

Candidate Handbook



2024 / 2025



KEY CONTACTS



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03303 117766

admin@provisionresource.co.uk

82 Buttermarket street,
Warrington,
WA1 2NN.



SIGNING IN IS YOUR RESPONSIBILITY TO ENSURE YOUR WORKING HOURS ARE PAID CORRECTLY.

Wages are paid into your bank or building society account, by Thursday following the week you worked, via BACS transfer.

This is 'Week in Arrears'. You will receive a week's wage the week after it was earned.

The money should clear in your account no later than close of business on Thursday.

Wages will be paid to you regardless as to whether or not we have been paid by Warehouse.

A pay slip will be sent to you via an online portal by 17:00 on the Wednesday before pay day.

Any pay queries should be directed to our payroll department on 03303 117766.



Resignation

If you wish to resign from your contract of employment you must do so in writing either via letter or email.

Your P45 and outstanding holiday pay will be processed after your last wage.

TERMINATION OF EMPLOYMENT

In order to terminate employment, statutory notice periods will apply:

- After four weeks', and up to two years' continuous service – one week's notice.
- After two years' continuous service – one week for each completed year of service up to a maximum of 12 weeks' notice.

In the event of an act of gross misconduct, Provision Resource may terminate your employment with immediate effect, without notice.

WITHDRAWAL OF DATA

When you register with us you consent to us holding your data that you provided for us to help you find work. We understand that things can change and you may not want us to hold your data any more.

In order to do this we will need your request in writing. You can send this request to admin@provisionresource.co.uk

If you have worked for us it is a legal requirement for us to retain your payment/tax data for 6 years from the end of the last company financial year.



ABSENCE

If you are unable to work for any reason you must contact your Provision Consultant as soon as possible. This must be prior to your start time to give time for suitable cover to be arranged. If this is out of hours (after 5pm Monday-Friday and during weekends) please text or call the out of hours number provided to you by your consultant.

SSP

You will be entitled to receive statutory sick pay (SSP) if;

- You are on an assignment when you become sick.
- Your average weekly earnings are at or above the Lower Earnings Limit (set by the Government). If your average weekly earnings are less than the Lower Earnings Limit, you will not be entitled to SSP and no payment will be made.
- You are absent from work due to sickness for more than three days (the first three days of sickness absence are known as 'waiting days' and no SSP is paid for these first three days).

You will need to provide Provision Resource with the following documentation:

- A self-certification form, if your absence lasts seven calendar days or less and / or;
- A 'fit note', which you must obtain from your doctor, if your absence lasts eight calendar days or more.

UNAUTHORISED ABSENCE

If you fail to report your absence in the correct way, it will be classed as an 'unauthorised absence'. This will be classed as gross misconduct and could result in Provision Resource terminating your contract or disciplinary action depending on circumstances.



Rules & regulations

Dress code

It is important to present yourself in a suitable manner for work. We suggest dark work trousers. No gym wear should be worn. If you need more information on this please contact your Provision Consultant who will talk you through the acceptable dress code for the role. We expect you to be clean, tidy and smart.

Drugs & Alcohol

Provision Resource have a strict no drugs or alcohol policy. Anybody who is found to be under the influence of alcohol or drugs at work will be subject to disciplinary action which could include dismissal. The use of alcohol or drugs could put yours or others health and safety at risk and possibly make you unable to do your work duties at an adequate standard.

Social media

Please refrain from accessing social media networks during working hours. This is strictly forbidden unless you have clear authorisation from your Line Manager.

The content of any communications or comments posted on a social networking site must not damage or bring into disrepute Provision Resource, the client, their staff, clients or candidates.

Therefore, if you use social networking sites, even where this is not in the workplace or is outside of working hours, you are prohibited from:

- Engaging in any conduct or posting any comment which are detrimental to Provision Resource or the client.
- Engaging in any conduct or posting any comments which could be derogatory to another person or third party or which could constitute unlawful discrimination or harassment.
- Recording any confidential information regarding Provision Resource or the client on any social networking site or posting.



WORKERS RIGHTS

All workers are entitled to the following rights:

- Minimum rest breaks
- 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
- Maximum working time (48 average hours per week, you can opt out of this if you wish)
- Statutory holiday entitlement (5.6 weeks paid holiday per year)
- Protection from unlawful discrimination under the 'Equality Act 2010'
- Health and safety protections
- Protection for whistle-blowing
- Protections from being restricted from working elsewhere
- To be automatically enrolled onto a pension if you meet required criteria
- To join and belong to a Trade Union if you wish to do so.



If eligible, you are entitled to claim for Statutory Sick Pay, Maternity Pay, Paternity Pay and other statutory rights.

STATUTORY MATERNITY LEAVE

You will be entitled to Statutory Maternity Leave if you meet the criteria set by the Government, which is as follows:

- you're an employee not a 'worker'
- you give us, your employer, the correct notice

STATUTORY MATERNITY PAY (SMP)

You will be entitled to SMP if you meet the criteria set by the Government, which is as follows:

- earn on average at least £123 a week
- give the correct notice and proof you're pregnant
- have worked for us, your employer continuously for at least 26 weeks continuing into the 'qualifying week' - the 15th week before the expected week of childbirth

Statutory Maternity Pay (SMP) is paid for up to 39 weeks. You get:

- 90% of your average weekly earnings (before tax) for the first 6 weeks
- £172.48 or 90% of your average weekly earnings (whichever is lower) for the next 33 weeks.

SMP is paid in the same way as your wages (for example monthly or weekly). Tax and National Insurance will be deducted.

You may also be entitled to Shared Parental Leave (ShPP).

For more information please see <https://www.gov.uk/maternity-pay-leave>.

You will be entitled to Statutory Maternity Leave if you meet the criteria set by the Government, which is as follows:

- you're an employee not a 'worker'
- you give us, your employer, the correct notice
- You have been continuously employed by your employer for at least 26 weeks up to any day in the 'qualifying week'
- The 'qualifying week' is the 15th week before the baby is due. This is different if you adopt.



PATERNITY PAY

You will be entitled to Statutory Maternity Leave if you meet the criteria set by the Government, which is as follows:

- you're an employee not a 'worker'
- you give us, your employer, the correct notice

To be eligible for Paternity Pay you must:

- be employed by your employer up to the date of birth
- earn at least £123 a week (before tax)
- give the correct notice
- have been continuously employed by your employer for at least 26 weeks up to any day in the 'qualifying week'

The 'qualifying week' is the 15th week before the baby is due. This is different if you adopt. You may also be entitled to Shared Parental Leave (ShPP).

For more information please see <https://www.gov.uk/paternity-pay-leave>

PENSION AUTO ENROLMENT

All employers must provide a workplace pension scheme. This is called 'automatic enrolment'. We must automatically enrol you into a pension scheme and make contributions to your pension if all of the following apply:

- you're classed as a 'worker'
- you're aged between 22 and State Pension age
- you earn at least £10,000 per year
- you usually ('ordinarily') work in the UK (read the detailed guidance if you're not sure)

We will postpone you from the scheme for your first 12 weeks of employment, after which you will be automatically enrolled into the scheme. You can also chose to opt in to the scheme before this if you wish to do so.

Once enrolled you choose to opt out of the scheme or remain in the scheme. More information will be sent to you regarding when you start employment with us.





EQUALITY AND DIVERSITY

Provision Resource is committed to eliminating discrimination and encouraging diversity amongst our partners, clients and workforce so that each employee feels respected and able to give of their best.

The practice acknowledges and promotes the differences between individuals and values a diverse contribution of skills, abilities, and experience.

To that end, the purpose of this policy is to provide equality and fairness for all in our employment and business operations, and not to discriminate on grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion, or age.

We oppose all forms of unlawful and unfair discrimination.

It is practice policy to ensure that all members of the public, business partners, and all employees, whether part-time, full-time or temporary, will be treated fairly and with respect. Selection for employment, promotion, training, or any other benefit will be on the basis of aptitude and ability.

All employees will be helped and encouraged to develop their full potential and the talents and resources of the workforce will be fully utilised to maximise the efficiency of the organisation.

The Directors will:

- Create an environment in which individual differences and the contributions of all our staff are recognised and valued.
- Provide employees with a working environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated.
- To make training, development, and progression opportunities available to all staff.
- Recognise that equality in all aspects of Provision's activity is good management practice and makes sound business sense.
- Review all our employment practices and operational procedures to ensure fairness.
- Ensure that the practice observes as far as possible all relevant codes of practice and complies with its obligations under current regulations and legislation. Breaches of our equality policy will be regarded as misconduct and could lead to disciplinary proceedings

FIRE SAFETY

During your induction you will be advised of:

- Where the fire exits are located.
- The clients fire safety procedure.
- Where the fire assembly points are.
- Who the fire marshall staff are.
- Weekly fire alarm testing routines.

If at any point you need refreshing on this information please speak to your Provision Consultant who will be happy to talk through fire safety.

FIRST AID

On your induction you will be informed as to who the first aid staff are for the business. You will be shown where the first aid boxes are and where to go/what to do if you need assistance.

Please report all accidents to both your line manager and provision resource, even if you feel it is not a serious injury/wasn't hurt.

REPORTING ACCIDENTS

No matter how minor an accident appears to be it needs to be reported to both your Provision Resource Consultant and your line manager/supervisor immediately.

You will be required to complete an accident form on site. This allows us to help prevent more injuries occurring in future.

You can report by calling your provision consultant on 03303 117766. You must also report this to a line manager or appropriate persons at the site.





Manual Handling

Injuries from manual handling are among the most common causes of injury at work. Injuries caused by manual handling are often referred to as Musculoskeletal Disorders. They include damage to spinal discs, nerves and muscles, joint pain and repetitive strain injuries all to the upper body.

Do

- Know the weight of the load or carefully assess its weight before lifting it.
- Plan ahead, know where the load is going and check that it can be placed without difficulty or awkward movement.
- Be aware of your capacity to lift the load, if it can't be done by one person, ask for help. But remember that the load two people can safely carry is always less than double what a single person can carry.
- Keep your back straight, bend your knees and don't jerk upwards. Make your movements as smoothly as possible.
- Keep the load close to your body, avoid bending, twisting and stooping.
- Once the lift has been completed, put the item down slowly, adjust if necessary and gently reposition yourself.
- Remember that your ability will be reduced in cold and wet conditions.
- Use trolleys, pump trucks and other mechanical aids.
- Tell us if you think mechanical aids could replace or make a repetitive job less demanding.
- Tell us if you have an issue concerning manual handling, ignoring the signs could be disastrous. Early action could prevent long term musculoskeletal problems.

Don't

- Cut corners. Always plan your handling tasks so that they are done so safely and securely.
- Overestimate your abilities.
- Rush into moving an unfamiliar load.
- Ignore aches and pains that occur after manual handling tasks. Tell us about them.

More training and/or guidance will be provided depending on your role.

Your Provision consultant will discuss this with you further before starting your role.

CONTACT US



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