

A group of four diverse workers in a warehouse setting, all giving thumbs up. From left to right: a man in a yellow hard hat and safety vest, a woman in a light blue shirt, a woman in a yellow hard hat and blue shirt, and a man in a yellow hard hat and blue shirt. The background shows wooden pallets and a ladder.

# EMPLOYEE WELCOME PACK

# Welcome to Red Rhino Resourcing

You have made the right choice to work for **Red Rhino**!

We treat all our temporary workers with the respect and dignity they deserve. Good work requires good rewards and here at **Red Rhino** all candidates are offered excellent reward and incentive packages.

Hopefully the information contained in this welcome pack will answer all your questions, it explains a lot of things but most important – what you can expect from us as your employer and what we expect from you, our candidates

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# Introduction

After your successful registration & interview you need to be perfectly clear in which role you wish to carry out.

If this changes from when you came in initially, you must inform us immediately, so we don't waste your time and ours by ringing you with jobs you are not prepared to do.

**RRR** operate on a first come first serve basis, so basically the more assignments you accept and carry out to a high standard the more work we will offer you.



# Keeping in contact

Communication is the key for both of us. If you're not available at any point while working for us, you must let us know immediately so we can cover you.

Likewise, if you are available for work please keep ringing us so we know you are keen.

Please let us know of any appointments or holidays booked for the future as we may have assignments lined up for you.



# Your first assignment

As soon as we have found you your first assignment, we will contact you with details of the booking, who you will be working for, the address, rate of pay, duration, PPE needed and any other special instructions.

Always remember the below points before commencing your booking:

1. Check directions to the company the night before you start.
2. If you rely on public transport, check bus and train route timetables the night before you start.
3. Always arrive ten minutes earlier than your shift start time. If you are running late you must call us!
4. Dress correctly for work and make sure you have safety clothing and footwear, otherwise you may be sent home.
5. Health and Safety – see section 10.
6. Be clear on what you have to do to record your working hours, if you need a timesheet, we will have told you. Make sure it's completed and signed by the supervisor at the end of your assignment.
7. Always make sure you have your licence, Digi card and CPC card with you ready for inspection and download before you start work. Always be prepared to download your Digi card at the start/end of your shift if asked (Drivers only)
8. Always make sure you are legal to drive, have had the required rest break and that you have informed **RRR** if you have driven for any other company that week (Drivers only)



# Timesheets

You must record your start and finish times for each day you are working on any **Red Rhino** assignment. You can do this by downloading a timesheet from our website which can be found [here](#).

When you finish your shift, ask the manager/supervisor to sign off your hours. You need to send your authorised timesheet to us by no later than the following Monday 10am. We will be unable to process payment if you if don't send us a timesheet! This may cause a delay in your wages being paid.

You can send us your timesheets by a number of ways: WhatsApp, text message, email, post or drop them into the office. As long as we have them by the 10am Monday deadline there will be no issues.

**Text/WhatsApp** – 07761 800918 (England) or 07927 683867 (Wales)



# Sickness

If you are sick please contact us immediately, as we will need to try and refill your booking.

If you are sick on a weekend booking, please ring the 24-hour contact number immediately. There is always a member of staff to answer the phone. You must not text in.

You may be eligible for Statutory Sick Pay provided that you meet the relevant criteria. We reserve the right to terminate your booking due to sickness.



# Holidays

When you are going on holiday, please don't forget to let us know; you need to give us at least one weeks' notice for us to process your holiday pay.

The following legislation has been in effect from the 25th October 2001:

*Under the Working Time Regulations 1998, the Temporary worker is entitled to 5.6 weeks (pro rata'd) paid leave per leave year. For the purposes of calculating entitlement to leave under this clause, the leave year commences on the 1st January through to 30th December. All entitlement to leave must be taken during the course of the leave year in which it accrues, and none may be carried forward to the next year. The right to paid leave arises once the Temporary Worker has been engaged on Assignments with the Employment Business. Entitlement to paid leave accrues in proportion to the amount of the time worked by the Temporary Worker on Assignment during the leave year. The amount of the payment to which the Temporary Worker is entitled in respect of paid annual leave is calculated in accordance with and in proportion to the numbers of hours that he/she works on Assignment. Where the Temporary Worker wishes to take any leave to which he/she is entitled, he/she should notify the Employment Business in writing of the dates of his/her intended absence. The amount of notice which the Temporary Worker is required to give should be at least twice the length of the period of leave that he/she wishes to take. Unless the Employment Business informs the Temporary Worker in writing that it is not possible for him/her to take leave on the specified dates, the Temporary Worker shall be entitled to take up his/her notified leave entitlement.*



# Your Responsibility to Red Rhino Resourcing & Our Clients

We rely on you keeping in contact with us. Should any of your personal details change we need to know immediately i.e. a change of address. You must inform us in writing of any change in personal details.

We will always endeavour to find you the most suitable assignment, and once you are on assignment, we expect you to maintain a high level of professionalism and conduct.

Always be helpful and polite, dress appropriately for your booking, the better you are the more likely the client is to ask for you personally for any future bookings.

At the end of your booking, please ensure you take all your personal belongings with you and you return anything issued to you e.g. keys.

**DO NOT SMOKE IN OUR CLIENTS VEHICLES IT IS AGAINST THE LAW AND YOU WILL BE BANNED FROM THAT CLIENT FOR FUTURE WORK**

If you have any issues on site, please contact **RRR** as soon as possible.



# Health & Safety Pt.1

Please ensure you follow each client's Health and Safety Policy whilst on Assignment. We have listed below some general guidelines to help you.

**It's very important to understand that you are responsible for:**

- Your own safety
- The safety of others
- Observing the safety rules at all times
- Dressing safely for the work you do including wearing protective equipment where required
- Behaving safely e.g. not becoming involved with horseplay or practical jokes; following all rules pertaining to no smoking areas
- Reporting any medical condition that could affect the safety of yourself or others
- Ensuring you keep your work areas clear and tidy
- Disposing of waste/scrap in the appropriate receptacles
- Ensuring you only operate equipment you have been trained on and are authorised to use
- Undertaking all duties as instructed and never deviating from task
- Reporting any damage to equipment or hazard in the workplace to the correct person i.e. Supervisor or Manager of the client. Never attempt repair of defective equipment yourself.
- Reporting any accident or injury (however minor) at work to the first aider and ensuring details are entered into the accident book; please also report details immediately to **RRR**.



# Health & Safety Pt. 2

The Health & Safety at Work Act 1074 states that an employer must provide:

- A safe workplace - including safe entry and exit
- Safe equipment to work with
- Work procedures and systems that are safe to use and that cause no risk to health
- Sufficient training to allow you to work competently and safely
- Safe arrangements for using, handling, storing and moving things
- Adequate facilities and arrangements for the welfare of employees
- A healthy working environment

Watch out for signs – you must comply with these:

- Yellow and Black triangles are WARNING signs which tell you to take care 
- Green Squares show SAFE conditions 
- Blue circles with white markings give you COMMANDS, so you must obey the instruction on them 
- Red Squares show where FIRE FIGHTING equipment is located 
- Red & White Circles with a bar across them and Black markings tell you what you MUST NOT do 
- Any other Notices displayed on the premises



# Grievance Procedure

Any grievance during your assignment should be reported to your recruitment consultant at **Red Rhino Resourcing** who will take action to investigate your concerns.

All of our other policies and procedures can be found and downloaded from our website; [www.redrhinoresourcing.co.uk](http://www.redrhinoresourcing.co.uk)



# Do's & Don'ts

## Do's

- Always ensure you know where you are going for a booking. If you are at all unsure, phone the RRR and ask for directions.
- Ensure you leave plenty of time on the way to a booking so that you aim to arrive early
- If you have to arrange lifts with other workers ensure you arrange them in plenty of time and ensure you keep a note of their phone number and that they have yours.
- Take pride in your standard of work at all times.
- If you have finished your work, ensure you ask whether there is anything else you could be doing.
- Be polite.
- Before leaving bookings ensure that your timesheet has been signed for the correct hours.

## Don'ts

- Never stand around chatting – remember the client is paying for your time by the hour – I'm sure that you would find this unacceptable.
- Disclose our client names to another agency under any circumstances.
- Get into a confrontation with the client or others on site.
- Consume/ be in possession of alcohol on duty, this is a sacking offence.
- Walk off site without permission from the client; if you are unhappy for any reason, speak to the office first.
- Never use abusive or threatening language to anyone on site.



# RED RHINO AVONMOUTH

Office address;

Richmond House, Avonmouth Way,  
Avonmouth, BS11 8DE

- 01174 037903 - Office Telephone Number
- 07761 800918 - 24HR Emergency Contact Number

# RED RHINO SOUTH WALES

Office address;

Wern Trading Estate, Celebration Trebor Building  
Rogerstone, NP10 9FQ

- 01495 368018 - Office Telephone Number
- 07927 683867 - 24HR Emergency Contact Number

