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| **Affiliate Handbook** |

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**Welcome to Rainbow Personnel**

We take this opportunity to welcome you on board as part of our team of dedicated Affiliates. Together we would strive to offer and deliver a service that meets all the inherent expectations of our Clients and service-users.

This Handbook has been designed to offer you the initial opportunity to know more about us, The Agency Rainbow Personnel. The Handbook will aid you to be more conversant with vital operational policies and procedures which are very important in aiding your discharge of duty and offer the best quality of service to our Clients and service-users.

All Affiliates are provided with a Terms of Engagement prior to their commencement of employment and this should be thoroughly read in conjunction with this Handbook, and any other information provided on the Company's website at www.rainbowpersonnel.co.uk

**About Us**

Rainbow Personnel is built on over 12 years experience of its founders acquired from the delivery of services within the Healthcare, Education and Social Care sector. We were set up specifically to offer unparalleled services that are personalised to meet the inherent demands of our Clients in the provision of personnel on temporary, permanent and ad-hoc basis round the clock. With an expected national coverage across England and Wales, and being centrally located in the heart of Manchester we pride ourselves as being The Agency serving as the bridge between the North and South to offer a Client based and service-user friendly orientated Healthcare, Education and Social Care support. Embedded in our ethos is the belief in excellence, quality in service and the provision of positive pathways to both our Clients and service-users.

**Office Hours and Contact Information**

Our offices are located in the heart of Manchester city centre, at Barnett House, 53 Fountain Street, M2 2AN. We operate 24 hours a day. Our office opening hours are from 09:00am-05:00pm Monday to Friday. We also operate an On-Call and Out of Hours line. It is important that this line is dedicated ONLY to emergencies and all other general enquiries should be made during our office opening hours.

**Telephone:** 01612356481

**Fax:** 01612478448

**Email:** [admin@rainbowpersonnel.co.uk](mailto:admin@rainbowpersonnel.co.uk)

**SMS Text:** 07952960860

**Timesheets:** [timesheets@rainbowpersonnel.co.uk](mailto:timesheets@rainbowpersonnel.co.uk)

**Website:** [www.rainbowpersonnel.co.uk](http://www.rainbowpersonnel.co.uk)

**On-Call 24/ 7:** 07952960860

**Affiliate Standards**

All our Affiliates employed under our Terms of Engagement are expected to conduct themselves to the highest professional standards either on our Clients premises or outside the jurisdiction of their engagement. It is the responsibility of Affiliates to be conversant with all sections of this Handbook and any other documents, policies and procedures as pertaining to their engagement which can be found on the Company's website. Updates and changes to the above will be communicated through our Affiliates bulletin and newsletter online or any other means deemed appropriate by the Management team.

Prior to undertaking an engagement on behalf of Rainbow Personnel, the Affiliate must be certain that all mandatory training and courses have been duly completed. We shall endeavour to assist our Affiliates in facilitating this process in conjunction with our training delivery partner; but the responsibility of being up to date with any forms of training is the responsibility of the Affiliate. You are also expected to be conversant with all the policies and procedures of our Clients as pertaining on client sites, we expect our Affiliates to familiarise themselves in order not to compromise their discharge of service to the Client and service-user.

**Identification Badges**

All Affiliates will be provided with a valid identification badge. This will clearly display the following information:

* Full name of individual as listed in any professional and/or regulatory body register
* Appropriate Rainbow Personnel employee number and Grade
* A recent passport picture
* A date of issue

It is your responsibility to ensure that you carry and wear the valid identification badge to display all the above information. Clients have the right to undertake spot checks and anyone in breach shall be removed without recourse from the Clients premise.

NB: There shall be a surcharge for a replacement identification badge

**Commencement of Engagement**

Prior to the commencement of an engagement, the Affiliate will be given the following information:

* Name , address and a contact telephone number of Client
* Name of Clients authorised contact
* Job description, duties and responsibilities
* Hours of engagement, pay rate and any overtime requirements
* Length or period of engagement
* Travel information if required or available
* Any additional information or requirement which is deemed relevant to accomplish engagement shall be discussed in detail

It is the responsibility of the Affiliate to discuss with Rainbow Personnel any discrepancies in other for us to review with the Client.

**Dress Code**

Where, the nature of an engagement require you to wear a uniform, you shall be advised to purchases one through the agency. In most cases; the Affiliate as a representative of the agency will be expected to dress appropriately to convey a professional image.

It is the responsibility of Affiliate to exercise due discretion in dress code to facilitate a smooth undertaking of any engagements.

**Timesheets and Getting Paid**

* All timesheets must be accurately completed by Affiliates and duly signed by authorised Client staff.
* Timesheets must be received by RAINBOW PERSONNEL by 12 NOON on Monday to guarantee payment on the subsequent Friday
* Complete separate timesheets for each different Client attended

It is the responsibility of the Affiliate to ensure that the timesheet is correctly completely, no amendments can be made to anytime sheet duly signed off by an authorised Client staff.

The agency will occasionally undertake an audit of submitted timesheets with Clients, any falsification identified will lead to the commencement of disciplinary procedures.

**Methods of Payment**

Payslips shall be issued to staff prior to payments being facilitated. The payslips will be sent either by post or email. This is at the sole discretion of the agency

Payment will be made directly into the bank account of an Affiliate on the Friday in the week a timesheet is submitted using the bank details provided and by BACS transfer

Any changes to the payment cycle as a result of a Public or Bank holiday will be communicated to all Affiliates affected in advance.

NB: Payment CANNOT be made into the bank accounts of a third party; any Affiliate having problems with their bank account MUST contact the agency at the first instance.

**Holiday Pay**

Your holiday leave year runs from the 1st of January to the 31st of December. We encourage you to take your holiday entitlements within the specified period, as we do not allow any untaken holidays to be carried forward to the next year and no payments are also made towards any untaken holidays except in the event of a termination of your employment.

Holiday pay is only due to Affiliates engaged under PAYE; for any other Affiliates engaged through a Limited Company, Umbrella or Employer Service Provider it is their responsibility to contact their provider regards any holiday entitlements.

All Affiliates have a maximum of 28 days holiday within the holiday period. In the event of an Affiliate engaged to work under part-time hours or does not work a full year, the holiday entitlement will be pro-rated. Rainbow Personnel will accrue a holiday pot on your behalf based on your basic pay rate and any holiday pay calculation does not include overtime or ad-hoc payments.

To book a holiday Affiliates can download a Holiday Request Form from www.rainbowpersonnel.co.uk and follow all the instruction specified on it. It is the responsibility of an Affiliate to have their requested holiday period authorised by the Client before the submission of a holiday request to the office. Failure to have the form duly authorised will lead to your holiday being delayed or declined.

**Agency Worker Regulation (AWR)**

AWR is intended to give equal treatment to workers who have been in the same role with the same hirer for a 12 week continuous period. After the twelfth week you are due all the entitlements enjoyed by any worker recruited directly by the hirer. This regulation does not cover any self-employed individual working through a limited liability Company, or individuals working on a managed service contract.

Rainbow Personnel is fully committed to complying with AWR. Should you have any further queries or would like more information please contact the office.

**Confidentiality and Data Protection**

We pride ourselves as being at the centre and key to the service our Clients offer their service-users. By virtue of the nature of your engagement with our Clients you may be privy to certain information which is of the greatest importance to our Clients in terms of security, confidentiality and integrity of their business and ours. Under no circumstance are you allowed to divulge such information to any third party or colleague without the said authority of the Client and Rainbow Personnel. Any breach of this protocol, will lead to the commencement of disciplinary proceedings and the appropriate authorities being informed.

Affiliates must not also apply for any permanent or temporary position with any of our clients unless a written authority has been granted by Rainbow Personnel prior to any application being made or granted. In the events of such authority being granted Rainbow Personnel is due appropriate compensation as stated in your Terms of Engagement.

**Email, Internet and Telephone Communications**

These methods of communication are classified as official means of communication within Rainbow Personnel. We undertake to retain back-up copies of all sort of communications undertaken using our platform as they can be used in any legal proceeding. We strongly advice all our Affiliates to refrain from transmitting, storing, downloading or communicating personal material in such manner. We continuously monitor all forms of communication through our platforms and inappropriate usage or breach will lead to the commencement of disciplinary proceedings and the appropriate authorities being informed.

**Mobile Phone Policy**

This policy applies to mobile phones provided by Rainbow Personnel and also to the use of private or personal mobile phones whilst Affiliates are at work at a Clients location or in our offices. Mobile phones may be used only for business purposes during working hours. Mobile phones may be used for private purposes during working hours, but such use must be kept to a minimum, be reasonable and in no way interfere with an Affiliates’ work or that of their colleagues. Mobile phones may be used for private purposes during working hours in the case of an emergency. Any breach of the above may lead to the commencement of disciplinary proceedings.

**Criminal Convictions**

As part of our recruitment process, we undertake a mandatory Rainbow Personnel only acceptable Enhanced security checks through the Disclosure Barring Service (DBS) which include a Protection of Vulnerable Adults (POVA) and Protection of Children Act (PoCA) checks; alternatively you may provide to us an Update Service reference number to facilitate our checks. These checks are updated annually and it is the responsibility of the Affiliate to inform us of any incidence within the 12 month period prior to your next check.

The Rehabilitation of Offenders Act 1974 enables some criminal convictions to be ignored after the rehabilitation period. This allows individual convicted of certain offences to treat them as 'spent' and not have a permanent blot on their records which may affect their employability. However, due to the nature of your engagements with our Clients and your contact with vulnerable adults or children in the discharge of your duties. Therefore all convictions, cautions, reprimands, bind-overs and final warnings must be declared and are always considered 'unspent'.

We are also governed and adhere to the Equality Act 2010 as specified by law in England and Wales. The disclosure of the above will not affect your right to employment but will form the basis to fairly evaluate your suitability for the role without any prejudice.

**Health and Safety**

You are responsible to maintain your health, safety and welfare in the discharge of your duties as an Affiliate of Rainbow Personnel. You will normally be working at the premise of a Client and you should at all times be conversant and comply with the Health and Safety Policy of the client; in addition to Rainbow Personnel's Health and Safety Policy stated in your Terms of Engagement. You will not be required to undertake or discharge any duties which are detrimental to your Health and Safety. However, if you have any concerns on any issue which might affect your own Health and Safety and that of your colleagues you must immediately bring it to the attention of the authorised individual on the Clients premise. This concern should also be reported to Rainbow Personnel at the earliest opportunity.

**Grievance Procedure**

This is designed to offer an Affiliate the opportunity to raise concerns, problems or draw our attention to anything that as a Company we may have overlooked. This will offer us the opportunity to address any grievances raised in the best interest of all the parties concerned. It is also to offer us an opportunity to make changes and improvements in the interest of Rainbow Personnel and all its Affiliates. This does not in any way affect you continuous engagement with Rainbow Personnel.

**Level 1- Informal Procedure**

You should at the first instance where possible raise the grievance verbally with a Line Manager on an informal basis. The Line Manager will immediately discuss the concerns and attempt to resolve the matter in reasonable timescales. Where it is not possible for the employee to talk to their immediate Line Manager, or if the grievance concerns him or her, the employee should instead talk to the next most senior person OR the Operations Manager.

**Level 2 - Formal Grievance Procedure**

If you are still not satisfied with the outcome of the initial meeting and the response offered, the Affiliate can raise the same grievance again in writing; this will form the commencement of a formal grievance procedure as stated in the Policies and Procedures on the company's website. Kindly consult the document referred to; to familiarise yourself.

**Disciplinary Procedure**

We have set out disciplinary rules and procedures not to unnecessarily reprimand our Affiliates but to deal broadly with issues that may arise from time to time; and may affect an Affiliates general performance and conduct whilst undertaking an engagement on behalf of Rainbow Personnel.

Prior to the commencement of any disciplinary procedure

The Affiliate will be sent a letter detailing the issue and inviting them to a disciplinary hearing.

A meeting with the Affiliate to extensively discuss the issue with a view to reach an agreed resolution.

A letter is sent to the Affiliate shortly after the meeting, this will provide a detailed explanation of what action(s) to be taken and the reason(s) considered. The outcome can be one or a combination of the following:

* No Further Action Required
* Oral Warning
* First Written Warning
* Final Written Warning
* Dismissal

An Affiliate will always be offered the chance to appeal the decision within an allotted time frame.

**Right to be accompanied**

You have the right to be accompanied to any grievance, disciplinary and appeals meeting by either a:

Colleague / Affiliate or trade union representative

Family member or Citizens Advice Bureau (CAB) worker if this is allowed - make a reference to your Terms of Engagement, Affiliate handbook or Policies and Procedures section on the company's website.

**Complaints Procedure**

This is set out in place for any member of the public, an organisation using or prospectively interested in using our services in future. It does not stop Affiliates from also raising a complaint. Rainbow Personnel is committed to offer the highest possible quality of service to everyone and as such we undertake to investigate all complaints thoroughly.

All complaints received will be documented and investigated by the Operations Manager or Director. Complaints should be addressed to:

The Complaints Officer

Rainbow Personnel Limited

Barnett House

53 Fountain Street

Manchester

M2 2AN

The complaints should be received in the following order

Complainant's Name

Postal Address

Contact Telephone Number

Email Address

Details of Complaint

We will endeavour to respond to your complaint within 10 working days detailing any action to be taken. If we require further time to investigate or there is the need to contact you we shall do so. A procedure will thus be set in motion to prevent similar complaints in future. All complaints logged will be routinely reviewed and included in any document to improve our operations and service to our Clients.

**Equal Opportunities and Diversity Policy**

We are governed and adhere to the Equality Act 2010 as specified by law in England and Wales; which protects individuals from any forms of discrimination in the work place or within the wider society. As an Equal Opportunities employer we shall offer everyone a fairer opportunity to go through our stringent recruitment process without any fear or favour. We are committed not to hold the following against you. Discrimination based on:

* Age
* Disability
* Gender Reassignment
* Marriage and Civil Partnership
* Pregnancy and Maternity
* Race
* Religion and Belief
* Sex
* Sexual Orientation

As an Affiliate, we encourage you to report any incidents based on equality and diversity either on our premise or at a client’s premise to the Management to be investigated thoroughly.

**Cancellation of Shift**

Rainbow Personnel will always endeavour to provide an Affiliate an alternative shift pattern in the unfortunate circumstances whereby a Client cancels an on-going agreement which will affect an Affiliates wages. It is always our intention to ensure that our Affiliates are being treated fairly at all times and any cost they might have incurred in the process; we will do our utmost best to recover on their behalf upon submission of evidence.