



Temporary Worker Employee Handbook

08/08/2025

Version 1.2

This employee handbook has been issued by Meraki 2 Limited, a company registered in England and Wales under company number 15912815, with its registered office at Suite 17, 20 Churchill Square, Kings Hill, West Malling ME19 4YU

The company trades under the name Magnus Search and throughout this handbook, references to “the Company”, “we”, or “Magnus Search” refer to Meraki 2 Limited



English – This document is available in another language upon request.

French - Ce document est disponible dans une autre langue sur demande.

Spanish - Este documento está disponible en otro idioma previa solicitud.

Polish - Dokument ten jest dostępny w innym języku na żądanie.

Somali - Dukumentigaan waxaa lagu heli karaa luqad kale markii la codsado.

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Code of Conduct

1. Introduction

This Code of Conduct outlines the expected standards of behaviour and professional ethics for all agency workers. Compliance with these guidelines ensures a productive, respectful, and safe working environment for all.

2. Professionalism and Integrity

- Always maintain a high standard of professionalism.
- Act with honesty, integrity, and fairness in all dealings.
- Adhere to all contractual obligations and agency policies.
- Represent the agency in a responsible and professional manner.

3. Workplace Conduct

- Treat colleagues, clients, and customers with respect and dignity.
- Do not partake in any form of harassment, discrimination, or bullying.
- Maintain confidentiality regarding company and client information.
- Follow workplace policies, including health and safety regulations.

4. Punctuality and Attendance

- Arrive at work on time and be prepared to carry out assigned duties.
- Notify the agency and the assigned workplace in case of absence or lateness.
- Complete all assigned tasks within the agreed timeframe.

5. Compliance with Laws and Policies

- Abide by all relevant laws, regulations, and industry standards.
- Follow the policies and procedures of both the agency and the assigned workplace.



- Refrain from any illegal or unethical activities during work assignments.

6. Health and Safety

- Comply with all workplace health and safety policies.
- Report any hazards, accidents, or unsafe conditions immediately.
- Use personal protective equipment (PPE) where required.

7. Confidentiality and Data Protection

- Respect the confidentiality of sensitive business information.
- Do not disclose or misuse any personal or business-related data.
- Follow data protection policies and procedures.

8. Conflict of Interest

- Disclose any potential conflicts of interest to the agency.
- Avoid activities that may compromise professional integrity.
- Do not engage in competing business activities that may affect work performance.

9. Substance Abuse and Misconduct

- Do not work under the influence of drugs or alcohol.
- Avoid any behaviour that may bring the agency or employer into disrepute.
- Do not engage in theft, fraud, or any form of workplace misconduct.

10. Use of Company Property

- Use company resources, equipment, and facilities responsibly.
- Avoid personal use of company property unless expressly permitted.
- Report any damage or loss of equipment immediately.

11. Reporting and Compliance



- Report any violations of this Code of Conduct to the appropriate authority.
- Cooperate with any investigations regarding workplace conduct.
- Understand that non-compliance may result in disciplinary action or termination of assignment.

Terms of Service Agreement

You will have received the terms of service upon registering with Magnus Search.

Magnus Search will consider that the following applies agreed upon registration:

- The information provided by you is true, complete and accurate. Your application has been completed with your own free will and you have not been offered any inducement to do so.
- Magnus Search will forward your personal data and/or CV to clients to find work for you.
- You have obtained the consent of your next of kin and referees to use their details in this application.
- You have informed your referees that their references may be forwarded to clients to support their efforts to find work for you.

If, during the course of a temporary assignment, the client wishes to employ you directly, you acknowledge that Magnus Search will be entitled either to charge the client an introduction/transfer fee, or to agree an extension of the hiring period with the client (after which you may be employed by the client without further charge being applicable to the client).

Key Information Document (KID)

Prior to your employment with Magnus Search all candidates are sent a link to the KID.

Here is the link to our KID for all candidates to access: [KID Link](#)

Modern Slavery Policy

Introduction:

We take all forms of malpractice very seriously, whether it is committed by us, suppliers, agents or any other type of partner.

This Policy covers all operations and activities carried out by, or on behalf of, Magnus Search and its subsidiaries, anywhere in the world. It applies to Modern Slavery.



Our culture is to be open, honest and straightforward with our customers, suppliers, partners and each other. We do not tolerate any form of Modern Slavery, not only because it is a criminal offence but also because it is unethical and dishonest. We have set out in this Policy the minimum standards acceptable to the Group.

We ask that you take time to read and understand this Policy, which outlines what is expected of you, and that you take the necessary steps to:

1. Ensure that workers are not being exploited, that they are safe and that relevant employment laws (including in relation to wages and working time), health and safety laws, human rights laws and international standards are adhered to, including freedom of movement and communications.
2. Operate with honesty and integrity.
3. Remember that Modern Slavery is a criminal offence.
4. Act when you encounter activity that you consider may constitute a breach of this Policy.
5. Avoid putting Magnus Search in a compromising position.
6. Seek line manager advice if you are concerned that an instance of Modern Slavery might have occurred.

Report breaches of this Policy, which can be done in confidence, to our Whistleblowing Line or by contacting HR who will escalate the situation appropriately

What is Modern Slavery?

Modern Slavery is a term that encompasses both offences in the Modern Slavery Act: slavery, servitude, and forced or compulsory labour; and human trafficking.

It takes on many forms today and some of the key examples are as follows:

- Human Trafficking – Described by the United Nations as the recruitment, transportation, transfer, harbouring, or receipt of persons by improper means (such as force, abduction, fraud, or coercion) for an improper purpose, including forced labour or sexual exploitation.
- Bonded Labour – Also known as debt bondage and peonage, where a person is forced to work to pay off a debt.
- Child Slavery – Any work deemed to be harmful to the health, safety or morals of a child (under 18) is considered to be child labour.
- Forced Marriage – Where individuals don't have the option to refuse or are promised and married to another by their parents, guardians, relatives or other people and groups.
- Domestic Servitude – Often a form of Bonded Labour, it covers the exploitation and control of someone providing live-in help (maids, servants, housekeepers, child- carers and those caring for the elderly are examples).



- Forced Labour – Where victims are made to work through violence and intimidation.

Who does this policy apply to?

- We all have a responsibility to act with honesty and integrity and the Policy is relevant everyone including:
- Employees – all Magnus Search colleagues (permanent or temporary).
- Supplier and partners – our suppliers, business customers, landlords, contractors and
- Sub-contractors, outsource partners and shop-in-shops, joint ventures, consultants and franchisees.
- Agents – an ‘agent’ of Magnus Search is a third party engaged to act as an intermediary between Magnus Search and another company / organisation.

Staff Training & Awareness

Magnus Search is committed to ensuring that all employees, particularly those in roles where they may encounter modern slavery risks, receive appropriate training.

We are proud to be a Stronger Together Business Partner, demonstrating our commitment to tackling modern slavery.

HR and the Compliance Team attend annual in-person modern slavery awareness training with Stronger Together to stay up to date with best practices and legal requirements.

Regular training sessions are provided to all internal employees, with specialised training for those in high-risk roles such as recruitment, procurement, and compliance.

Suppliers and partners will be encouraged to undergo similar training to strengthen our collective efforts against modern slavery.

What is expected of Magnus Search colleagues, suppliers and partners?

Magnus Search colleagues are required to comply with this Policy at all times. Failure to do so may constitute a criminal offence and will be considered to be gross misconduct, leading to disciplinary action up to and including summary dismissal.

Magnus Search colleagues are expected to ask welfare questions upon initial candidate interviews and conduct regular welfare checks. This ensures that individuals are not subject to modern slavery.



We also expect all of our suppliers and partners to operate in a manner which does not conflict with this Policy and to respond to all reasonable requests for information that will allow Magnus Search to fulfil its own obligations.

If suppliers or partners fail to comply with this Policy, it is likely to preclude them from maintaining their relationship with Magnus Search and potential breaches may be reported to the relevant civil and criminal authorities.

We expect all of our suppliers and partners to implement and maintain their own procedures designed to ensure their businesses and supply chains are free of Modern Slavery.

Suppliers and partners will be encouraged to undergo similar training to strengthen our collective efforts against modern slavery.

Referrals and Address Monitoring

If a candidate refers multiple individuals who show any signs of exploitation such as the same next of kin, residential address and/or bank details, this may indicate a risk of exploitative practices or coercion. In such cases, the matter should be treated as a potential red flag. Magnus Search colleagues are required to follow the company's investigation procedures to ensure the welfare of all individuals involved. Any such concerns must be reported immediately to HR or through the Whistleblowing Line.

What should I do if I discover or suspect a case of Modern Slavery?

Anyone who suspects modern slavery within Magnus Search or its supply chain must report it immediately through one of the following channels:

- **Confidential HR Reporting** – Contact HR Manager, Rhianna Webster (rhianna.webster@magnussearch.com)
- **Whistleblowing Line** – Anonymous reporting available.
- **Line Manager or Compliance Team** – Escalate concerns directly.
- **External Authorities** – If an imminent risk exists, report to law enforcement or modern slavery helplines.

All reports will be handled confidentially, and individuals will be protected from retaliation.



How should our suppliers deal with discovered or suspected Modern Slavery?

In Magnus Search we take ethical behaviour and legal compliance very seriously. If suppliers or partners suspect there has been an instance of Modern Slavery within Magnus Search or in another Magnus Search supplier or partner, those suspicions should be reported to HR who will escalate the report appropriately.

We expect suppliers and partners to notify us immediately of their concerns; they must not wait until after internal investigations have been concluded.

Victim Support & Remediation Plans

If Magnus Search identifies or is made aware of modern slavery concerns, we are committed to taking immediate and appropriate action. These actions can include:

- Providing support to affected individuals, such as referrals to NGOs or relevant authorities.
- Conducting thorough investigations into suspected cases and taking remedial action, including terminating supplier relationships where necessary.
- Collaborating with enforcement agencies and organisations that specialise in supporting victims of modern slavery.
- Reviewing internal processes to prevent future occurrences and ensuring continuous improvement

Accountability

To ensure a strong governance framework, Magnus Search has appointed Rhianna Webster (HR Manager) and Sheralea Thomas as the designated person responsible for modern slavery compliance.

- Rhianna and Sheralea will oversee all modern slavery-related policies, training, and due diligence efforts.
- Senior Management will receive regular reports on modern slavery risks and compliance measures.
- An annual review will be conducted to assess and improve our approach to tackling modern slavery.

Contact Information

1. HR Manager – Rhianna Webster – Rhianna.webster@magnussearch.com
2. Office Contact – 01622 391150



Absence Policy

Absence Policy Statement

This Candidate Absence Policy outlines the guidelines and procedures for managing candidate absences within our recruitment agency. As a temporary worker agency operating under UK law, we recognise the importance of ensuring effective attendance management to meet our clients' staffing requirements while maintaining a high level of professionalism and reliability.

Scope

This policy applies to all candidates registered with our recruitment agency who are engaged in temporary work assignments on behalf of our clients.

Policy Guidelines

Reporting Absences:

- 1.1 Candidates are required to promptly notify our agency of any absence due to illness, injury, or other unforeseen circumstances that prevent them from attending their scheduled work assignment.
- 1.2 Absences should be reported by telephone to the agency's designated contact person. If the contact person is not available, candidates should leave a voicemail message with relevant details.
- 1.3 Candidates must provide the following information when reporting an absence: - Full name - Contact number - Assignment details (client name, job title, location) - Reason for absence - Anticipated duration of absence, if known

Notification Timeframe:

- 2.1. Candidates must notify the agency of their absence before their scheduled start time, or as soon as reasonably possible if the absence is unforeseen. If no communication is received on the day of absence, this will be recorded by the client and ourselves as AWOL (Absent Without Leave).
- 2.2. If a candidate's absence is due to a medical condition, they should provide a medical certificate from a registered healthcare professional to validate their absence, where applicable.



- 2.3. In order to be eligible for Statutory Sick Pay (SSP) Candidates are required to notify the agency on day one (1) of the absence. The candidate must inform the agency of their sickness within this timeframe in order to be eligible for SSP.

Managing Absences

- 3.1. Upon receiving an absence notification, the agency will: - Document the details of the absence. - Inform the client regarding the candidate's absence and expected return date, if available. - Discuss suitable alternatives with the client to minimise disruption to their operations, if necessary.
- 3.2. The candidate must maintain regular communication with the agency so they can monitor the progress of recovery or address any concerns related to the absence.

Return to Work Policy

Policy Statement

Magnus Search is committed to facilitating the safe and timely return to work of temporary workers following illness or injury. As a staffing agency, Magnus Search works closely with both our temporary workers and client partners to ensure a smooth reintegration process, in compliance with all applicable employment laws and safety regulations.

1. Scope

This policy applies to all temporary workers engaged by Magnus Search and placed at client sites, who are returning to work after an absence due to:

- Work-related or non-work-related injury or illness
- Medical, parental, or personal leave
- Any other authorised time away from work

2. Responsibilities

a. Temporary Worker



- Notify their assigned Recruitment Consultant or Account Manager at Magnus Search of their intended return date as soon as reasonably possible.
- Provide medical clearance or a fit note confirming readiness to return, with or without restrictions.
- Comply with any required assessments or return-to-work plans.

b. Magnus Search (Agency)

- Liaise with the worker and the client to assess return-to-work feasibility and placement options.
- Coordinate any necessary accommodations in partnership with the client.
- Maintain communication throughout the process to ensure a smooth transition.
- Ensure that medical information is treated confidentially and in compliance with data protection laws.

c. Client Site (Assignment site)

- Assist in identifying suitable duties if modifications or restrictions are in place.
- Ensure a safe working environment and communicate relevant site-specific protocols.
- Collaborate with Magnus Search on phased or adjusted return-to-work plans where feasible.

3. Procedure

Step 1: Notification of Return

The temporary worker must inform Magnus Search of their expected return date, ideally at least 5 business days in advance.

Step 2: Medical Clearance

The worker must submit a fit note or equivalent documentation stating their fitness to resume work, including any limitations or necessary adjustments.

Step 3: Review and Coordination

Magnus Search will:

- Review the documentation.
- Liaise with the client to confirm placement availability.



- Determine if modified duties or a phased return are feasible.

Step 4: Return-to-Work Plan (if needed)

If restrictions are present:

- A customised Return-to-Work Plan will be developed.
- The plan will outline duties, working hours, duration of adjustments, and review checkpoints.
- The plan must be agreed upon by the worker, Magnus Search, and the client site.

Step 5: Placement Confirmation

Magnus Search will confirm:

- The start date and time of return.
- Any special requirements (e.g., PPE, adjustments).
- Contact details for on-site supervision.

Step 6: Follow-Up

Post-return, Magnus Search will check in with both the worker and the client to monitor progress and address any concerns.

4. Modified Duties and Accommodations

Magnus Search and its clients will make reasonable efforts to accommodate medical restrictions or return-to-work adjustments. If suitable duties are not available at the original placement, alternate placements may be considered based on operational needs and worker capability.

5. Confidentiality

All personal and medical information related to the return-to-work process will be handled confidentially and stored securely, in accordance with GDPR and Magnus Search's privacy policies.



Drug & Alcohol Policy

Purpose

To establish guidelines that ensure a safe, healthy and productive alcohol and drug-free work environment for all Employees, Temporary Workers and PSC Workers of Magnus Recruitment.

Scope

This policy affects and applies to all Employees, Temporary Workers and PSC Workers of Magnus Recruitment.

Policy

Being in the possession or under the influence of a drug or alcohol while at work poses serious safety and health risks to the user, co-workers and the public. Therefore, Magnus Recruitment has established the following policy to ensure an alcohol and drug-free work environment:

Magnus Recruitment has a zero tolerance for the possession and use of alcohol, illegal substances, or the misuse of prescription medications during work hours or the presence of these substances in the body during work hours regardless of when consumed.

Drug and alcohol tests may be administered pre-registration, during an assignment, post-accident, for causes or randomly.

A positive test result is any amount of alcohol, illegal substance or misuse of prescription medication as revealed by the test. A positive test result or reasonable suspicion of the use of alcohol, illegal substances, or the misuse of prescription medications will result in you being removed from the client's premises and being offered no further assignments. Anybody found in possession of alcohol or illegal substances will result in you being removed from the client's premises and being offered no further assignments.

Failure to submit to a drug/alcohol test when requested or leaving the clients premises without completing the test is grounds for being offered no further assignments. Other behaviours will be considered a refusal, tampering with the specimen or not reporting for a drug test without a valid reason immediately following an accident.

Equality, Diversity & Inclusion Policy

Scope



Magnus Search aims to create a work environment that respects the diversity of staff and enables them to achieve their full potential and to eliminate all unlawful discrimination. The aim is for our workforce to be truly representative of all sections of society.

As an organisation in providing a service is also committed against unlawful discrimination of customers or the public.

This policy applies to all current employees of Magnus Search including full-time and part-time, contractual, permanent and temporary employees and also applies to job applicants.

The Company recognizes that all employees have a duty to support and uphold the principles contained in the Equality and Diversity Policy and any supporting policies. Any complaint will be taken dealt with accordingly, seriously and within a timely and sensitive manner, in accordance with our Grievance and Disciplinary procedure.

Policy:

In line with the **Equal Opportunities Anti-Discrimination Act 2010** the Company is committed to encouraging equality, diversity and inclusion among our workforces.

This policy's purpose is to:

1. Provide equality, fairness and respect for all in our employment, whether temporary, part-time or full-time
2. Not unlawfully discriminate because of the Equality Act 2010 protected characteristics of:
 - age
 - disability
 - gender reassignment
 - marriage and civil partnership
 - pregnancy and maternity
 - race (including colour, nationality, and ethnic or national origin)
 - religion or belief
 - sex
 - sexual orientation
3. Oppose and avoid all forms of unlawful discrimination. This includes in:
 - pay and benefits
 - terms and conditions of employment
 - dealing with grievances and discipline
 - dismissal
 - redundancy
 - leave for parents
 - requests for flexible working



- selection for employment, promotion, training or other developmental opportunities

The Company recognizes that all employees have a duty to support and uphold the principles contained in the Equality and Diversity Policy and any supporting policies. Any complaint will be taken dealt with accordingly, seriously and within a timely and sensitive manner, in accordance with our Grievance and Disciplinary procedure.

Our Commitments

Magnus Search commits to:

1. Encourage equality, diversity and inclusion in the workplace as they are good practice and make business sense.
2. Create a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued.

This commitment includes training managers and all other employees about their rights and responsibilities under the equality, diversity and inclusion policy. Responsibilities include staff conducting themselves to help the organisation provide equal opportunities in employment, and prevent bullying, harassment, victimisation and unlawful discrimination.

All staff should understand they, as well as their employer, can be held liable for acts of bullying, harassment, victimisation and unlawful discrimination, in the course of their employment, against fellow employees, customers, suppliers and the public

3. Take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by fellow employees, customers, suppliers, visitors, the public and any others in the course of the organisation's work activities.

Such acts will be dealt with as misconduct under the organisation's grievance and/or disciplinary procedures, and appropriate action will be taken. Particularly serious complaints could amount to gross misconduct and lead to dismissal without notice.

Further, sexual harassment may amount to both an employment rights matter and a criminal matter, such as in sexual assault allegations. In addition, harassment under the Protection from Harassment Act 1997 – which is not limited to circumstances where harassment relates



to a protected characteristic – is a criminal offence.

4. Make opportunities for training, development and progress available to all staff, who will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the efficiency of the organisation.
5. Make decisions concerning staff being based on merit (apart from in any necessary and limited exemptions and exceptions allowed under the Equality Act).
6. Review employment practices and procedures when necessary to ensure fairness, and also update them and the policy to take account of changes in the law.
7. Monitor the make-up of the workforce regarding information such as age, sex, ethnic background, sexual orientation, religion or belief, and disability in encouraging equality, diversity and inclusion, and in meeting the aims and commitments set out in the equality, diversity and inclusion policy.

Monitoring will also include assessing how the equality, diversity and inclusion policy, and any supporting action plan, are working in practice, reviewing them annually, and considering and taking action to address any issues.

Complaints/ Grievances Process

Dealing with Grievances Informally

Should you have a grievance or a complaint to do with a work colleague within your assignment the first point of call, where possible, is to discuss this with your line manager at the workplace by doing so you may be able to agree a solution informally between you.

Formal Grievance

Should you have a grievance or complaint that you consider serious, and you want to raise the matter formally, you should set out the grievance in writing to your Line Manager at Magnus Search. Always stick to the facts and avoid language that is insulting or abusive.

The Line Manager will then contact the client to open a formal grievance investigation.

Grievance Hearing



Your Line manager will call you to a meeting, this is usually within five days to discuss your grievance. You have the right to be accompanied by a colleague at this meeting if you make a reasonable request. After the meeting your line manager will lease with the client to agree a decision/ outcome this is usually achieved within 1 working week and sent to you in writing.

Depending on the nature of the grievance it may take longer to achieve an agreed outcome.

*HR or another member of management may be asked attend the meeting to write minutes.

Appeal

If you are unhappy with the decision and you wish to appeal you should let your line manager know. You will be invited to an Appeal Meeting, normally within five working days. You have the right to be accompanied by a colleague at this meeting if you make a reasonable request.

After the meeting, a final decision will be made by the manager who heard your appeal within five working days.

Please be aware in accordance with clause 9.8 of Terms of Engagement for Temporary positions, a temporary workers assignment can be terminated at any time without prior notice or liability from Magnus or the client.

This is the final level of appeal within Magnus Search, our grievance policy is in line with ACAS, further details can be found at www.acas.org.uk

Health & Safety Agreement

All employers must have a Health & Safety Policy stating who is responsible for Health & Safety and the arrangements that are put in place.

It is your responsibility to familiarise yourself with this policy, particularly the procedures for fire, first aid and accidents upon arrival at the client's premises.

All workers have a duty under the Health & Safety Act to take reasonable care to safeguard their own safety and the safety of anyone who may be affected by their activities and actions and to co-operate with the client and others in meeting statutory regulations.

The Act also requires workers not to interfere with or misuse anything provided to protect their health, safety or welfare in compliance with the Act.



Personal Protective Equipment Agreement

PPE is essential to work safely.

Magnus search will provide PPE if required but these will remain the property of Magnus search,.

As per the registration process, you have agreed should Magnus Search supply PPE the following applies:

- All items provided to me will be in new condition.
- All items provided to me are the property of Magnus Search and I will take responsibility for the condition of the above items.
- All the required safety equipment has been supplied to carry out your job safely.
- You will wear the safety equipment at all times whilst carrying out your job.
- You agree to report any fault, loss or damage of this PPE to Magnus Search.
- If you fail to return the items at the end of your assignment, Magnus Search may deduct the replacement cost of the item from my wages.

Statutory Entitlements Policy

Magnus Search provides statutory entitlements for maternity, paternity, and sick pay in accordance with UK government regulations. This includes:

Statutory Holiday Pay

All employees are entitled to statutory paid holiday – currently 28 days per year (pro rata), which includes public holidays. We ensure that holiday pay is calculated and paid correctly in accordance with legal guidelines. You accrue holiday based on your weekly hours.

Your holiday year ranges from the first day of your assignment with us for a period of 1 year. Any holiday not used within your holiday year cannot be rolled into the following year.

This is the recognised industry standard for calculating holiday pay. You may take holiday at any time during the leave year, which will be paid on the next pay date after your period of leave.

It is each temporary worker's responsibility to claim their holiday pay; Magnus Search will not send reminders, nor will Magnus Search be responsible for the loss of holiday payments.

Statutory Sick Pay (SSP)



Employees who meet the eligibility criteria will receive SSP for qualifying periods of sickness, as per government regulations. To be entitled to SSP:

- Employees must **self-certify** sickness for the **first 7 calendar days** of absence.
- For sickness lasting **more than 7 calendar days**, a **fit note (sick note)** from a registered medical practitioner must be provided to HR.
SSP payments may be withheld or delayed if appropriate medical documentation is not submitted.

Statutory Maternity Pay (SMP)

Eligible employees will receive SMP as per government guidelines, which includes up to 39 weeks of payments at the statutory rate. To qualify for SMP, employees must provide:

- A valid **MAT B1 form**, which confirms the expected week of childbirth.
- The MAT B1 form must be submitted to HR **no later than 21 days before the SMP is due to begin**.
Failure to provide the MAT B1 form may result in a delay or refusal of SMP payments.

Statutory Paternity Pay (SPP)

Eligible employees may receive SPP for up to two weeks following the birth or adoption of a child, in line with statutory rates. Supporting documentation may be requested to confirm eligibility.

Pension Entitlement

After 12 weeks of employment, all employees are automatically enrolled in the **NEST Pension Scheme**. Employees may opt out if they wish by contacting NEST directly.

Magnus Search does not offer enhanced maternity, paternity, sick pay, or pension entitlement beyond the statutory provisions. Employees should refer to the UK Government website or consult HR for further details regarding eligibility and payment rates.

If you have any questions regarding statutory payments, please contact the HR Department.



Holiday Request Procedure

As a temporary agency worker, you accrue your holiday allowance. This means that although your holiday dates may be approved, you may not necessarily have enough holiday allowance saved to cover the period. It is your responsibility to check in advance with the agency to ensure you have sufficient funds to cover your requested time off.

General Steps to Request Annual Leave

1. Obtain Approval from your site

- Before submitting a holiday request, you must first get approval from your site to ensure there are no conflicts with work schedules.

2. Notify Magnus of Approved Holiday Dates

- Once your site has approved your holiday, you must contact the account manager at Magnus to inform them of the dates you have booked ff.

3. Provide Sufficient Notice

- Please give as much notice as possible when booking annual leave. This allows us to update our records and ensure no scheduling conflicts arise.

4. Resend Any Pre-Booked Holiday Dates

- If you have any holidays that were arranged prior to starting with Magnus, please inform the account manager as soon as possible.

Important Notes:

If holiday dates are not sent to Magnus in advance, we will not be able to process your holiday pay.

Even if your holiday has been approved and recorded by your base, you must still inform Magnus to ensure you are paid.

We are unable to retrospectively process holiday pay, so it is crucial that your leave is logged with Magnus before your time off.

Payment & Pay Slips

All temporary workers will be paid on a weekly basis every Friday. Payments are made a week in arrears.



Pay Slips will be sent weekly to temporary workers via email. If an employee has not received a pay slip or payment it is their responsibility to report this, so it can be investigated and corrected in a timely manner.

Whistleblowing Policy

Purpose:

This policy provides a framework for temporary workers engaged through Magnus Search to report concerns about wrongdoing or malpractice safely and without fear of retaliation. It ensures that genuine concerns are addressed promptly and appropriately.

Scope:

This policy applies to all temporary workers placed at client organisations through Magnus Search regardless of the duration of their assignment or their role.

What is Whistleblowing?

Whistleblowing is the disclosure of information that an individual reasonably believes shows wrongdoing, risk, or malpractice in the workplace. This could include, but is not limited to:

- Criminal activity
- Breach of legal obligations
- Health and safety risks
- Environmental damage
- Miscarriage of justice
- Attempts to cover up any of the above

Rights of Temporary Workers:

Temporary workers have the right to raise concerns without fear of victimisation, discrimination, or disadvantage. Reports made in good faith will be taken seriously and handled confidentially.

Reporting Procedure:

Step 1:

Raise the concern with your recruitment agency, either the account manager, a compliance officer or HR.



- If the concern relates to the client organisation where you are placed, you can also report it to the client's designated whistleblowing contact, if appropriate.
- If you feel unable to raise the concern internally, you can contact a relevant external body (e.g., a regulator or the independent whistleblowing charity *Protect*). E.g Acas on 0300 123 1100

Step 2:

On receipt of a complaint of malpractice, the member of staff who receives the complaint, must pass this information on as soon as is reasonably possible, to the appropriate designated investigating officer as follows:

- If the whistleblowing concern relates to the Client Organisation (i.e. the company where the agency worker is placed) Magnus Search will log the concern and raise it promptly and confidentially with a suitable contact within the client organisation in addition to Magnus Search's HR representative. Magnus Search will work with the client organisation to conduct a thorough investigation, supporting the agency worker throughout the process.
- If the whistleblowing concern is related to Magnus Search, (if not contacted already) HR will need to be immediately notified and a full investigation will be conducted led by HR and the directors.

Magnus Contacts:

- HR – Rhianna.webster@magnussearch.com
- Compliance Team – compliance.teams@magnussearch.com
- Account Manager – The temporary workers main contact to book holiday and shifts.

Confidentiality and Anonymity:

Where possible, concerns will be treated confidentially. Workers can request anonymity, but in some cases, it may not be possible to pursue a concern without revealing the whistleblower's identity.

Protection from Retaliation:

The agency is committed to ensuring that no temporary worker suffers any form of detriment because of raising a genuine concern, even if it turns out to be mistaken.



Expectations:

- Concerns should be raised promptly.
- Allegations should be made honestly and not for personal gain or with malicious intent.

Further Support:

Temporary workers can seek advice before making a formal disclosure, either through the agency or external organisations offering confidential guidance. E.g Acas on 0300 123 1100

Anti-Discrimination & Harassment Policy

1. Purpose

Magnus Search is committed to ensuring a safe, respectful, and harassment-free workplace for all employees, contractors, and agency workers. This policy aligns with the Equality Act 2010 and the risk assessment conducted to prevent and mitigate harassment, including sexual harassment, in all workplace environments.

2. Scope

This policy applies to:

- All employees, agency workers, and contractors
- Management personnel and leadership
- Any worksite, including client locations where agency workers are placed
- Workplace-related events, including social functions

3. Definition of Harassment

Harassment is defined as unwanted conduct that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating, or offensive environment. This includes but is not limited to:

- **Sexual harassment:** Unwanted sexual advances, inappropriate touching, offensive jokes, suggestive remarks, and coercion.



- **Bullying and intimidation:** Verbal abuse, threats, and exclusion.
- **Discriminatory harassment:** Based on race, gender, age, disability, religion, sexual orientation, or any other protected characteristic under the Equality Act 2010.

4. Responsibilities

4.1. Employer Responsibilities

Magnus Search will:

- Maintain a zero-tolerance stance on workplace harassment.
- Implement and enforce clear anti-harassment policies.
- Provide regular training for all staff, including managers, on identifying and preventing harassment.
- Ensure reporting procedures are effective, accessible, and confidential.
- Take swift and fair action against any individual found to have engaged in harassment.

4.2. Employee Responsibilities

All employees must:

- Treat colleagues with dignity and respect.
- Refrain from engaging in or condoning harassment.
- Report any incidents of harassment promptly.
- Cooperate with any investigations related to harassment complaints.

5. Reporting Procedures

Employees are encouraged to report harassment through the following channels:

- **Internal Reporting:** Directly to HR, a supervisor, or via the anonymous reporting system.
- **External Reporting:** If internal processes fail, employees may contact ACAS, the Equality and Human Rights Commission (EHRC), or seek legal action.
- **Confidentiality:** All reports will be handled with strict confidentiality, with details shared only on a need-to-know basis.

6. Risk Control Measures

To prevent workplace harassment, Magnus Search has implemented the following:



Measure	Action	Responsibility	Timeline
Clear Anti-Harassment Policy	Define and enforce policies	HR Department	Immediate/Ongoing
Training for Employees & Managers	Mandatory anti-harassment training	L&D	Quarterly
Anonymous Reporting Channels	Hotlines and online reporting	HR	Immediate
Regular Culture Audits	Workplace climate surveys	HR	Semi-annually
Strict Confidentiality Protections	Safeguard whistleblowers	HR	Ongoing
Disciplinary Measures	Enforce strict penalties, including termination	Senior Management	As needed
Manager Training	Ensure sensitive handling of complaints	L&D/HR	Quarterly
Whistleblower Protection	Prevent retaliation	Legal & HR	Immediate

7. Investigation and Disciplinary Actions

- **Investigations:** Conducted promptly by HR with impartiality.
- **Consequences:** May include warnings, suspension, or termination based on severity.
- **Appeals:** Employees may appeal decisions through an internal review process.

Imposter Switching Policy

1. Purpose

Magnus is committed to maintaining the highest standards of integrity and security in the workplace. This policy establishes strict guidelines to prevent and address instances of temporary workers impersonating other employees to gain unauthorised access to company resources, facilities, or information. Magnus enforces a zero-tolerance policy for such actions, and violations will result in immediate termination and potential legal consequences.



2. Scope

This policy applies to all **temporary workers, contractors, vendors, and employees** at Magnus who have access to company systems, premises, or confidential information.

3. Policy Guidelines

3.1. Identification and Verification

- All **temporary workers** must use their **own** company or site issued identification and login credentials.
- **Badge swapping, password sharing, or assuming another worker's identity** is strictly prohibited.
- Magnus enforces **Multi-Factor Authentication (MFA)** and access controls to prevent unauthorised access.
- Security personnel and supervisors at sites must verify the identity of all temporary workers upon entry and exit.

3.2. Detecting Imposter Switching

- Any **discrepancies in identity verification**, such as mismatched credentials, must be immediately reported to **Magnus HR and the relevant Consultant/ Account Manager**.
- Employees must report **suspicious behaviour** such as a temporary worker using another's badge, workstation, or login credentials.

3.3. Reporting and Consequences

- If an employee or temporary worker **suspects** or **witnesses** impersonation, they must report it to **HR and the relevant Consultant/ Account Manager** immediately.
- Any **temporary worker caught impersonating another employee** will face **immediate termination**, and Magnus may **pursue legal action**.
- Supervisors or employees who knowingly **allow impersonation** to occur will also be subject to disciplinary action.

3.4. Preventive Measures

- All employees in candidate racing roles are annually trained on imposter switching and how to identify it.
- A **whistleblower protection** system is in place for employees who report imposter switching.

4. Zero-Tolerance Enforcement



Magnus strictly enforces a **zero-tolerance policy** for imposter switching. Any temporary worker **caught impersonating another employee will be immediately terminated** and , in addition to potential legal consequences.

5. Policy Review

This policy will be reviewed annually to ensure it aligns with best practices and Magnus's evolving security measures.

6. Contact Information

For concerns related to this policy, contact the **HR Department** or **Security Team** immediately.

Right to Join a Trade Union

Agency workers have the right to join a trade union of their choice and participate in trade union activities. They must not be treated unfairly or disadvantaged for exercising this right. Employers, recruitment agencies, and end-user businesses must respect and uphold agency workers' freedom of association in accordance with employment laws and regulations.

GDPR & Data Protection Policy

Purpose

This policy outlines our commitment to data protection and privacy in accordance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. We are dedicated to safeguarding the personal data of our employees, customers, suppliers, and other stakeholders, ensuring transparency, security, and compliance with all legal obligations.

Scope

This policy applies to all personal data processed by Magnus Seach, regardless of format, including data relating to employees, customers, suppliers, and any other individuals. It applies to all staff, contractors, and third parties who have access to or process personal data on our behalf.



Legal Compliance

We will comply with all applicable data protection laws and regulations, including:

- The General Data Protection Regulation (GDPR)
- The Data Protection Act 2018
- The Privacy and Electronic Communications Regulations (PECR)

Key Principles

In line with the GDPR, we commit to processing personal data in accordance with the following principles:

- **Lawfulness, Fairness, and Transparency:** We will process personal data lawfully, fairly, and in a transparent manner, ensuring that individuals are aware of how their data is being used.
- **Purpose Limitation:** Personal data will only be collected for specified, explicit, and legitimate purposes and will not be further processed in a manner incompatible with those purposes.
- **Data Minimisation:** We will only collect personal data that is adequate, relevant, and limited to what is necessary in relation to the purposes for which it is processed.
- **Accuracy:** We will ensure personal data is accurate and, where necessary, kept up to date. Inaccurate data will be corrected or deleted promptly.
- **Storage Limitation:** Personal data will be kept in a form that permits identification for no longer than is necessary for the purposes for which it is processed.
- **Integrity and Confidentiality:** Personal data will be processed in a manner that ensures appropriate security, including protection against unauthorised or unlawful processing, accidental loss, destruction, or damage.
- **Accountability:** We will be responsible for, and be able to demonstrate, compliance with these principles.

Data Subject Rights

We respect and uphold the rights of data subjects, which include:



- **Right to Access:** Individuals have the right to access their personal data and obtain information about how it is being processed.
- **Right to Rectification:** Individuals have the right to request the correction of inaccurate or incomplete personal data.
- **Right to Erasure:** Individuals have the right to request the deletion of their personal data, subject to certain conditions.
- **Right to Restrict Processing:** Individuals have the right to request the restriction of processing of their personal data in certain circumstances.
- **Right to Data Portability:** Individuals have the right to obtain and reuse their personal data for their own purposes across different services.
- **Right to Object:** Individuals have the right to object to the processing of their personal data in certain circumstances, including direct marketing.
- **Rights Related to Automated Decision-Making and Profiling:** Individuals have the right to not be subject to a decision based solely on automated processing, including profiling, which produces legal effects or similarly significantly affects them.

Data Security

We will implement appropriate technical and organisational measures to protect personal data against unauthorised or unlawful processing, accidental loss, destruction, or damage. These measures include, but are not limited to:

- Access controls and authentication processes.
- Encryption and pseudonymisation where appropriate.
- Regular security assessments and audits.
- Data breach detection, investigation, and response protocols.

Data Retention

Personal data will be retained only as long as necessary to fulfil the purposes for which it was collected or as required by law. A Data Retention Schedule will be maintained to ensure compliance with this policy.



Data Transfers

Personal data will not be transferred outside the European Economic Area (EEA) unless appropriate safeguards are in place, such as Standard Contractual Clauses, Binding Corporate Rules, or other measures approved by the European Commission.

Data Breach Management

In the event of a data breach, we will follow our Data Breach Response Plan to contain, assess, and mitigate the breach's impact. All data breaches will be reported to the Information Commissioner's Office (ICO) within 72 hours where required by law.

Responsibilities

- **Data Protection Officer (DPO):** The DPO is responsible for overseeing this policy, ensuring compliance with GDPR, providing guidance on data protection issues, and serving as the point of contact with the ICO.
- **Employees:** All employees are required to adhere to this policy, complete relevant training, and report any potential data protection breaches immediately to the DPO.

Appointed DPO & Contact Information

At Magnus Search the appointed DPO is Rhianna Webster, HR Manager.

Contact email: rhianna.webster@magnussearch.com

Contact Number: 07861674096

Training and Awareness

All employees will receive training on data protection and GDPR requirements as part of their induction with Magnus and through regular updates.



Driver Infringement Policy

Purpose

This policy outlines the expectations, responsibilities, and consequences related to driving infringements to ensure the safety of all employees, passengers, and the public while operating company vehicles or driving for work-related purposes.

Scope

This policy applies to all temporary agency worker, employees and contractors, and operating vehicles provided by the client site.

Driver Responsibilities

Employees must adhere to all road rules, regulations, and client policies, including but not limited to:

- Obeying speed limits and traffic signs.
- Avoiding reckless or aggressive driving.
- Never driving under the influence of alcohol, drugs, or any impairing substances.
- Ensuring the vehicle is roadworthy and properly maintained.
- Using seatbelts at all times.
- Avoiding distractions, including the improper use of mobile phones.

Client sites may have other specifications which employees will be made aware of upon driving assessment and induction, and they must abide by them also.

Mobile Phone Use Policy

To prevent distractions and promote safe driving, the following rules regarding mobile phone use must be strictly adhered to:

- The use of mobile phones while driving is strictly prohibited.
- Texting, emailing, or using social media while driving is strictly forbidden.
- Calls should be kept brief and, where possible, drivers should pull over safely before making or receiving calls.
- Employees are encouraged to use voicemail or inform contacts of their driving status to minimize interruptions.



- Any violation of this policy will result in disciplinary action.

Infringements & Consequences

Failure to adhere to road laws and client policies may result in disciplinary action, including but not limited to:

- Verbal or written warnings for minor offenses.
- Fines incurred for traffic violations are the responsibility of the driver.
- Suspension or revocation of client vehicle privileges.
- Termination of employment in cases of serious misconduct, such as reckless driving, DUI, or repeated violations.
- Reporting to authorities if laws are breached.