legal basic rate for that week.

Please ask customers to refrain from booking you directly.

Dress Code and Equipment

All outdoor workers must attend site with safety boots, high visibility vest or jacket as required and work wear following the customer's own dress code.

All workers must adhere to the specific requirements of the client at all times. These may include: no open toed shoes, no strong aftershaves/perfumes and no jewellery or piercings. Overalls must be worn if supplied. Specific clients have their own Health and Hygiene policies that must be adhered to.

Timesheets

Some contracts require you to fill in a Larkspur Group Ltd timesheet; if this is the case the office will supply you with the relevant timesheet. Please only use one timesheet per client. These timesheets must be signed by a member of staff from the company you are working at, and the signatory's name must be clearly printed. *Failure to do so will result in non-payment for the timesheet in question.* Many customers complete their own timesheets so please keep a note of any hours you have worked. A readable copy of your timesheet must reach the office by Monday 10:00 of the following week at the very latest. It is your responsibility to ensure timesheets arrive on time. The running of payroll will not be delayed under any circumstances as other employees are reliant on their wages being paid on time. *You will not be paid until the office has received your signed timesheets.* Late timesheets will not be chased.

Pay

Wages are paid weekly, always a week in arrears of the week worked, so anything you work this week will be paid next Friday directly into your nominated bank account. **Payslips can be emailed weekly if you email request to hello@larkspur-group.co.uk.** Any wage queries must be raised upon receipt as they will not be dealt with at a later date. To clear up any confusion Larkspur Group Ltd do not make any payments or deductions regarding fuel costs and we do not give subs.

All employees accrue holiday pay to a maximum of 28 days per year which is calculated based on average hours and pay rate over a 52-week period. ***Paid holiday must be requested in advance (at least twice the length of the period of leave that is requested) and authorised by Larkspur Group Ltd prior to any holiday being taken. All holiday must be taken by Dec 31st otherwise it is forfeited.***

Complaints

1. Complaints may be made in writing by e-mail or by telephone.
2. We reserve the right to decline to consider a complaint that is made more than six months after you became aware of the cause of the complaint. There may be instances where we will waive this requirement at our discretion. We will confirm to you in writing if a complaint has been made outside the time limit that we are prepared to consider.
3. We will send you a written or electronic acknowledgement of a complaint within five business days of receipt, identifying the person who will be handling the complaint for the business. Wherever possible, that person will not have been directly involved in the matter which is the subject of the complaint, and will have authority to settle the complaint.
4. Within four weeks of receiving a complaint, we will send you either:
 - a) a final response which adequately addresses the complaint; or
 - b) a holding response, which explains why we are not yet in a position to resolve the complaint and indicates when we will make further contact with you.
5. With eight weeks of receiving a complaint we will send you either:
 - a) a final response which adequately addresses the complaint; or
 - b) a response which:
 1. explains why we are still not in a position to make a final response, giving reasons for the further delay and indicating when we expect to be able to provide a final response; and
 2. informs you that you may refer the handling of the complaint to our Senior Manager.
6. If you are not satisfied with our response, or if a complaint is not resolved after eight weeks, you may refer the complaint to - Mr Paul Connelly, Larkspur Group Ltd, Unit 9a, Brogdale Farm, Brogdale Road, Faversham, Kent, ME15 8XZ
7. Mr Connelly can review the handling of the complaint and can give a direction on further handling of the complaint. However, he cannot determine a complaints outcome.

Disciplinary Procedure

The purpose of any disciplinary procedure is to help and encourage all employees to achieve and maintain standards of conduct, attendance and job performance and to ensure that any failure to observe the employer's rules is fairly dealt with. However, the employer will also be required to demonstrate that a fair procedure has been followed if it becomes necessary to consider dismissing an employee for an act or series of acts of misconduct.

Investigation

In serious cases of misconduct no action will be taken by Larkspur Group Ltd before a proper investigation has been carried out relating to the circumstances of the matter complained of. If appropriate, Larkspur Group Ltd may consider suspending an employee from work for a specified period whilst the investigation is undertaken.

Disciplinary Hearing

If as a result of the investigation it appears that an act of misconduct has been committed Larkspur Group Ltd will proceed with a disciplinary hearing. The employee will be given details in writing of the complaint sufficiently in advance of the hearing in order to permit them to prepare themselves. At the hearing the employee will be given the opportunity to state their case and the employee will also be permitted to be accompanied by a fellow employee of their choice.

Minor Acts of Misconduct

Misconduct offences broadly fall within two categories – those that justify instant dismissal without notice or payment. (Often referred to as gross misconduct), and less serious offences which may ultimately lead to dismissal with notice if repeated more than once. Examples of the latter category include bad time-keeping, unreasonable or unexplained absence, persistent or irregular absenteeism, minor damage to an employer's property, smoking in no-smoking areas, use of obscene or offensive language, etc.

Procedure

The following procedure will apply in cases of minor acts of misconduct:

1. Oral Warning
2. First Written Warning
3. Final Written Warning
4. Dismissal

In relation to the above, Larkspur Group Ltd will reserve the right in the disciplinary procedure to instigate the procedure at any stage if appropriate and/or, if necessary, to omit any particular stage depending on the severity of the misconduct. This would, for example, permit Larkspur Group Ltd to issue a final written warning for a first offence if the offence is serious but falls just short of gross misconduct.

Gross Misconduct

Examples of gross misconduct include theft, physical assault, breach of duty of confidentiality, sexual or racial harassment, fighting, wilful damage to an employer's property, sale and/or consumption of alcohol or drugs at work or being under the influence of alcohol or drugs at work, and failure to comply with lawful and reasonable instructions, etc.

Appeals

An employee will be given the chance to appeal against any disciplinary decision taken against them. At the appeal the employee will be entitled to attend to state their case and to be accompanied by a fellow employee of their choice.

NEST pension scheme - A change in the law that affects you

Dear Employee

To help people save more for their retirement, all employers are now required by law to provide a workplace pension scheme for certain staff and pay money into it.

We therefore will enrol you on into our pension scheme 3 months after your start date in the relevant pay period if you meet all of the following criteria:

- You earn over £120 per week after tax only you will contribute 5%
- You earn over £192 per week we also contribute 3%
- You are aged 22 and over.
- You are under state pension age.

You can opt out of the pension scheme if you want to, but if you stay in you will have your own personal pension when you retire. Your pension will belong to you, even if you leave us in the future.

Both you and we will pay contributions into it every pay period, and the government will also contribute through tax relief. You will also receive a starter pack of information from the pension scheme.

Yours sincerely,

Paul Connelly
Managing Director

To opt out of NEST you first need to check if you're still within your opt out period. The opt out period is for one month and starts three working days from the date you're enrolled. You can find this date in your NEST welcome pack. If you pass this period you won't be able to opt out of NEST. However, you'll be able to stop contributions after the opt out period has passed.

Please see [How do I stop contributions?](#) for more information.

In order to opt out you'll need the following details:

Your NEST ID. For more information on NEST ID please see [What's my NEST ID?](#)

Date of birth

National Insurance number or the 'alternative identifier' your employer gave you when they enrolled you.

There are three ways in which you can opt out of NEST:

Online

You can opt out without activating your online NEST account. To do this click on the Opt Out page on our website. You'll need to provide the above details on the 'Activate your account' screen to opt out and then click 'Next'.

If you've already activated your online account you can log into your NEST account. Click 'Opt out' on your NEST home page and follow the instructions on-screen.

By Telephone

You can opt out through our automated telephone service. You'll need to call 0300 020 0090 and follow the automated instructions to opt out. This telephone call is likely to take around six minutes. Calls cost no more than a national rate call. Charges from mobiles may vary. Our automated telephone service is open 24 hours a day, 7 days a week. We'll write to you to confirm that you've opted out.

By Post

You can also opt out by post by requesting a paper form for you to fill out and give to your employer. You can contact us on 0300 020 0090 to request an opt-out form from NEST. If you are coming towards the end of your opt out period, we won't be able to send you an opt out form as it won't reach you in time. You'll need to opt out either online or by phone.