

Ultimate Recruitment Candidate Briefing Policy

Getting Booked for Work

Please observe the following guidance, which will significantly improve your chance of getting and keeping regular work.

Appearance / Personal Hygiene

Your appearance and personal hygiene are of vital importance to our clients and their customers. During the briefing for each job assigned to you, you will be told the appropriate attire to wear.

Availability / Reliability

It is important to speak to the office regularly so we can track your availability. Days off, or any changes to your availability, should be notified to the office at the earliest opportunity, and at least 7 days in advance. This allows us to allocate work more effectively and ensure you receive the continuity of work you require.

Attitude / Customer Liaison

You are the interface between us and our clients, as well as the client and its customers. It is essential you maintain a polite and cooperative manner at all times.

If you ever feel stressed, unhappy, or foresee a potential disagreement, please call us first so we can help you resolve the situation professionally.

Communication

The flow of information from you is vital in maintaining a good relationship with clients, their customers, and your Ultimate office.

Key expectations:

- Inform the office immediately if you are going to be late for a job or cannot find the client's site.
 - Inform the office if something unexpected happens overnight that may prevent you from getting to work on time or attending at all.
 - Contact the client if you foresee a problem with your work. Always let the client decide what action to take.
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Health and Safety

It is important to us and our clients that you work safely and without risk of injury to yourself or others. Please ensure you understand all site H&S rules prior to work and when conducting any manual handling.

Smoking or vaping is only allowed in designated areas on site.

Driver-facing cameras may be present in client vehicles for safety purposes. They are there to alert the team to any dangers, including ill health or fatigue.

Pre-drive and post-drive checks must be completed each shift, with a minimum of 15 minutes allocated for each.

Please be mindful of infringements. Excessive infringements may result in not being offered further shifts.

Many customer vehicles deploy Microlise telematics for tracking and efficiency monitoring, including:

- Over speeding
 - Excessive revving
 - Harsh braking
 - Fuel consumption
 - Engine idling
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Daily Operational Procedures

Present to the customer on time, in the correct dress, and with enthusiasm for the day's work. Act like a professional and you will be treated as a professional.

Before leaving the customer's site, obtain:

- The contact number for your place of work
- Your timesheet for the day, checked and understood

At the end of your shift:

- Report to the client supervisor, return any equipment, and get your timesheet signed
- Contact us if there are any queries or if you feel the customer is unhappy

Communication is vital. If at any time you feel stressed or unsure what to do, call us.

Holidays (PAYE Only)

You are entitled to a minimum of 28 days paid holiday each year, inclusive of official public holidays, available from day one. Holiday pay can only be paid up to the amount accrued and is based on a 52-week average per HMRC guidelines.

Your holiday year runs from the month you start work. You cannot carry holiday over from one year to the next and are not entitled to pay-in-lieu except on termination. The maximum continuous holiday period allowed is 10 days.

Holiday requests must be made in writing using a Holiday Request Form or by email, giving notice of double the time off required (minimum one week's notice). Authorisation is based on a first-come, first-served basis.

Unauthorised absence will not be paid and must be explained.

How to Report Sickness

If you are unable to come to work due to sickness or injury, you must inform us as soon as possible and no later than 2 hours before your shift time. Contact your manager via telephone; if unreachable, send a text message.

If sickness continues for more than seven days, you must provide a doctor's medical certificate or statement of fitness for work. Further certificates must cover any continued absence.

If adjustments are recommended by your doctor to facilitate a return to work, you are required to cooperate with us regarding possible implementation.

Declaration

I confirm that I have received, read and understood the terms set out in this candidate briefing and I accept them in their entirety. I confirm that I shall be bound by these terms during the period in which I accept any work offered to me by Ultimate Recruitment (Midlands) Ltd.

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