



EMPLOYEE

# HANDBOOK

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2026-2027

# Welcome

Thank you for joining Snuggle Staffing, a specialist agency supporting the healthcare sector

We recognise that our success depends on you. That is why we strive to build a strong working relationship with our Flexible Employees. We want you to feel part of our valued team.

## Terms of Employment

This handbook is designed to give you details of the terms and conditions you will be working to at Snuggle Staffing. It should be read in conjunction with your terms of employment of which it forms a part. Should you require any further information about the matters covered in this handbook, your terms of employment or any other matters concerning your employment with Snuggle Staffing, you should contact your local Snuggle Staffing branch who will be happy to help.

If you need any help or information while you are working for us, don't hesitate to contact us. Details of all Snuggle Staffing policies are available at [www.snugglestaffing.com](http://www.snugglestaffing.com) or via your Snuggle Consultant. All policies are non-contractual and may be varied by Snuggle Staffing from time to time. Snuggle Staffing reserves the right to depart from the precise components of any policy or procedure where it is appropriate to do so. It is your responsibility to keep up-to-date with Snuggle Staffing policies and procedures.



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## Terms of Employment

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# Time Records and Pay

## Recording Hours Worked

Before you start your first assignment with Snuggle you need to download the 'Isimio' App, you will also receive log in details to access the Isimio Portal. Each day, record the hours you work via the app or portal, the Client will then approve your hours via their portal. Remember, it is your responsibility to follow the correct procedures and failure to do so may result in delay or error in processing your pay.

Alternatively, you may be asked to use attendance sheets, other Time and Attendance systems, swipe cards or some other method to record your start/ break/finish times. In some cases you will also be asked to register your department and/or category of work. Full instructions will be provided by your Snuggle branch.

## Hours of Work

You will be told how many hours you are expected to work, before your assignment begins. Any changes MUST be agreed with your Snuggle branch.

The hours of work applicable to any assignment will be notified to you in advance of the assignment start date. In terms of the Working Time Regulations

1998 and Working Time Regulations (Northern Ireland) 1998 (as applicable) you are entitled to a break of 20 minutes if you work more than six hours on a continuous basis. If, while working with a Client, you are not provided with your statutory rest breaks, you should raise this immediately with your Snuggle branch.

## Timekeeping

Always arrive for work BEFORE the time you are due to start, and call your Snuggle branch if you are caught in traffic.

Punctuality is very important. On the first day of an assignment we recommend that you always allow for unexpected delays and aim to arrive in good time ready to commence work. If you anticipate being late at any time, contact your Snuggle branch immediately

## Overtime

If overtime is anticipated you will normally be told in advance. If you are asked to work any hours different to those notified at the start of the assignment, please tell your Snuggle branch who will confirm the arrangement and the rate of pay. Additional hours are not always paid at a higher rate.

## Absence from Work

Always call the branch if you are unable to attend work, for any reason.

If you are absent from work for any reason you must inform your Snuggle branch prior to your agreed start time on your first day of absence and on any subsequent days of absence.

Absence for holidays, Jury Service, Military Service or other reasons should be agreed in advance with your Snuggle branch who will advise you of the procedure to be followed.

You should try to ensure that, wherever possible, any medical or dental appointments are made outside your normal working hours.

# Holidays

Under the Working Time Regulations 1998 and Working Time Regulations (Northern Ireland) 1998 (as applicable) you qualify for paid holiday. Your holiday entitlement is 5.6 normal working weeks (28 days if your normal working week is 5 days) paid holiday in each holiday year. This includes public holidays.

Your holiday year will be the 12 month period starting 1st April and ending 31st March each year. If your employment begins or ends part way through the holiday year your holiday entitlement for that year will be assessed on a pro rata basis.

You may only take paid holiday to the extent that you have accrued it by your period of continuous work. If, on the termination of your employment, you have taken holidays in excess of the statutory holiday entitlement which has accrued to you at that time, you will be required to repay Snuggle Staffing the over payment.

Applications for holiday must be requested through your Snuggle branch and authorised by the Client. If you wish to take paid holiday you must give four weeks written notice of the proposed holiday dates to your Snuggle branch. Snuggle may refuse a request for specific holiday dates at any time up to two weeks before the first date to which the request relates.

Snuggle may require you to take part or all of any untaken holiday entitlement by giving you not less than two weeks notice. All holidays must be taken in the holiday year in which they accrue and cannot be carried over to the next holiday year.

## Sickness

If you are sick for more than three consecutive days, subject to certain conditions and the Snuggle Sickness Absence Policy, you may be entitled to Statutory Sick Pay. Details are contained in your terms of employment and in the Policy

## Your Pay

**Your pay will go directly into your bank account.**

We know how important it is to be paid promptly so, have set out appropriate timesheet procedures to support timesheet completion and return to us as instructed. Where timesheets are not returned to us we will seek to obtain satisfactory evidence that you did indeed work. Once such evidence is obtained, you will be paid directly by credit transfer into your bank or building society account on the Friday following the week you worked or the week evidence of your work was obtained. Full payment details will appear in your pay advice.

## Pay Advice Slips

Your pay advice slip will be sent to you using the e-mail address you provided in your registration details or CV, unless you inform your Snuggle Staffing branch that you wish to receive a paper copy.

E-mail payslips will be sent out on a Thursday each week. Printed payslips can be sent out each Friday via second class post to your registered home address.

You must inform your Snuggle branch of any changes to your postal or e-mail address. A minimum of seven days is required to enable Snuggle to update your details.

## Tax and National Insurance

**We have to deduct tax and national insurance from your pay.**

We have a legal obligation to deduct PAYE and NIC from your pay. You will be asked to complete a New Starter Declaration before you start any assignment, to avoid paying more tax than necessary you can also provide your P45 (from your last employer). It is possible to set up a Personal Tax Account (PTA) with the HMRC to manage your PAYE account. Please refer to the HMRC website for more details.

## Tax Code Queries

Once you have supplied us with your tax documents, and started working, any queries relating to your tax code should be directed to:

### HMRC

Pay As You Earn  
PO Box 1970  
Liverpool  
L75 1WX  
Tel: 0300 200 3300

Please quote reference no 120/RE85216 and also your Flexible Employee Reference number, which is on your pay advice slip.

## P45s

Should you wish to resign from flexible employment with Snuggle Staffing, please request your P45 from your branch. Temporary Payroll at Head Office are not able to process such requests directly.

## Agency Workers Regulations (AWR)

With respect to the Agency Worker Regulations 2010 and Agency Worker Regulations (Northern Ireland) 2011 as applicable. From Day 1 of your assignment to a Client you are entitled to access any collective facilities and amenities, such as a canteen and car parking, at the Client's premises (subject to any criteria the Client imposes on its own employees). You are also entitled to information regarding any relevant vacant posts with the Client although this does not mean you have any automatic right to be appointed to a permanent job by the Client.

After achieving a 12 week qualifying period you may be eligible for rights under the AWR with respect to parity of pay and terms with permanent employees of the Client. Snuggle Staffing will advise you of any change to your pay and conditions as a result of qualifying.

In order that we can ensure you receive your AWR rights you should tell us about any periods where you have been engaged by a Client through any other temporary employment business. If you fail to provide us with this information it may impact or delay the application of your AWR rights.

If you believe you have not been afforded your rights under AWR or have any concerns you should contact your branch in the first instance.

# Pensions

As part of the wide range of benefits of working with Snuggle Staffing, we are pleased to be using NEST: Pensions as our Auto Enrolment provider.

Adopting a straightforward and transparent approach that removes the burden and potential confusion of choice, NEST Pensions makes running a pension simple and cost effective

## Simple

NEST: Pensions keep things simple by relieving you of the burden of choice. They also make it easy for you to keep an eye on things and monitor your pension scheme online.

## Portable Plan

If you have pension savings from previous jobs or personal pensions, you can easily transfer these into your NEST: Pensions plan. This can be done online for free.

## Additional Contributions

To help boost your retirement pension you can also pay Additional Voluntary Contributions (AVCs) on top of the minimum contributions required. Remember that all contributions benefit from full tax relief.

## Additional Benefits

You'll benefit not only from your own contributions but with Auto Enrolment, you'll also benefit from employer contributions and tax relief as well - making your pension pot even bigger.

## Additional Benefits

NEST is one of the UK's largest workplace pension providers and was established by the UK Government to support automatic enrolment. It is run by Nest Corporation, a public body accountable to Parliament through the Department for Work and Pensions, and operates with no shareholders, meaning it is run solely in the interests of its members. Since its launch in 2011, NEST has grown to serve over 13 million members and manages tens of billions of pounds in retirement savings, making it one of the fastest-growing pension schemes in the UK



**Making  
pensions  
simple**



For further information or any questions, please contact NEST: Pensions on:

**0300 020 0090**

Or visit [www.nestpensions.org.uk](http://www.nestpensions.org.uk)

# Working With Us

Snuggle Staffing's expectations of your conduct

## Our Reputation

Snuggles ability to offer you suitable assignments depends on our continued reputation for high quality and reliability. Please remember to maintain a high standard of professional conduct and to do your best to promote the interests of Snuggle Staffing at all times.

## Entitlement to Work in the UK

**You must be legally entitled to work in the UK.**

You must confirm that you are legally entitled to work in the UK. If Snuggle Staffing discovers that you do not have permission to live and work in the UK, or if your permission to do so is revoked or expired, Snuggle Staffing will be entitled to terminate your employment immediately without giving you any notice or paying you in lieu of notice. Snuggle Staffing can do so in those circumstances without giving you any warning in terms of the disciplinary procedure. If there are any changes to your visa or other permissions to work in the UK, you must inform your Snuggle branch immediately

## Outside Employment

If you wish to undertake outside employment then you must inform Snuggle Staffing in order to meet Working Time Regulation requirements. The work undertaken must not be in competition with the business of the Client, must not affect the performance of your duties and must not prevent you from being available to accept assignments.

## Changes to Circumstances

If your details or circumstances change - tell us first.

To help us offer you the most suitable assignments, please inform us immediately of any change in your circumstances. This may be a new skill you have acquired, or perhaps a change of address, phone number, e-mail address, bank account, mobility or your availability for work.

If seeking assignments requiring any licence or permit, for example as a driver, you must inform us immediately of any changes to your licence.

You must also tell us if there is a change to your health and fitness compared to the information provided by you at registration. If you become pregnant, you should inform your Snuggle branch who will provide you with a copy of the Maternity Policy.

## Scope of Assignment

If you are asked to do additional tasks - please let us know straight away. While on an assignment, you must not carry out any job functions or tasks that are outside the scope of your assignment as notified to you. If, whilst working on an assignment, you are requested by the Client to carry out a task outside this scope, please contact your Snuggle branch immediately.

## Personal Appearance

Snuggle Flexible Employees are renowned for maintaining a high level of personal appearance and dress at all times. Presenting a professional image is very important. In particular, you should follow all instructions from the Client regarding uniforms, safety equipment and PPE, special grooming, appearance or conduct, specifically with reference to health, safety and hygiene.

If dressed inappropriately you may be sent home and required to return suitably attired. In such circumstances, no payment will be made for time spent away from work. In circumstances where you consider that observing the dress code may contravene principles regarding discrimination, you should contact your Snuggle branch in order to discuss the issue.

## Personal Appearance - Catering

Flexible Employees working in a catering environment may be required to wear a uniform provided by the Client whilst on Assignment for health and hygiene reasons. In the event the Client has any specific dress code requirements we will advise you before you commence the Assignment.

## Employment by Client

If you are looking for permanent employment you are in the ideal position as a Snuggle Staffing flexible employee. Not only do our Clients often offer permanent work to people who perform well, but you also have the ideal opportunity to try a job before you commit yourself. If you are offered a permanent job by any Client please let your Snuggle branch know immediately.

## Conduct

Don't forget - you're representing Snuggle Staffing at all times.

Please conduct yourself professionally at all times. Be polite and aim never to cause offence or misunderstanding. Remember that when on assignment you are our ambassador. Future Client assignments may depend on your conduct.

It is not possible to provide a comprehensive list of rules as to how you should conduct yourself, but the following list outlines normal rules and practices to be followed:

- Co-operate with the Client, its employees and other workers. Accept the direction, supervision and instruction of any responsible person in the Client's organisation.

- Observe any rules and regulations of the Client's workplace to which your attention has been drawn or which you might reasonably be expected to anticipate or find out.
- Treat with courtesy and respect the Client and all fellow employees
- Conform to the normal hours of work for the Client's workplace (unless alternative arrangements have been made in advance by your Snuggle branch and the Client).
- Take all reasonable steps while working for the Client to safeguard your own safety and the safety of any others who may be present or affected by your actions during the assignment and comply with the Health and Safety Policy of the Client
- Do not engage in any conduct detrimental to the interests of the Client.
- Do not use any motor vehicle or any mechanised equipment in connection with any assignment unless proper insurance cover is in force for such use
- You shall indemnify and keep indemnified Snuggle Staffing against loss or liability incurred directly or indirectly by Snuggle arising out of any such use.

## Property & Resources

Flexible Employees are asked to respect Snuggle and Client property at all times and ensure the cost conscious use of telephones, stationery etc. Telephones, fax machines and internet/e-mail facilities, etc., must not be used for personal use unless prior authorisation has been obtained from the Client. No personal files, messages or other information should be saved on Client computers. Misuse of Snuggle or Client resources may be treated as a disciplinary matter.

## Security

Please ensure that you comply with Client security measures at all times, including any instructions relating to the wearing of security badges or identity cards.

You may be provided with items such as keys and access cards as are necessary to gain access to parts of the Client's premises. These items remain the property of the Client and should be returned as requested or on termination of your assignment.

Please keep confidential information, valuables, equipment and materials adequately secured at all times.

You must never be in unauthorised possession of any property, including cash, belonging to the Client, your colleagues or Snuggle Staffing.

Report suspicious incidents or loss of items immediately to your Snuggle branch.

## Stop & Search

Snuggle Staffing and the Client reserve the right to stop and search fully any Flexible Employee (or their vehicles), both prior to entry and before exit from the working location, using whatever reasonable means are at their disposal. Access may also be denied to the working location as part of the Stop and Search Policy.

It is part of your terms of employment that, you must comply with a random stop and search request. Failure to comply may result in disciplinary action and may lead to summary dismissal.

**A search may be made of your office, desk, filing cabinet, car, bag or person.**

## Smoking

The Smoke-free Regulations 2007 make it illegal to smoke in all enclosed or substantially enclosed public places and workplaces. You must adhere to the Client's smoke free policy. Failure to do so may be treated as a disciplinary matter. You must also comply with any restrictions regarding the use of electronic cigarettes

## Alcohol and Substance Abuse

Snuggle Staffing regards drunkenness or disorderly conduct (including being under the influence of alcohol, unauthorised substances, misusing substances or misusing prescribed medication) whilst at work, on Snuggle or Client business or otherwise on Snuggle's or a Client's premises, as being gross misconduct for which you can be dismissed summarily.

Snuggle Staffing and the Client reserve the right to test any Flexible Employee both prior to entry and before exit from the working location, for the presence of alcohol or other substances in the body, using whatever reasonable means are at their disposal. Should alcohol, unlawful or misused substances be present the assignment will be immediately terminated and you may be summarily dismissed from your employment with Snuggle.

It is part of your terms of employment that, if you are asked to take part in a random alcohol or substance test this is complied with. Failure to comply may result in disciplinary action which could lead to summary dismissal.

You should inform your Snuggle branch of any prescribed drug you are taking or course of treatment you are following which may have an impact upon your ability properly to perform your job (e.g. by making you drowsy or affecting concentration). It is your responsibility to ensure that your practitioner/ pharmacist is aware of the requirements of your job.

Snuggle Staffing regards the selling, purchasing, use or possession of any illegal substance whilst at work, on Snuggle Staffing or Client business or otherwise on Snuggle's or a Client's premises, as gross misconduct for which you may be summarily dismissed. Snuggle reserves the right to inform the police of any such behaviour.

## **Equipment & PPE**

If, as a matter of convenience, you are provided with any tools or equipment by Snuggle Staffing or a Client for the purposes of an assignment, you shall be responsible for the security and condition of such tools or equipment. If any tools or equipment are damaged or lost whilst in your care, you will be responsible for the cost of any necessary repairs or replacement.

You will pay Snuggle the cost of repair or replacement where the tools/equipment belong to Snuggle. Or you will pay Snuggle an amount equivalent to any charge made to Snuggle by the Client where the tools/equipment belong to the Client. Snuggle Staffing may, if it wishes, obtain part or all of such payment by making deductions from pay due to you under the terms of your terms of employment.

You may be required to wear personal protective equipment (PPE). If required PPE will be supplied free of charge and must be worn when necessary. Should you fail to return any PPE provided at the end of your assignment, in good condition allowing for fair wear and tear, the replacement cost may be deducted from any money owed.

## **Night Working**

If you are classed as a night worker, you are entitled to request a health screening questionnaire from your Snuggle Staffing branch in order to identify any potential risks to your health of such work. If your health changes after you have filled out a questionnaire, you may ask for and fill out a further questionnaire. If you are in any doubt as to your status, you should ask your Snuggle Staffing branch.

## **Driving Fines & Penalties**

You will be personally liable for any fines or penalties incurred due to driving offences for which you are responsible, including parking fines for any reason, whilst using Client or company vehicles whether on public roads or private premises. Failure to pay any fines within the required timescale may lead to disciplinary action. Any fines or penalties that are levied via a Client or not paid by you within the required timescale, or are outstanding at the time you leave Snuggle may be subject to an administration charge. Both will be deducted from any monies due to you.

## **Road Traffic & Accidents in the Workplace**

All accidents, no matter how small, must be reported in accordance with the Client's accident reporting procedures and directly to your Snuggle branch as soon as possible.

## **Publicity**

Should you be contacted by any section of the media in relation to your employment with Snuggle or any assignment through S, you will inform your Snuggle branch immediately before making any response. In no circumstances should Snuggle or any Client's name be identified in any statement, interview or other communication.

# Our Policies

## Equality at Work

Snuggle Staffing is committed to the principle of equality in the workplace. The same applies to the way Snuggle's recruitment services are offered to Clients and Flexible Employees.

Entry to and promotion within Snuggle are determined solely by the application of objective criteria and personal merit.

No Flexible Employee of Snuggle Staffing will be treated less favourably than another on grounds of age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation or trade union involvement.

This statement has been drawn up to ensure that employees comply with all legal requirements and understand the main points of the relevant legislation, to prevent discrimination.

A copy of the full Equality Policy is available from [www.snugglestaffing.com](http://www.snugglestaffing.com) or via your Snuggle Representative.

## Dignity at Work

As part of its overall commitment to equal opportunities, Snuggle is fully committed to promoting a harmonious working environment. Every Flexible Employee has the right to be treated with respect and dignity, in an environment free from harassment, victimisation and bullying, whether it is related to disability, race, gender, health, social class, sexual preference, marital status, nationality, religion, employment status, age or membership or non-membership of a trade union.

A copy of the full Dignity at Work Policy is available from [www.snugglestaffing.com](http://www.snugglestaffing.com) or via your Snuggle Representative.

## Public Interest Disclosure

We take malpractice seriously.

You can obtain a copy of the Public Interest Disclosure Policy from [www.snugglestaffing.com](http://www.snugglestaffing.com) or via your Snuggle Representative. Snuggle Staffing encourages Flexible Employees to raise genuine concerns about malpractice at the earliest practicable stage rather than wait for proof. Malpractice within the Company is taken very seriously.

In the first instance any concerns should be raised with Snuggle Staffing Employee Relations by telephoning 0113 873 0900 or by e-mail to [ollie@snugglestaffing.com](mailto:ollie@snugglestaffing.com)

## Data Protection

Snuggle Staffing is committed to complying with not only to the letter of the law relating to data protection, but also to the spirit of the law and places high importance on the correct, lawful, and fair handling of all personal data, respecting the legal rights, privacy, and trust of all individuals with whom it deals with. You will be given appropriate data protection training and a copy of Snuggle's Privacy Notice.

If you become aware of a data breach or suspected data breach please report it immediately to [ollie@snugglestaffing.com](mailto:ollie@snugglestaffing.com) Additionally if you wish to exercise your data subject rights please contact [ollie@snugglestaffing.com](mailto:ollie@snugglestaffing.com)

# Family Friendly Arrangements

## Maternity Leave & Pay

You can obtain a copy of the Maternity Policy from [www.snugglestaffing.com](http://www.snugglestaffing.com) or via your Snuggle Representative. The Maternity Policy describes the rights of female Flexible Workers to a number of maternity benefits. The benefits include time off work for antenatal care, maternity leave and maternity pay.

## Adoption Leave & Pay

You can obtain a copy of the Adoption Policy from [www.snugglestaffing.com](http://www.snugglestaffing.com) or via your Snuggle Staffing Representative. The Adoption Policy describes the rights of Flexible Workers to a number of benefits in respect of their adoption of a child.

## Paternity Leave & Pay

You can obtain a copy of the Paternity Policy from [www.snugglestaffing.com](http://www.snugglestaffing.com) or via your Snuggle Representative. The Paternity Policy describes the rights of Flexible Workers to receive paternity leave and pay on either the birth or adoption of a child.

## Shared Parental Leave & Pay

You can obtain a copy of the Shared Parental Leave Policy from [www.snugglestaffing.com](http://www.snugglestaffing.com) or via your Snuggle Representative. The Shared Parental Leave Policy describes the rights of eligible mothers, fathers, partners, adopters and surrogate parents who can choose how to share time off work after their child is born or placed via an adoption or surrogacy arrangement.

## Parental Leave

You can obtain a copy of the Parental Leave Policy from [www.snugglestaffing.com](http://www.snugglestaffing.com) or via your Snuggle Representative. The Parental Leave Policy describes the rights of Flexible Workers to take parental leave.

## Dependant Care Leave

You can obtain a copy of the Dependent Care Leave Policy from [www.snugglestaffing.com](http://www.snugglestaffing.com) or via your Snuggle Representative.

## Parental Bereavement Leave

Snuggle Staffing is committed to supporting our flexible employees by ensuring bereaved parents can take parental bereavement leave following the loss of a child. You can obtain a copy of the Parental Bereavement Leave Policy from [wwwsnugglestaffing.com](http://wwwsnugglestaffing.com) or via your Snuggle Representative.

## Flexible Working

You can obtain a copy of the Flexible Working Policy from [www.snugglestaffing.com](http://www.snugglestaffing.com) or via your Snuggle Representative.

# Discipline and Grievances

## Disputes

### Working in harmony

No dispute between any Flexible Employees shall be permitted to occur either on Snuggle Staffing or Client premises. Snuggle requires that each Flexible Employee will at all times work in harmony with work colleagues.

It is expected that Flexible Employees will maintain a good working relationship with colleagues at all times, complying with all procedures including the Dignity at Work and Equality Policies. If you have a concern or complaint relating to your employment you should raise the matter under the Grievance Procedure.

## Disciplinary Policy and Procedure

### Purpose

Snuggle Staffing is committed to behaving fairly and consistently towards all Flexible Employees when investigating and dealing with alleged instances of unacceptable conduct or performance. To promote that purpose Snuggle Staffing has developed a procedure for disciplinary matters. It does not form part of any statement of terms of employment unless required to do so by law. Snuggle Staffing reserves the right to depart from the precise components of its disciplinary procedure where it is appropriate to do so.

All cases of misconduct or poor performance must be dealt with in accordance with a fair procedure.

The aims of the policy are:

- To be consistent in the treatment of comparable cases.
- To allow for careful investigation before penalties are applied.
- To aim to correct behaviour where possible.
- To deal rapidly and effectively with misconduct and incapability.
- To be fair to all Flexible Employees at all levels of the organisation in disciplinary matters.

This policy is applicable to all Snuggle Staffing Flexible Employees. It may be varied by Snuggle Staffing from time to time.

## Procedure

### Informal Stage

In some instances Snuggle may consider that there is no need to take formal disciplinary action, and that it is sufficient to counsel you where conduct or capability are considered to be unsatisfactory. Such counselling will still be documented in your personnel records.

### Formal Stage

When disciplinary matters require a hearing to be held, whenever practicable you will be given reasonable notice and those concerned will be informed in advance of the matter(s) to be discussed. You will receive a letter inviting you to attend the disciplinary hearing. This letter will set out the matters to be discussed at the hearing and any alleged conduct which led to disciplinary action being taken. You will be notified of the possible consequences (including where appropriate the risk of dismissal). You must take all reasonable steps to attend the meeting. If you cannot attend the hearing you should notify the appropriate Snuggle manager and an alternative time will be arranged. A failure to attend with no good reason may be treated as misconduct in itself. If you fail to attend without good reason, or are persistently unable to do so (for example for health reasons), we may have to take a decision based on the available evidence.

At any formal disciplinary hearing, you have the right to be accompanied by a Snuggle Staffing Flexible Employee or Trade Union representative. You will be entitled to hear details of any complaint made, and to examine any relevant documents prior to the disciplinary hearing. You will be given an opportunity to respond to the matters raised prior to a final decision being made. At the conclusion of each stage, you will be given a letter recording the outcome of the hearing and the means of appeal.

No disciplinary sanction will be imposed on you until the case has been investigated.

You may be suspended with pay pending the conclusion of the investigation and/or disciplinary procedure, without prejudice.

You will not normally be dismissed for a first breach of discipline except in the case of gross misconduct. The penalty for gross misconduct may be dismissal without notice and without payment in lieu of notice.

### **You will have the right to appeal against any disciplinary penalty imposed.**

An appropriate Snuggle Staffing manager or consultant will conduct the disciplinary hearing. They will then make the decision on the level of disciplinary action to be taken.

A disciplinary penalty may be introduced depending on the seriousness of the offence. Any further incident of misconduct or under-performance which takes place within the lifetime of a previous warning is likely to result in a more serious penalty being imposed, even if the nature of the second offence is different from the previous one.

Snuggle Staffing has the right to determine what disciplinary action is appropriate based on the facts of each case. Not all available forms of discipline are appropriate to every disciplinary situation, and it is not required that Snuggle Staffing treat each form of discipline as a step in a series to be followed with an employee before termination. Snuggle Staffing's practice of employee discipline does not imply that "progressive" discipline is required. All cases of disciplinary action under this procedure will be recorded and placed in Snuggle Staffing's records. A copy of Snuggle Staffing's relevant records will be supplied at your request.

The following procedural stages apply to offences other than gross misconduct:

### **Stage 1 - First Written Warning**

If conduct or performance does not meet acceptable standards, you will normally be given a first written warning. Such a warning will set out the precise details of the offence, the length of time the warning will remain on file, the improvement in conduct or performance required and the time scale if applicable. It will also set out the likely consequences of further offences and what action will be considered if there is no satisfactory improvement. You will also be notified of the right of appeal. A letter informing you of the first written warning will be sent to you and kept on your personnel file at Snuggle Staffing.

### **Stage 2 - Final Written Warning**

If there is still a failure to improve conduct and/or performance and these remain unsatisfactory, or alternatively if the misconduct and/or performance is sufficiently serious to warrant only one final written warning (but insufficient to justify dismissal) then a final written warning will be issued to you. A final written warning can also be given for an accumulation of minor offences for which a first written warning may not have already been issued. The warning will, if appropriate, refer to any previous disciplinary action and will state the consequences of failure to improve as required and the length of time the warning will remain on file. You will also be notified of the right of appeal. A letter informing you of the final written warning will be sent to you and kept on your personnel file at Snuggle Staffing.

### **Stage 3 - Dismissal**

If conduct and/or performance remains unsatisfactory and you still fail to reach the prescribed standards then dismissal will normally result. This stage of the disciplinary procedure will normally be carried out by a Snuggle Staffing manager. The reason(s) for dismissal will be specified and communicated to you and where appropriate, reference will be made to any previous disciplinary action taken. The dismissal notice will indicate the effective date of termination of employment together with the right of appeal. Dismissal at this stage will normally be with notice or pay in lieu of notice. A letter informing you of the termination of employment will be sent to you and kept on your personnel file at Snuggle Staffing.

## **Gross Misconduct**

You will not normally be dismissed for a first offence except for instances of gross misconduct.

The following list provides examples of offences, which are normally regarded as gross misconduct. This list indicates the type of offences that constitute gross misconduct but is not exhaustive. An act of gross misconduct will normally warrant summary dismissal without the normal period of notice or payment in lieu of notice.

## Gross Misconduct

- Falsification of records, or documents including those relating to the attendance or timekeeping of any employee.
- Fighting or acts of violence or intimidation.
- Refusal to comply with or deliberate disregard of Health and Safety regulations.
- Persistent refusal to obey reasonable instructions given by a line manager.
- Wilfully endangering others. Serious misrepresentation on the flexible employment application.
- Unauthorised possession of Snuggle/Client property or property of third parties.
- Serious negligence which causes unacceptable loss, damage or injury.
- Conduct which could bring Snuggle/Client into disrepute.
- Theft, attempted theft or wilful damage to Snuggle/Client property, or property belonging to any individual.
- Failure to maintain the correct frequency of contact with Snuggle whilst between assignments.
- Being drunk and disorderly, or under the influence of alcohol whilst on Snuggle/Client premises or business.
- Being in possession or under the influence of illegal substances or under the influence of misused prescribed medication whilst on Snuggle/Client premises or business.
- Unauthorised disclosure of any Snuggle/Client information. Serious and/or persistent harassment or discrimination or bullying whether sexual, racial or otherwise.
- Serious act of insubordination or insulting, abusive or indecent behaviour.
- Convictions for any offence affecting staff or external relations which amount to a breach of trust.
- The abuse or misuse of Snuggle/Client internet or e-mail systems, including copyright infringement, distribution of obscenity, libel, slander, fraud, defamation, plagiarism, harassment, intimidation, forgery, impersonation, soliciting for illegal pyramid schemes and computer tampering (e.g. spreading of computer viruses).
- Unreasonable refusal of a suitable assignment

## Performance & Capability

With reference to capability and performance, standards in terms of quality and quantity of work will be discussed and set down between you and the Client line manager or your Snuggle Staffing contact for each assignment. Incapability by you may be regarded as justification for dismissal without formal warnings.

## Appeal Procedure

If you have been given a formal warning or have been dismissed with or without notice you will be entitled to appeal where reasonably practicable to the next level of management.

Appeals must be lodged with Snuggle Staffing within five working days of receipt of any formal warning or notice of dismissal.

If your warning was issued by the Snuggle Staffing branch, you should lodge your appeal in writing with Employee Relations at Snuggle's Head Office address: Snuggle Staffing Ltd, 1st Floor, East Suite, Salts Mill Road Waterfront, Shipley BD17 7TD

Reasons for the appeal must be stated. Mere disagreement with the disciplinary action taken will not be considered as a suitable basis for an appeal.

All appeals will be considered as quickly as possible. The decision made on appeal will be final and will be given to the Flexible Employee in writing within 10 days of the appeal hearing.

Please note that this appeals procedure relates specifically to the outcome of a disciplinary hearing and must not be confused with the grievance procedure, which relates to concerns raised by you about your job.

## Performance & Capability

### Purpose

Snuggle Staffing recognises that from time to time Flexible Employees may wish to seek redress for grievances relating to their employment. Snuggle Staffing has a responsibility to ensure that any grievance that is raised is dealt with promptly.

The aim of this grievance procedure is to provide a process by which a Flexible Employee may raise a grievance and where necessary to enable the aggrieved person to appeal to the second level of management. The ambition of the procedure is to settle any grievance or issue as near as possible to the point of origin.

Snuggle's policy is to encourage free communication between Flexible Employees and their line managers/Snuggle to ensure a speedy resolution to disputes. This procedure is applicable to all Snuggle Flexible Employees

## Procedure

The grievance procedure does not form part of your terms of employment unless required to do so by law. Snuggle may adopt any procedure that it considers suitable to the circumstances. If you have a grievance about your employment/assignment you should discuss it informally with your Snuggle branch. We hope that the majority of concerns will be resolved at this stage.

### Stage 1

If the matter is not resolved to your satisfaction, you should put your grievance in writing to Employee Relations at Snuggle's Head Office address:

Snuggle Staffing Ltd, 1st Floor, East Suite, Salts Mill Road Waterfront, Shipley BD17 7TD or by e-mail to [ollie@snugglestaffing.com](mailto:ollie@snugglestaffing.com)

They will escalate your grievance to the appropriate Snuggle manager. Your grievance should set out the nature of the complaint including any relevant facts, dates and names of individuals involved so that we can investigate it. The Snuggle manager will invite you to attend a meeting to discuss your grievance. You must take all reasonable steps to attend the meeting. At any formal grievance hearing, you have the right to be accompanied by a Snuggle work colleague or Trade Union representative. If you cannot attend the hearing you should notify the appropriate Snuggle manager and an alternative time will be arranged. If you fail to attend without good reason, or are persistently unable to do so (for example for health reasons), we may have to take a decision based on the available evidence. The Snuggle manager will give his/her decision within 10 working days of the grievance being heard. Snuggle is committed to hearing and resolving all disputes as quickly as possible. If the grievance involves a Client employee then the Client will be consulted as part of the procedure.

## Stage 2 (Final Stage)

If you are dissatisfied with the outcome of your grievance you may appeal in writing to the next level of management. Your appeal must be sent within 5 working days of your receipt of the response to your Stage 1 grievance. Your appeal should outline clearly the nature of the grievance and in what way you believe the matter was not satisfactorily addressed at Stage 1.

The manager considering the appeal will review:

- The information you have presented and the reasons you give for progressing the grievance to Stage 2.
- The procedure that was followed at Stage 1.

Normally within 10 working days of receiving the appeal, the manager will hold an appeal hearing. This timescale can be extended if required. You must take all reasonable steps to attend the meeting. At any formal grievance hearing, you have the right to be accompanied by a Snuggle Staffing work colleague or Trade Union representative.

After hearing your appeal the manager will advise you in writing of his/her appeal decision, normally within 10 working days of hearing the appeal. If it is not possible to respond within the specified time period you will be given an explanation for the delay and told when you can expect a response.

**The appeal decision is final.**



# Health and Safety

## Health & Safety Policy

As a company, Snuggle Staffing has an excellent record of accident prevention and it is our aim to maintain this record by ensuring the health and safety of Flexible Employees, Clients, representatives and visitors. It is Snuggle Staffing's policy to make sure that health and safety provision is made for the Flexible Employees it supplies. In order to achieve this, it is necessary to obtain full support from every Flexible Employee and Client.

Snuggle Staffing undertakes to:

- Request Flexible Employees and Clients co-operate with Snuggle Staffing and with each other in order to promote safety and reduce hazards.
- Request that Clients give details of specialist skills or qualifications required to carry out an assignment together with Health and Safety information.
- Pass to the Flexible Employee all information provided by the Client on Health and Safety issues connected with the assignment.
- Require the employee to adhere to the Client's Health and Safety Policy at all times whilst on an assignment.

You have a duty to:

- Assess risks to your own health and safety to which you are exposed at work. This extends to reporting any dangers or potential risks to the safety representative or other official of the Client and your Snuggle branch.
- Stop working immediately if you consider that your working environment is unsafe and immediately report the matter to the safety representative or other official of the Client and your Snuggle branch.
- Work in a safe manner taking all reasonable steps to safeguard your own safety and that of any persons who may be affected by your actions.

- Report incidents that have or may lead to accident or injury to the safety representative or other official of the Client and your Snuggle branch
- Co-operate with the Client on Health and Safety matters and observe all Health and Safety instructions and regulations from the Client.
- Wear (and request if you consider it necessary) any protective clothing and use any safety equipment that has been provided in order to carry out any assignment.
- Observe the Client's Health and Safety Policy at all times and ask for sight of the Policy before starting any assignment. Take care to follow any safety regulations and be responsible not only for your own health and safety at work but also for that of your colleagues and employees of the Client.

Clients have a duty to:

- Treat all Flexible Employees as they would their own employees for all Health and Safety matters and ensure a safe system of work at all times.
- Provide Snuggle with information on special qualifications or skills which the Flexible Employee will need and on special features of the work that is likely to affect the Health and Safety of Flexible Employees.
- Co-operate and co-ordinate with Flexible Employees on Health and Safety matters.
- Provide Flexible Employees working with them with information on Health and Safety risks and measures.
- Make available to the Flexible Employees safety equipment and protective clothing as necessary for the job to be undertaken and ensure its use.
- Tell the Flexible Employee the name of his/her authorised Health and Safety representative.
- Record any accidents or injuries in their Accident Record Book and report to the Health and Safety Executive, in accordance with current requirements.
- Assess Health and Safety risks and record the result of the assessment.

## First Aid & Accidents

**Reporting accidents is really important.**

All accidents, no matter how small, must be reported to the designated Client representative and your Snuggle branch. All accidents must be recorded in the Client's Accident Record Book, maintained by the Client's designated First Aider. If you have an accident, get first aid treatment immediately. The smallest cut, if neglected, could result in infection

## Fire

**Learn the fire drill for every place you work - each one may be different.**

You must ensure that you are fully conversant with and comply with the fire and other emergency procedures and take part in all drills as organised/ notified by Snuggle Staffing and/or the Client. You must ensure that you do not render any fire escape or fire escape routes at the site unavailable for emergency use, nor cause any obstruction at any time to any staircases, passages, walkways, entrances and exits or any other part of the site. If you require further guidance you should refer to your Snuggle branch or the Client. Make sure you know:

- How to raise the fire alarm.
- The fire evacuation procedure.
- Where the fire extinguishers are and how to use them.
- The whereabouts of all fire exits.

## Electricity

The 2 main risks from electricity are:

### 1. Shocks

### 2. Fires

The risks of electrical shocks and fires can be reduced by:

- Not overloading sockets.
- Keeping electrical equipment well maintained and cable and flex in good repair.
- Not repairing or adjusting electrical appliances when they are switched on or connected to mains supply.
- Never touching light switches or appliances with wet hands.

(The repair and maintenance of electrical appliances is a job for an expert.)

## Manual Handling

**There's a correct way to pick up heavy weights - be kind to your back.**

Manual handling regulations cover the tasks involving supporting or transporting loads by physical human effort. You should familiarise yourself with good handling techniques as hazards are not only presented by heavy loads. There is no particular maximum weight specified in the regulations, which recognise the fact that whilst weight is evidently a significant factor, there are other considerations of equal importance.

You should think about the following points if you have to do any lifting:

- Plan the lift. What is the best way to get the load from A to B?
- Ensure you are balanced properly for lifting by positioning the feet apart.
- Adopt a good posture, bend the knees using them to lift, and keep the back straight.
- Get a firm grip on the load. Keep the load close to your body.

- Lift smoothly trying not to jerk.
- Do not twist your body when turning to the side.
- Put the load down before adjusting it to the desired position

## Machinery

The 5 main types of danger from machines are:

1. Traps
2. Entanglement
3. Contact
4. Ejection
5. Impact

To minimise risk:

- Operate only machines you have been trained and authorised to use.
- Make sure you can reach the controls easily and know how to stop the machine.
- Safety guards fitted to machines must be used.
- Wait until a machine has stopped and has been switched off before you clean and clear it.
- Beware dangling jewellery or loose clothing which could get caught in moving parts.
- Keep long hair tucked under a cap or tied back.
- Do not distract other people who are using machines.
- Inform your supervisor if any machine is not working properly

## Hand Tools

To avoid accidents with hand tools follow the basic safety rules:

- Use the right tool for the job.
- Make sure that it is in good condition.
- Use it in the correct way.
- Do not use tools you have not been trained for.
- Report worn and broken tools.

## Safety Signs

Safety signs must comply with strict requirements on their shape and colour.

There are four types of safety signs



### Information

White on Green Background



### Prohibition

Red on White Background



### Warning

Black on Yellow Background



### Mandatory

Blue on White Background

# Control of Substances Hazardous to Health Regulations (2002)

## What is COSHH?

COSHH stands for the Control of Substances Hazardous to Health Regulations (2002). It exists to ensure that both employers and employees do all they can in a workplace to minimise people's exposure to hazardous substances and work in ways that are safe.

This means that all hazardous substances need to be identified and precautions need to be taken to ensure that workers know how to use and handle them safely.

The importance of controlling hazardous substances cannot be overstated. In 2012/13, around 35,000 workers reported that they had breathing or lung problems caused by work, and the most common type of reported skin disease was contact dermatitis.

And it's estimated that around 13,000 deaths occur each year due to occupational lung disease and cancer - fatal conditions that will have developed over a prolonged period of exposure to dusts and chemicals at work. As an employee you can prevent statistics like this from increasing. If you fulfil your workplace duties, you can prevent dangerous levels of exposure and meet COSHH requirements.

## What is a Hazardous Substance?

Simply put, a hazardous substance is any mixture or substance that is toxic, irritant, or corrosive - whether it's a liquid, gas, vapour, fume, or dust.

They cause harm to the body via routes of entry:

- By coming into contact with skin or eyes. By being inhaled.
- By being ingested through the mouth.
- By entering the body through cuts or punctures in the skin.

Although there are certain industries that will be at greater risk, hazardous substances could exist in any workplace. They are often used directly in work activities, produced by work activities, or already present in your workplace's premises.

Examples of hazardous substances include:

- Chemicals, e.g. cleaning chemicals or bleach.
- Fumes, e.g. from paint or vehicles that exhaust.
- Gases, e.g. ammonia from refrigerators.
- Dusts and powder, e.g. from flour.

It's worth noting that even seemingly innocent substances can be harmful, and that includes natural materials like wood dust or flour.

While many hazardous substances can cause immediate harm, such as a corrosive liquid being spilled onto someone's skin, the main danger posed by hazardous substances is prolonged exposure. For example, if someone is in the presence of or uses a dangerous chemical for a long time, they could develop breathing difficulties or skin conditions.

Examples of ill-health caused by hazardous substances includes:

- Occupational asthma.
- Occupational dermatitis.
- Occupational cancers.
- Skin irritation.
- Infection from bacteria.
- Injury or death as a result of exposure to toxic fumes

## Employee Responsibilities under COSHH

Employee responsibilities within the COSHH (Control of Substances Hazardous to Health) Regulations of 2002 include:

- Making use of control measures and facilities provided by the employer. Ensuring equipment is returned and stored properly.
- Reporting defects/insufficiencies in control measures.
- Wearing and storing personal protective equipment (PPE).
- Removing PPE that could cause contamination before eating or drinking.
- Making proper use of washing, showering and bathing facilities when required.
- Maintaining a high level of personal hygiene.
- Complying with any information, instruction or training that is provided.

## COSHH Regulations

From 2015, however, new European regulations have been phasing out the symbols you're familiar with and replacing them with new 'harmonised' classifications for global usage.

This system was made by the United Nations in 1992, and it intends to make all packaging symbols conform to an internationally agreed criteria (all United Nations countries must conform to it).

If you work with hazardous chemicals you need to know what these new symbols mean.

These symbols come with a signal word on the packaging, either 'danger' or 'warning' to help alert you to the level of hazard you face.



Explosive



Flammable



Oxidising



Gas Under  
Pressure



Corrosive



Toxic



Caution



Environmental  
Hazards



Long Term  
Hazards

## Special Notes for Food Production Assignments

- Hands must be washed frequently, especially after using the toilet, after breaks, before starting work and between tasks. Cuts and sores must be covered. Nails must be short and unvarnished. Acrylic false nails are not acceptable.
- Hair must be clean and neat. If long it must always be tied back and secured under protective headwear when working in a food preparation or service area.

- Jewellery: with the exception of plain wedding rings and plain stud earrings, should not be worn while on duty.
- Personal hygiene: please take care with personal freshness. Frequent washing and the use of deodorants are recommended. Ensure that your uniform is clean and fresh.
- Sickness: never cough or sneeze near food. A clean handkerchief or tissue should be used to contain the cough or sneeze, which should then be disposed of immediately. Hands must then be washed.

Flexible Employees must inform their Snu branch immediately if they are suffering from any of the following conditions: food poisoning; typhoid/ paratyphoid; dysentery; hepatitis; influenza; ear or throat infection; stomach upset; open sores; eczema. Please note that under no circumstances should you work in a catering environment whilst suffering from any of these ailments.

## Special Notes for Catering Assignments

The following are common major hazards:

- Floors, steps and stairs throughout, particularly if wet.
- Dangerous machines, including slicers, mincers, mixers, food processors and waste disposal units.
- Manual handling hazards, particularly movement of hot pans and food stocks. Large cooking pots, containing hot liquid, must not be carried across the kitchen; a safe system of decanting should be implemented.
- Storage, use and disposal of cleaning products and pest control baits.
- Storage and use of knives and other sharp work equipment.
- Electrical installation to equipment.
- Access and egress to cold rooms and freezers.
- Access to shelving in stores and kitchen area.

- Work with hot equipment, including ovens, bain maries and stills or hot water boilers, fryers and solid tops.
- Use of barbecue equipment with respect to position near flammable materials, use of gas cylinders and risk of burns to public or catering staff

It is recognised that the use of hot equipment and liquids, including steam, hot or boiling water, frying oil and the food itself, is an essential part of the catering environment and the hazards can never be entirely eliminated.

The nature of the catering environment is such that cuts are one of the most common occupational hazards in the kitchen. It is essential that cuts are minimised, by ensuring that all staff, particularly the less experienced staff, are aware of the hazards and take appropriate precautions to minimise injury to themselves and others.

There is risk of injury when carrying out cleaning of stainless steel equipment, particularly when cleaning sharp underside surfaces or recesses etc. Staff must use common sense when carrying out such cleaning and use personal protective equipment if provided.

Key measures include:

- Correct knife training and procedures, particularly with respect to use and storage.
- Staff use the appropriate knife or implement for the purpose it is intended.
- Adequate supervision must be given to all staff and particularly those under training as young persons.
- Care must be taken when opening tins, with appropriate safeguards and equipment being used.
- Care must be taken when opening food packages, particularly when handling wire staples etc. All such packaging must be disposed of appropriately.
- Care must be taken when cutting cling film and using mandolins.

- Any breakages, including glass jars, bottles, bowls or dishes or other equipment, must be immediately and properly cleared away in a common sense manner, so as to reduce the risk of injury to yourself or third parties - disposed of in a rigid container not a plastic bag.
- Care must be taken when using sinks, when washing up and also removing sharp or broken items from dishwashers.
- No one must intentionally interfere with equipment or guarding provided to promote health and safety

# Terms of Employment Between Snuggle Staffing Ltd ("The Company")

and: .....

NI Number: .....

Job Role: .....

You are employed by the Company as one of its Flexible Employees and will be assigned by it to provide services to the Company's Clients from time to time. This document gives details of the terms and conditions upon which you are employed by the Company, as at the date of your first assignment. It contains the initial employment particulars required by the Employment Rights Act 1996 s1 or Employment Rights Order (Northern Ireland) 1996 as applicable. Further relevant provisions are included in the Flexible Employee Handbook (a copy of which is issued with this document). Your terms and conditions of employment are contained in the application form completed by you, this document and in the Flexible Employee Handbook except where it is stated therein that certain provisions are not contractual. Those documents constitute the entire contract between you and the Company. There are no collective agreements which affect your terms and conditions of employment unless you are being employed for driving assignments in which case you will be provided with details of the workforce agreement in place. Training will not be provided by the Company unless it is specifically required for an assignment in which case details of any training will be provided to you.

Signed By: .....

Dated:        /        /

## **For and on behalf of the Company**

I acknowledge I have received a copy of this document and the Flexible Employee Handbook (BABA-0420- FETOE), I have read, understood and agree to be bound by all the terms contained in it. By my signature hereof I authorise the Company to make deductions from salary or final payments due to me as specified herein. I confirm that in connection with any rights I may be entitled to under the AWR ("AWR" means the Agency Workers Regulations 2010 or the Agency Workers Regulations (Northern Ireland) 2011 as applicable) I have provided the Company with a full and accurate employment history

Signed By: .....

Dated:        /        /

## **The Flexible Employee**

# Working Time Regulations Opt Out Agreement

If you are 18 or over and wish to work more than 48 hours a week, you can choose to opt out of the 48 hour limit. This is voluntary.

I hereby confirm my agreement to waive the restriction on the 48 hour average weekly working time as set out in the Working Time Regulations 1998. I understand that this agreement can be terminated by me giving not less than three months' written notice to Snuggle Staffing Ltd.

Signed By: ..... Dated:        /        /

## The Flexible Employee

Print Full Name: .....

