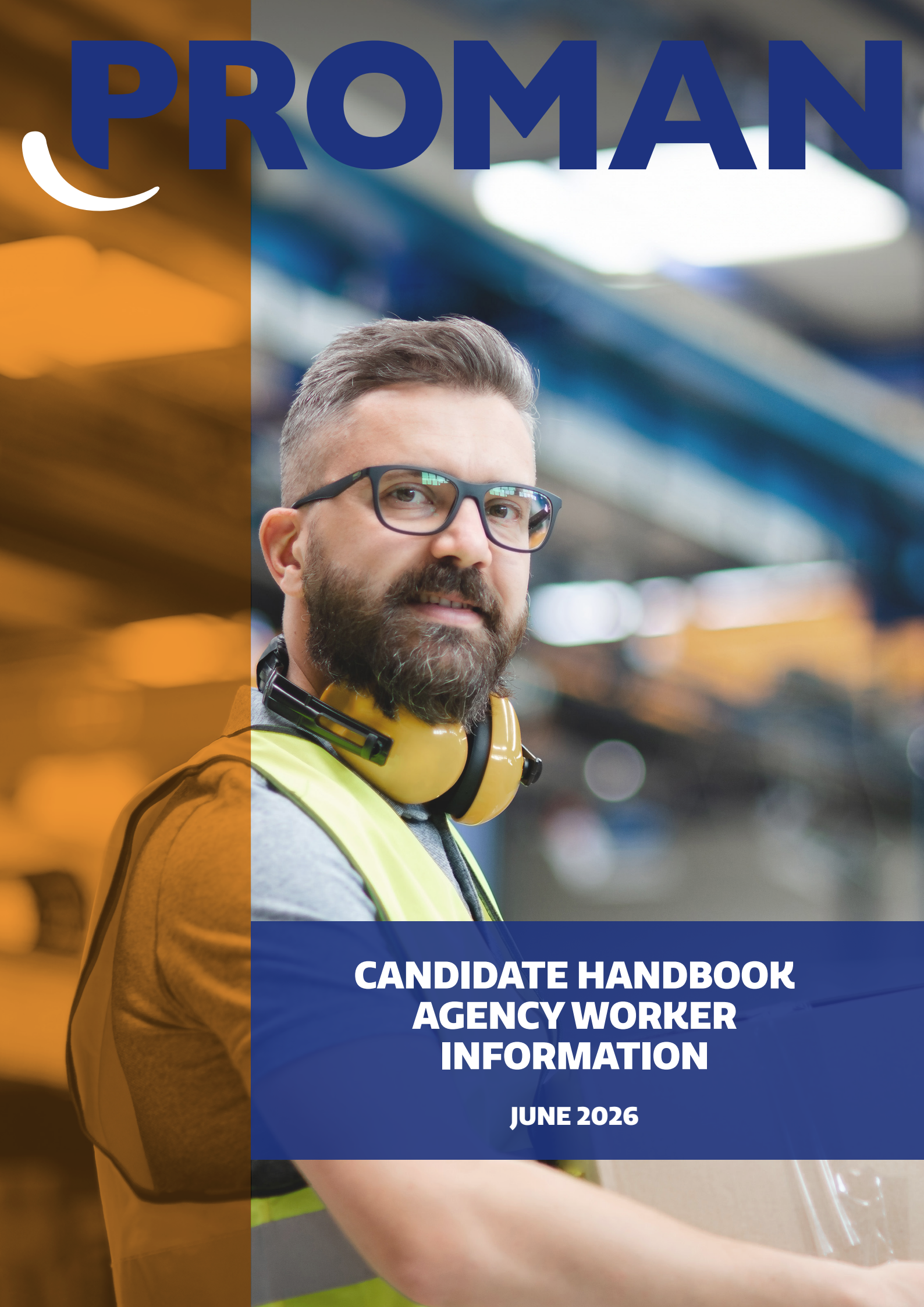
PROMAN



CANDIDATE HANDBOOK AGENCY WORKER INFORMATION

JUNE 2026



OUR EQUAL OPPORTUNITIES STATEMENT

PROMAN embraces diversity and aims to promote the benefits of diversity in all of our business activities. We seek to develop a business culture that reflects that belief. We will expand the media in which we recruit to in order to ensure that we have a diverse employee and candidate base. We will also strive to ensure that our clients meet their own diversity targets.

PROMAN is committed to diversity and will promote diversity for all employees, workers and applicants. We will continuously review all aspects of recruitment to avoid unlawful discrimination. PROMAN will treat everyone equally and will not discriminate on the grounds of an individual's "protected characteristic" under the Equality Act 2010 (the Act) which are age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. We will not discriminate on the grounds of an individual's membership or non-membership of a Trade Union. All staff have an obligation to respect and comply with this policy. PROMAN is committed to providing training for its entire staff in equal opportunities and diversity. PROMAN will avoid stipulating unnecessary requirements which will exclude a higher proportion of a particular group of people and will not prescribe discriminatory requirements for a role.

PROMAN will not discriminate unlawfully when deciding which candidate/temporary worker is submitted for a vacancy or assignment, or in any terms of employment or terms of engagement for temporary workers. PROMAN will ensure that each candidate is assessed in accordance with the candidate's merits, qualifications and ability to perform the relevant duties for the role.

FREEDOM OF ASSOCIATION

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

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WHO ARE PROMAN

PROMAN was founded in 1990, in a small Frenchtown called Manosque. This is where its name originates, Professional Manosque (PROMAN). PROMAN first came to the UK in 2015 when it acquired a long-established Recruitment Business called Heads Recruitment. PROMAN has steadily expanded its global footprint, operating across a diverse and growing range of international markets. This growth has solidified its position as the largest independent agency within Europe, placing 100,000 workers each week. Our objective is to elevate the quality of the recruitment journey for both our candidates and clients – We very much look forward to working with you.

WHAT IS THE HANDBOOK FOR?

The purpose of this Agency Worker Handbook is to:

> Provide anyone who registers with PROMAN readily available access to useful information.

> Ensure that workers are aware of what to expect at different stages of the process; from applying for work, to starting and subsequently what happens if their assignment ends.

> Provide a point of reference for any questions to avoid having to contact registered office.

> Ensure statutory guidance is available.

It is crucial that you thoroughly review this information and if necessary, request clarification from your designated PROMAN Representative. Additionally, you may receive assignment-specific information from the client, offering more detailed insights tailored to a specific assignment.

REC CODE OF PROFESSIONAL PRACTICE

As an REC member we adhere to the REC code of professional practice and are committed to professional and ethical Recruitment. This means that PROMAN Respect the 10 principles, which are.

> Respect for Law
> Respect for honesty and transparency
> Respect for working relationships.
> Respect for diversity
> Respect for safety
> Respect for professional knowledge
> Respect for certainty of engagement
> Respect for prompt and accurate payment
> Respect for ethical international recruitment
> Respect for confidentiality and privacy

Our objective is to elevate the quality of the recruitment journey for both our candidates and clients

CONTRACTUAL RELATIONSHIP ON REGISTRATION

All workers who register with PROMAN start on a Contract For Services and the vast majority will remain on this contract. This may change depending on your assignment and will be explained at the time.

Working on a Contract For Service, means that you have the flexibility to take up and leave temporary work at short notice, but PROMAN also has the flexibility to finish your assignment at short notice as well. This may seem frustrating if your assignment does not last as long as you would like. However when an assignment does come to an end, we will endeavour to find you an alternative assignment as soon as possible.



PROVIDING RIGHT TO WORK IN THE UK (TRUST ID)

PROMAN utilise a digital registration process with its candidates to be able to complete their application and submit Right To Work documents for an initial review by a dedicated Compliance team. If you have just registered, then this is what you have just completed.

Once the Compliance team are satisfied that the documents provide evidence of your Right to Work, you will be sent a link to verify the same documents using a government-approved Digital ID Service Provider (Trust ID). PROMAN has chosen to partner with Trust ID to verify the documents to GPG45 standards. This enables the majority of our registration and checks to be completed remotely, avoiding the need to travel to attend a registration.

Trust ID will request your consent to use personal data as part of their process.

A face-to-face registration interview is still available as an option should that be preferred.

We would still expect to meet candidates in person, either at an induction or at the start of their assignment.

ALL THINGS PAY RELATED

Wages are paid each Friday for the work that was completed the week before (one week in arrears). Payment will be by directly into an account you have provided. If you have not yet notified us of your bank details, then you can submit these before any start date.

Wages should be paid into a bank account in your own name.

If there are any issues with the bank details provided, we will attempt to contact you to resolve this. If PROMAN are unable to reach you, a cheque will be sent via post to the address we have a file.

Payslips are delivered every Wednesday, although this is usually the case this may change depending on certain factors i.e., bank holidays.

If there are any changes to your bank details, address or email address, you must notify us before your start date. If you are on assignment already you must notify your PROMAN representative immediately.

Failure to provide up-to-date information may result in a delay in payment or receipt of payslip. Although we pride ourselves on getting it right the first time, mistakes can happen so any pay queries should be brought to your PROMAN representative as soon as possible. By checking your payslip on Wednesday, we may be able to process any corrections before the money is received by your bank.

All pay rate details will be stipulated in your Assignment Brief and Key Information Documents. For the latest information on national minimum wage and additional pay information please visit National Minimum Wage and National Living Wage rates - GOV.UK

In March 2026, PROMAN began sending shift status notifications to workers who are registered for assignments.

These messages confirm the shift status recorded in our system, for example:

- Assigned
- Cancelled
- Client not operating
- Unavailable
- Sick
- Absent
- Unassigned

Previously, PROMAN mainly communicated when an assignment started or ended. We will now also send messages confirming the status of individual shifts during an assignment.

This change helps ensure that communication between PROMAN and workers is clear and properly recorded, particularly in preparation for upcoming changes to UK employment legislation.

Important information

- Your normal work instructions will still come from your PROMAN contact or supervisor by phone, text message, or email.

> These new notifications are sent automatically from our system to confirm the shift status recorded following those instructions.

> If you receive a notification and believe the information is incorrect or unclear, please contact your PROMAN representative immediately.

Please note that confusion about a notification will not normally be treated as authorised absence unless PROMAN has clearly made an error.

If you have any questions, please contact your PROMAN contact straight away.

CANDIDATE'S CODE OF CONDUCT

You are representing PROMAN when on assignment. In order for us to maintain the highest possible standards, we ask that you comply with the following:

> Arrive in time to start work at the beginning of your shift.

> Inform the PROMAN office if you are running late or will be absent for a shift. Leave a message if needed.

> Wear a clean uniform appropriate for the nature of the assignment.

> Maintain high levels of personal hygiene.

> Always remain professional, ensuring you are friendly and approachable to both Client staff and other PROMAN Workers

> Adhere to all PROMAN policies – these can be found on our website.

> Inform the PROMAN office if you have any issues with your assignment.

> Comply with site safety rules. Report any accidents, near misses or any Health & Safety-related issues.

> Respect the facilities you are using, including the canteen and toilet areas.

If you find the work unsuitable for whatever reason, please finish the shift and then notify PROMAN. We will try to find suitable alternative work. Never walk off-site, always inform a supervisor or manager if you are struggling.

All contact numbers can be found in the Contact Us section in this handbook.

You must also update the personal details we hold about you promptly as this could impact your assignment.

Update us with any changes to your information:

1. Personal Details: This includes any alterations to your name, address, contact numbers, or bank details.
2. Criminal Declaration Status: Notify us of any changes in your criminal declaration status.
3. Health Status: In case you sustain an injury or are diagnosed with a medical condition that may impact your ongoing assignment, inform us immediately.
4. Direct Bookings: If you are contacted about work directly by one of our clients, please notify us promptly to facilitate timely payment processing.
5. Immigration status: If your immigration status changes (eg your VISA is extended) then please let us know immediately.

WORKER PROTECTION – SEXUAL HARASSMENT

Everyone deserves to feel safe and respected at work. Sexual harassment of any kind is not tolerated by Proman, and we take it very seriously.

Examples of sexual harassment include, but are not limited to:

> sexual comments or jokes, which may be referred to as "banter"

> displaying sexually graphic pictures, posters or photos

> suggestive looks, staring or leering

> propositions and sexual advances

> making promises in return for sexual favours

> sexual gestures

> intrusive questions about a person's private or sex life or a person discussing their own sex life

> sexual posts or contact in online communications, including on social media

> spreading sexual rumours about a person

> sending sexually explicit emails, text messages or messages via other social media

> unwelcome touching, hugging, massaging or kissing

If you ever experience or witness behaviour that

makes you uncomfortable, please speak up. All concerns will be handled with care, confidentiality, and fairness. You're never alone and we're here to support you.

We encourage you to initially raise your concerns with the person in question in an informal manner, however, this is dependant on the seriousness and if you feel comfortable doing so.

You are able to raise your concerns formally via your dedicated account manager or via our complaints form which can be found on our website at www.proman-uk.com.

You will usually receive a response within 3 working days and the matter will be investigated fully with a written outcome to your complaint within 10 working days.

WORKING TIME REGULATIONS (WTR)

The Working Time Regulations (WTR) 1998 came into force on 1 October 1998 and have been amended in part by the Working Time Regulations 1999 and the Working Time (Amendment) Regulations 2003.

The Regulations implement the European Working Time Directive into UK law.

They are primarily health and safety legislation and are intended to protect workers from the risks of working excessively long hours or for long periods without breaks.
Within the WTR are rules that cover;

> Breaks (the amount of paid/unpaid time you entitled to when working over a set number of hours)
> Rest (the number of hours rest you must get between shifts and blocks of shifts)
> Holidays (the minimum number of holidays that you are entitled to over a 12 month period)

The WTR also includes the 48 hour working time directive which limits the average working week to 48 hours, calculated over a rolling 17 week period.

You can chose to opt out of this directive meaning that you are able to work more than an average of 48 hours.

You may opt back in to the 48 hour WTD, although we request a minimum of 1 week's notice.
There are no restriction on when or how often you opt in or opt out.
Full details of the WTR (including details for opt in and opt out of 48 hour WTD) are available on the PROMAN website.

HOW HOLIDAY PAY IS CALCULATED

When you are on assignment you will build up holiday entitlement based on the amount of time that you have actually worked.

During your assignment(s) with PROMAN you will build up a minimum of **5.6 holiday weeks** in a year.

A working week is typically made up of 5 days but sometimes it can be different. Regardless of this you will always get 5.6 weeks of holiday per year.

For Example:

> If you work 5 days a week you would build up 5.6 working weeks holiday entitlement. Working 5 days per week means that you are entitled to **28 days of Holiday for that year.**
> **If you work 4 on 4 off, your average is 3.5** days per week meaning that you are entitled to **19.6 days of holiday for that year.**

From time to time, you may have to take time off for sickness or leave. This will mean that for that week you will not complete all normal working days and therefore will not accrue any holiday pay on the days off.

You must also remember that bank holidays, which will be taken out of your allowance, form part of this 5.6-week holiday.
Every week you work you will gradually build up a proportion of leave until you get to the full allocation of 5.6 weeks. The amount of leave will be displayed in the worker hub in hours (time) built up so far.

The proportion of hours (time) will depend on the number of hours completed each week. The more hours completed the more leave will be

accrued and vice versa. Every hour, you work you will get 12.07% back as leave, based on the minimum of 5.6 weeks. (You may accrue more dependent on your assignment)

For example, for every hour you work, you will get 7.24 minutes in leave. (12.07% of 60mins). If you work 40 hours per week you will get 4.83 hours of leave (12.07% of 40 hours). Your holidays will be displayed in the same way your hours of pay are, which is in decimals.

Holidays in Decimals	Time in Minutes
0.25	15
0.5	30
0.75	45
1.0	60

To cover any leave you decide to take you must use what you have built up in your holiday pot. The longer you are on assignment the more leave you will build up. Please bear in mind that you may not have enough hours accrued to cover the desired leave.

You request the leave that you require and then we multiply this by your average earnings (per hour). This will usually be your normal hourly rate, however you may have worked on multiple different contracts at different rates so this will be adjusted to the average.

For Example, over a 6 week period;

> Candidate A works a set pattern

Week	Pay Rate Per Hour	Hours per week	Pay per Week	Hours of Holiday Accrual
1	£15	40	£600.00	4.83
2	£15	40	£600.00	4.83
3	£15	40	£600.00	4.83
4	£15	40	£600.00	4.83
5	£15.75	40	£630.00	4.83
6	£15.75	40	£630.00	4.83
Average	£15.25	40	£610	4.83
Total		240	£3,660.00	28.97

*Pay Rates used for illustration purposes only and may not reflect actual pay rate

If candidate A requested 1 week leave they would receive 28.97 hours at £15.25 = £441.80 £15.25 is the average pay rate per hour, and 40 hours is the usual week. Over a 6 week period, you would not accrue enough leave to cover 40 hours and the pot is currently at 28.97 hours at the end of week 6.

To gain enough hours to cover a 40 hour leave week while only working 40 hours per week would take 8 weeks. You could work more or less hours, and this will affect the total pot – see below

> Candidate B works a more varied pattern over 6 weeks

Week	Pay Rate Per Hour	Hours per week	Pay per Week	Hours of Holiday Accrual
1	£15	40	£600.00	4.83
2	£14	8	£112.00	0.97
3	£13.50	32	£432.00	3.86
4	£15.25	24	£366.00	2.90
5	£15.75	40	£630.00	4.83
6	£13.75	42	£577.50	5.07
Average	£14.61	31	£310.25	3.74
Total		186	£2,717.50	22.45

*Pay Rates used for illustration purposes only and may not reflect actual pay rate

As you can see the figures are vastly different. The total accrual over the 6 weeks is 22.45 hours. 1 week leave with this accrual will be paid at 22.45 hours at £14.61 = £328.00.

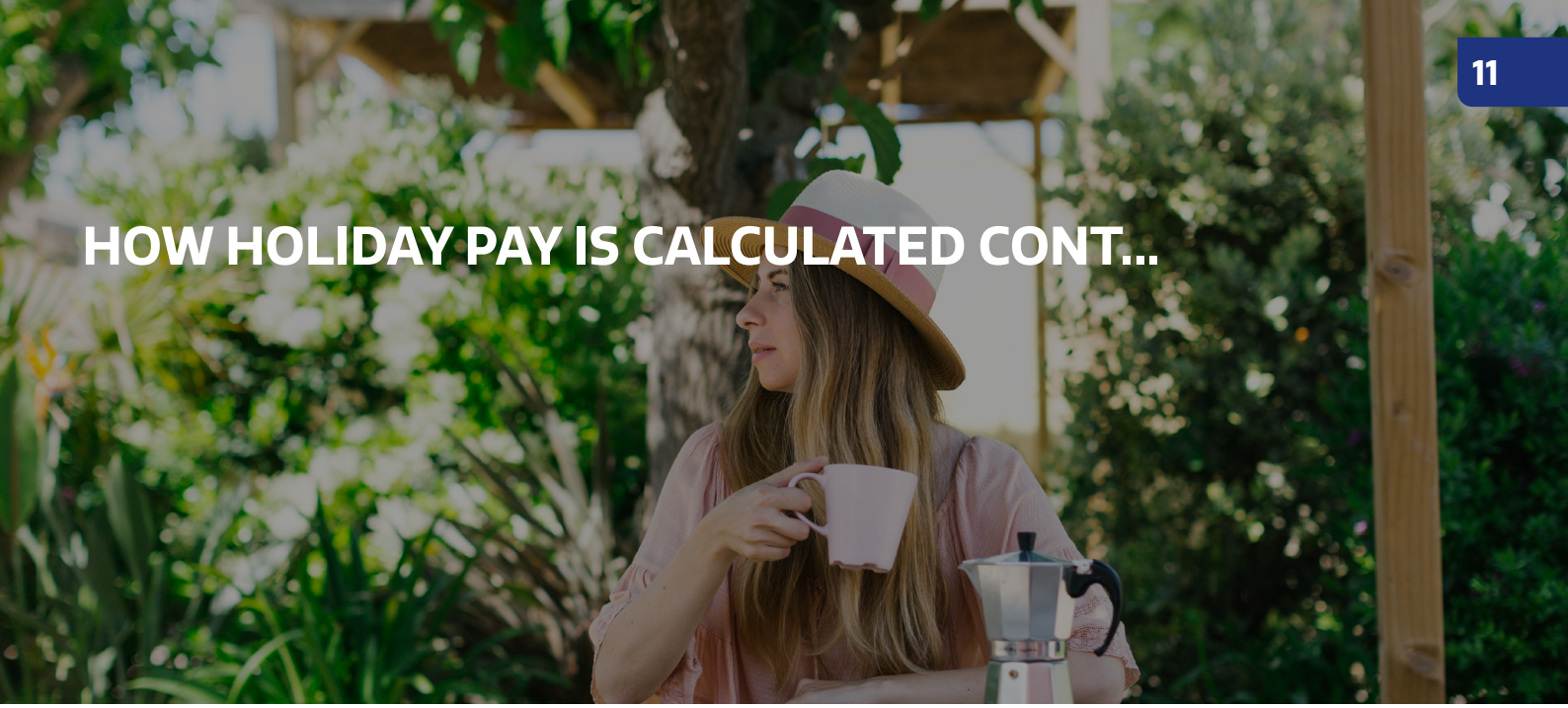
“ROLLED UP” HOLIDAY PAY

In January 2024, changes in Employment Rights legislation introduced “Rolled Up” holiday pay for Agency Workers (also referred to as “irregular hours workers” in the legislation). This means that holiday pay is included in your weekly pay alongside your basic pay, shift allowances, and overtime.

Calculation Example: If you're paid £12.00 per hour and entitled to the minimum 5.6 weeks holiday, which is 12.07% of your pay rate, you'll receive £1.45 per hour on top of your basic pay.

Qualification for “Rolled Up” holiday pay is at the discretion of the employer and varies based on assignments or companies you work for. Details regarding this will be outlined in your “Letter of Assignment.”





HOW HOLIDAY PAY IS CALCULATED CONT...

BANK HOLIDAYS

Your leave allowance includes the accrual for statutory Bank Holidays. If your normal working day falls on a bank holiday and you are not working we will request payment from your leave accrual. If you are working on a bank holiday then we will not process a leave payment.

ENDING ASSIGNMENT & ALL HOLIDAY PAY

If you are working under a contract for services, You can end your assignment either before or after your scheduled shift by simply notifying your dedicated account manager or a PROMAN representative. Should you find work with an alternative employer, you should request any remaining leave and/or your P45 by reaching out to your nearest PROMAN branch, whose details can be found in the Contact Us section. Any outstanding leave pay can only be calculated once your final timesheet has been processed.

HOLIDAY YEAR

Your holiday year begins on the anniversary of your first assignment with PROMAN. For instance, if you started an assignment on 2nd July, your holiday year would end on 2nd July each year.

Using accrued holidays within the holiday year is crucial to maximise your entitlement. Any untaken holiday at the end of the holiday year will be lost. Your payslip will indicate your anniversary date.

If your holiday leave request is denied near the end of your holiday year, any untaken leave will be carried forward into the next holiday year.

BOOKING A HOLIDAY

If you wish to book a holiday, please follow the link provided below. Please note that we require up to 48 hours to provide a full response to your inquiry.

https://promansupplychain.co.uk/Holiday-Request



AGENCY WORKER REGULATIONS (AWR)

An agency worker is an individual who is engaged by a recruitment agency and supplied to another business for work. This means an individual could be an employee and worker.

WHAT RIGHTS DO AGENCY WORKERS HAVE?

THIS DEPENDS ON YOUR EMPLOYMENT STATUS, BUT ALL AGENCY WORKERS ARE ENTITLED TO THE FOLLOWING WORKERS RIGHTS

- To be paid 'National Minimum Wage' or 'National Living Wage'
- Protection from unlawful deductions from wages
- Statutory sick pay
- Statutory maternity and paternity pay, shared parental pay and adoption pay
- Statutory holiday entitlement (5.6 weeks paid holiday per year)
- Minimum rest breaks
- Maximum working time (48 average hours per week, you can opt out of this if you choose)
- To be automatically enrolled onto a pension if you meet required criteria
- Protection from unlawful discrimination under the 'Equality Act 2010'
- Protection from victimisation for whistle-blowing
- Health and safety protections
- Right not to be charged direct or indirect fees for finding a job
- Protection from being restricted from working elsewhere

There are 3 main employment statuses for employment rights:



Employee



Worker



Self Employed

REC research* shows that 24% of the British population has worked as a temporary agency worker at some point in their working life.

As an Agency Worker, you should make an informed choice. You should weigh up the benefits of being a permanent and temporary worker (flexibility) at a company and choose the option that best benefits you.

FROM DAY 1 OF AN ASSIGNMENT YOU ARE ENTITLED TO:

> Access to same facilities as an employee such as staff canteens, food and drinks machines, toilets, showers, childcare, workplace crèche, car parking, or transport services

> To be informed about any job vacancies, although you may not always be eligible to apply for them

AFTER 12 WEEKS ON AN ASSIGNMENT YOU ARE ENTITLED TO:

> Equal pay as a permanent employee doing the same job

> Equal treatment with permanent employees in regard to rest breaks, holiday entitlement, and working time

> Paid time off for an ante-natal appointment

WHEN YOU SIGN UP WITH AN AGENCY OR BEFORE THEY START TO FIND YOU A JOB, YOU SHOULD BE TOLD ABOUT:



Type of contract:
Is it a contract of employment, or apprenticeship, or for services?



Pledge of payment:
Irrespective of whether the agency has been paid by their client.



Type of work you will be doing:
What is involved in the job.



Notice period:
Length of notice agency has to give you.

WHEN YOU SIGN UP WITH AN AGENCY OR BEFORE THEY START TO FIND YOU A JOB, YOU SHOULD BE TOLD ABOUT:



Start date.



Length of assignment.



Location of assignment.



Hours you are expected to work.



Any health and safety risks.

If you have an 'employee' status you will also be entitled to full employment rights. It should be clear from your written terms and conditions if you are a 'worker' or 'employee'.

The right to receive written terms and conditions before an agency helps you find a job is guaranteed by The Conduct of Employment Agencies and Employment Businesses Regulations (2003).

PENSION AUTO-ENROLMENT

> Automatic enrolment makes it compulsory for a Recruitment Business to offer eligible workers a workplace pension.

> The Recruitment Business must automatically enrol every eligible worker into the scheme by their staging date.

> The Recruitment Business must make a minimum contribution to the scheme.

> You will receive tax relief on your contributions

> The earlier you start saving into a pension, the better it is.

> Employer contributions and tax relief make pensions an attractive option for saving for your retirement.

We will send all the information you need once you start an assignment, including the provider we use, current eligible criteria and the staging date in which contribution commences.



STATUTORY SICK PAY (SSP)

Updated for the Employment Rights Act 2025 — In force 6 April 2026

SSP is now a day-one right From 6 April 2026, Statutory Sick Pay (SSP) is payable from your first qualifying day of sickness. There are no longer any waiting days. This means you do not need to be off for three days before SSP starts — but you must follow the notification process set out below or SSP may not be paid.

WHAT IS STATUTORY SICK PAY?

Statutory Sick Pay is the minimum legal payment PROMAN must make to eligible workers who cannot work due to illness or injury. It is paid in the same way as your normal wages, on your normal pay date, and is subject to PAYE income tax and National Insurance as usual.

From 6 April 2026, the weekly SSP rate is £123.25, or 80% of your average weekly earnings — whichever is lower. SSP can be paid for up to 28 weeks in any one period of incapacity.

ARE YOU ELIGIBLE?

To qualify for SSP you must:

- Have a contract with PROMAN (including a Contract for Services)
- Have carried out some work under that contract before falling ill
- Be unable to work due to a genuine illness or injury
- Notify PROMAN of your absence in line with the requirements below
- Provide self-certification or a GP fit note as required

Important — Contract for Services workers
If you are engaged on a Contract for Services (as most PROMAN workers are), SSP is only payable for days on which PROMAN had work available for you. If no assignment has been confirmed for a given day, that day will not attract SSP regardless of your health. This is separate from whether you are genuinely unwell.

SHIFT STATUS NOTIFICATIONS AND SICKNESS

As described in the All Things Pay Related section of this handbook, PROMAN sends automated shift status notifications to workers. If your shift is recorded as Sick or Absent in our system, this creates an important record.

Please note:

> A shift status notification is not a substitute for notifying PROMAN of your sickness — you must still contact us directly (see below)

> If you receive a shift notification showing an incorrect status, contact your PROMAN representative immediately

> PROMAN's record of your shift status will be used when assessing your SSP entitlement

HOW TO NOTIFY PROMAN — YOUR DAY ONE OBLIGATION

You must contact PROMAN on your first day of sickness

This is a legal requirement, not just good practice. If you fail to notify us without good reason, SSP may not be payable for the days you did not tell us about. Notification as early as possible on day one is required

When you are unable to attend your assignment due to illness or injury you must:

> Contact your PROMAN consultant, branch office, or assignment administrator on the first day you cannot work

> Call or send a text message — do not rely on a colleague, supervisor, or client to notify PROMAN on your behalf

> Leave a voicemail if you cannot get through and then follow up as soon as you are able

> Notify us again for each week your sickness continues

> Contact details for all PROMAN offices can be found on page 20 of this handbook

PROMAN cannot require you to notify before your first qualifying day, to call at a specific time on that day, to attend in person, or to notify more than once per week. However, the earlier you contact us, the sooner your claim can be processed.

SELF-CERTIFYING YOUR ABSENCE — THE FIRST 7 DAYS

For any absence lasting up to and including 7 calendar days you must complete a self-certification form. You do not need a GP fit note during this period.

The self-certification form must be submitted within 7 calendar days of your first sick day. Do not wait until you return to work — late submission without good reason may affect your claim.
The form can be found at www.proman-uk.com/resources.

- Your name, NI number and PROMAN worker reference (format CAN-XXXXXXXX — found on your payslip or Letter of Assignment under "Your Ref")
- Your assignment reference (format JOB-XXXXXXXX — found on your Letter of Assignment under "Our Ref") and site or client name
- The date and time your sickness started
- The date, time and method by which you notified PROMAN
- A brief description of your illness or injury — a full diagnosis is not required
- Whether you have returned to work or your expected return date
- A photograph or screenshot of your assignment confirmation (optional but recommended)

Your submission will be reviewed by PROMAN payroll within 2 working days. Queries will be raised with you directly.

IF YOUR ABSENCE LASTS MORE THAN 7 DAYS

A GP fit note is required from day 8 onwards

After 7 calendar days of sickness you must provide a Statement of Fitness for Work (fit note) from a GP or registered medical practitioner. SSP cannot continue beyond day 7 until we have received appropriate medical evidence.

To send your fit note to PROMAN:

- Email it to ssp@proman.co.uk quoting your SSP reference number
- If your GP issues a digital fit note, forward it to the same email address
- If your absence continues beyond the period covered by the first fit note, you must obtain and send further fit notes to cover the full period
- Contact your PROMAN representative if your condition prevents you from obtaining a fit note

LATE NOTIFICATION

If you notify PROMAN after your first qualifying day, SSP may not be payable for the days between the start of your absence and the date you told us — unless you had good reason for the delay. Good reason might include being hospitalised or being physically unable to contact us due to your condition.

You will be asked to explain any late notification on your self-certification form. PROMAN payroll will consider this on a case-by-case basis. If we decide not to pay SSP for days prior to notification, we will tell you in writing.

WHEN SSP IS NOT PAYABLE

SSP is not payable where:

> You are not on an active assignment with PROMAN

> No work was available for you on the absent day

> You have already received 28 weeks' SSP > You are participating in industrial action

> You failed to notify without good reason

> The absence is not due to illness or injury

> Statutory maternity provisions apply

> You are in legal custody

If PROMAN determines that SSP is not payable, or that SSP entitlement is ending, we will provide you with a written explanation within 7 days. Where applicable, we will issue a Form SSP1, which you can use to support a claim for Universal Credit or Employment and Support Allowance.

If you disagree with a decision not to pay SSP you can ask HMRC to make a formal decision. Contact details are available at gov.uk.

RETURNING TO WORK

A return-to-work discussion is required before you resume your assignment following any period of sickness absence. This is a standard PROMAN process applied to all absences and is not disciplinary in nature. Please contact your PROMAN representative or assignment administrator to arrange this before returning to site.

PREGNANCY-RELATED ILLNESS

If your sickness absence is connected to your pregnancy, please tell PROMAN. Pregnancy is a protected characteristic under the Equality Act 2010. Pregnancy-related absence must not be counted against you in any attendance management process, and special rules may apply. Please speak to your PROMAN representative as early as possible.

SSP CONTACTS AND RESOURCES

> Self-certification form:

> www.proman-uk.com/resources

> SSP queries — payroll:

> ssp@proman.co.uk

> PROMAN branch offices:

> See page 20 of this handbook

This section should be read alongside the Candidate's Code of Conduct (page 7), the All Things Pay Related section (page 6) and the Agency Worker Regulations section (page 12). For further information on SSP rules please visit gov.uk.



STATUTORY MATERNITY PAY & LEAVE

MATERNITY

If you find out that you are pregnant while on assignment, please be aware you may need to inform your PROMAN representative depending on the nature of the role. We have a duty to place you in a safe working environment so that you and your unborn child are not put at risk. Risk assessments can be arranged to ensure this and if all measures have been considered and no adjustment can be made to satisfy Health and Safety, we will do our utmost to place you in an alternative role that is safe.
Inform us if you ever need to take time off due to a pregnancy-related illness. Pregnancy is a protected characteristic, and it would be discriminatory to use pregnancy-related illness against your absence record.

STATUTORY MATERNITY LEAVE (SML)

As an Agency Worker on Contract for Services, you are not entitled to Maternity Leave, which means that you will not accrue holiday or necessarily return to the same position. Not all positions are the same and we would like to encourage you to discuss this with your assignment administrator at your earliest convenience to understand your options.

STATUTORY MATERNITY PAY (SMP)

Subject to qualification, you may be entitled.
To receive SMP.

- You must have worked for us for period of at least 26 weeks by the end of the 15th week before the expected week of your baby's birth.
- You are still working for us during the 15th week before the expected week of your baby's birth.
- Have average weekly earnings of at least the lower earnings limit for National Insurance purposes which applies at the end of the 15th week before the week the baby is due;

To claim SMP you must give us 28 days' written notice of the date you want your SMP to start and provide us with a copy of your MATB1 Form (received on your 20th-week appointment). We will write back to you confirming your entitlement to SMP and letting you know how much you will receive.
If you do not qualify for SMP we will provide you with an SMP1 Form confirming the reason for non-entitlement. You may be entitled to claim maternity allowance. Your local Benefits Agency office will be able to advise you on how to claim this.

PATERNITY PAY

As an Agency Worker, you are not entitled to Paternity Leave, but subject to qualification, you may be entitled
to receive SPP.

> Have (or expect to have) responsibility for the child's upbringing;

> · Be the biological father of the child or the mother's spouse, civil partner or partner;

> Have worked continuously for 26 weeks leading into the 15th week before the week the baby is due, the Qualifying Week.

> Remain in continuous employment with you from the end of the QW up to the date of birth of the child;

> Intend at the start of the Paternity Pay Period to care for the child or support the mother; · Have average weekly earnings of at least the lower earnings limit for National Insurance purposes which applies at the end of the 15th week before the week the baby is due;

To claim SPP you must provide a completed SC3 Form (Gov website) and give notice of when you expect the liability to pay SPP in or before the 15th week before the week the baby is due. Where you need to vary the date on which you have chosen your SPP to begin, you need to give 28 days' notice before the first day of the expected week of the child's birth where the new date to begin SPP is the day of the child's birth.

We will confirm your entitlements in writing.

BEREAVEMENT LEAVE

There is no statutory entitlement for time off to deal with bereavement (Contract for Services only). We will, however, work with you and endeavour to support you through such times.

Any requests for time off will be dealt with on an individual basis and any time off may be taken as either unpaid leave and/or holiday, depending on your holiday accrual at the time of the request.

HEALTH & SAFETY INC ACCIDENT REPORTING

PROMAN and its clients take your health and safety very seriously and we expect you to do so as well. This handbook outlines some general rules, which we expect you to always adhere to during an assignment. It is likely that there will be additional client-specific rules and regulations, and these will be explained to you before your assignment begins. This may take the form of a client-specific induction.
Failure to adhere to any health and safety procedures, rules and regulations will almost certainly result in the termination of your assignment.
At the beginning of each assignment, you must familiarise yourself with, and conform to, the:

- Client's Health and Safety Procedure, undergoing training where necessary.
- At all times, you must comply with all instructions given by the Client's Safety Officer and others with a responsibility for Health and Safety.
- You must obey the Client's safety rules at all times and take reasonable care for your own safety, and that of your colleagues.
- You must not take any action, where you work, which might endanger the Health and Safety of yourself or any other person.
- Where required by legislation, or by the Client, you will be supplied with and must wear/use appropriate safety clothing or equipment (PPE).
- You must bring to the Company's attention any health condition that you believe may have been caused or aggravated by a work activity.
- You must report any health condition that you have, or that you develop, (whether or not it is work-related) that may put you at particular risk from a work activity.

ACCIDENT REPORTING

All accidents and near-misses, no matter how minor, must be reported at the time of the incident to your supervisor onsite and to PROMAN at the earliest opportunity. You may be required to complete an accident form. Reporting accidents or near-misses helps to prevent similar incidents from recurring and is a legal requirement.

DRUG & ALCOHOL

PROMAN believes that it is essential that all workers are in full command of themselves and of all of their faculties throughout the working day. When a person is under the influence of alcohol or illegal drugs, their judgement, cognitive skills, risk perception and mobility can be significantly affected, causing them to potentially act in a manner that puts themselves or people around them at serious risk. You risk termination of your assignment is you turn up fro work under the influence of drugs or alcohol

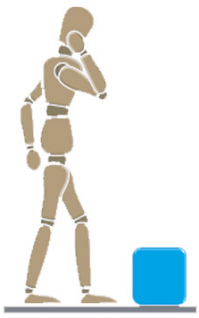
Side effects of prescribed medication may also negatively affect a person's ability to perform tasks effectively and safely which we must consider. If during your working day, you must take medicinal drugs on a regular basis, this fact should be known to your PROMAN representative ahead of time.

PROMAN recognises the dependency on such substances and the difficulty this may cause some of our workers and this will have a detrimental effect on your personal and working life. We would encourage anyone suffering with dependency to seek help from the following:

- Alcoholics Anonymous – 0800 9177 650 (Alcohol)
- Talk to Frank (24hr helpline) – 0300 123 6600 (medicine and recreational drugs)

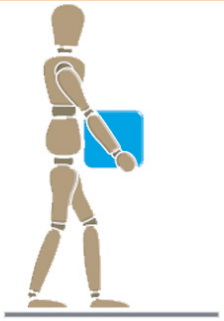


MANUAL HANDLING



THINK BEFORE LIFTING & HANDLING

Plan the lift. Can handling aids be used? Where is the load going to be placed? Will help be needed with the load? Remove obstructions such as discarded wrapping materials. For a long lift, consider resting the load midway on a table or bench to change grip.



KEEP THE LOAD CLOSE TO YOUR WAIST

Keep the load close to the body for as long as possible while lifting. Keep the heaviest side of the load next to the body. If a close approach to the load is not possible, try to slide it towards the body before attempting to lift it.



ADOPT A STABLE POSITION

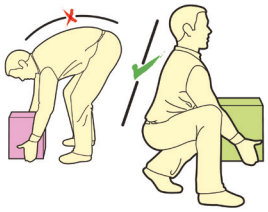
The feet should be apart with one leg slightly forward to maintain balance (alongside the load, if it is on the ground). The worker should be prepared to move their feet during the lift to maintain their stability. Avoid tight clothing or unsuitable footwear, which may make this difficult.



GET A GOOD HOLD & START IN A GOOD POSTURE

Where possible the load should be hugged as close as possible to the body. This may be better than gripping it tightly with hands only. At the start of the lift, slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (squatting).

Here are some practical tips, suitable for use in training people in safe manual handling. In the following section a basic lifting operation is taken as an example.





DON'T FLEX OR TWIST THE BACK WHILE LIFTING

This can happen if the legs begin to straighten before starting to raise the load. Especially while the back is bent. Shoulders should be kept level and facing in the same direction as the hips. Turning by moving the feet is better than twisting and lifting at the same time.



KEEP HEAD UP & MOVE SMOOTHLY WHEN HANDLING

Look ahead, not down at the load, once it has been held securely. The load should not be jerked or snatched as this can make it harder to keep control and can increase the risk of injury.



DON'T LIFT OR HANDLE MORE THAN YOU ARE ABLE

There is a difference between what people can There is a difference between what people can lift and what they can safely lift. If in doubt, seek advice or get help. If precise positioning of the load is necejssary, put it down first, then slide it into the desired position.



TEAM LIFTING & EQUIPMENT

If you feel an object is too heavy or cumbersome for one, ask for assistance. When team lifting try to choose someone of a similar height and build. One person should call the signals. Once upright you should move in unison. If you have been trained and subject to availability use a mechanical aid (trolley, sack truck etc).



GDPR (GENERAL DATA PROTECTION REGULATIONS)

The UK GDPR sits alongside the Data Protection Act (DPA) 2018 and covers all personal data held by a Data Controller (PROMAN).

The PROMAN Privacy Policy explains this in more detail, but in summery the UK GDPR allows each individual the right to request the following;

Subject Access Request (SAR) – find out what personal data is held by the Data Controller, how it is used, who it is shared with and how the data was obtained.

Right to Erasure/Right to be Forgotten – if you wish for any data held by the Data Controller to be erased then you can request that this is done. The Data Controller should confirm whether this will be done or not – there may be legal reasons why data is retained which include complying with financial or other regulations.
You will get an answer to confirm whether this has been done, or if it has been refused (and the reason why).

To make a request under GDPR you should contact PROMAN, ideally through your local office.

MAKING A COMPLAINT

We appreciate that, at times, you may have concerns or problems with your assignment or working environment.
If you find it necessary to file a formal complaint, we kindly ask that you initially reach out to the Manager at your local branch. You can locate the contact information for all local branches on page 18.

However, if this fails to produce a mutually acceptable resolution you can complete our Complaints Form which can be found on our website along with our complaints Policy– PROMAN-uk.com This will then be passed on to our Head of departments to conduct a full investigation.

CONTACT NUMBERS

DEPARTMENT	OFFICE	AREA COVERED	CONTACT
OFFICE NUMBERS	TRAFFORD PARK	Manchester	0161 746 3305
	HEYWOOD	Bury, Rochdale, Oldham, Tameside and surrounding area	0161 746 3310
	HUYTON	Merseyside & North Wales	0151 317 4923
	ELLAND	West Yorkshire & South Yorkshire	01422 373 998
	WIGAN	Wigan, Leigh, Saint Helens and surrounding area.	01942 925 947
	BLACKBURN	Blackburn, Preston, Burnley and surrounding area	01254 917 780
	NOTTINGHAM	The Midlands	01332 977 718
DRIVING/LOGISTICS	Class 1 + 2	National	0161 748 5036
WINSEARCH	Professional Services	National	0161 746 3311
CONSTRUCTION	LONDON	National	0203 949 9344
ONSITE TEAMS	OBTAINED FROM ONSITE TEAM DIRECTLY		

HELP & SUPPORT

Area Covered	Charity	CONTACT	Website
Suicide Prevention	Samaritans	116 123	https://www.samaritans.org/
Domestic Abuse	Refuge	0808 2000 247	https://refuge.org.uk/
Gambling	Gamble Aware	0808 8020 133	https://www.begambleaware.org/
Mental Health	Mind	0300 123 3393	https://www.mind.org.uk/
Drugs and Alcohol	Talk to Frank	0300 123 6600	https://www.talktofrank.com/
Homelessness	Shelter	0808 800 4444	https://england.shelter.org.uk/
Debt Advice	Step Change	0800 138 1111	https://www.stepchange.org/
Money Advice	Money Helper	Visit Website	https://www.moneyhelper.org.uk/en
Multiple Areas	Citizen Advice	Visit Website	https://www.citizensadvice.org.uk/



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