

A large, stylized 'B' logo composed of two overlapping chevron shapes, one red and one black, with a 3D effect. It is positioned in the upper right and middle right of the page.

Temporary Workers Contractor Information Pack

This Pack contains important information. Please read and retain for future reference.

Bamford Contract services Limited
17 Cheetham Street, Rochdale
Greater Manchester, OL16 1DG
w:www.bamfordcs.co.uk
e:info@bamfordcs.co.uk
f:01706 860080



Contractor Information Pack

Working with Bamford and an approved Umbrella / Contracting Company (Intermediary)

Welcome & thank you for working through Bamford Contract Services.

Our FCSA approved contracting companies are currently Exchequer Solutions Ltd with whom we have partnered for many years and more recently Quest Pay Solutions NE Ltd. We have found them both to be very efficient, compliant with all relevant legislation and have a *fair charging structure** for their contractor payroll and other services.

You can access Exchequer's website by clicking [THIS LINK](#) or Phone them on **01244 500 195**
You can Access Quest Pay's website by clicking [HERE](#) or phone them on **01244 555 123**

** Should you decide to leave either intermediary at any time and work directly through our own payroll under PAYE, any charges/fees that you may have paid to them are not refundable by Bamford.*

The documents in this pack, provide important information regarding how we operate our work finding services and manage the processing of timesheets etc.

If you elect to have payment for your services processed by either Intermediary, you would be working under their terms of engagement or employment and be under contract to them for your services. They will be responsible for making payments to you and complying with their statutory obligations to HMRC, not Bamford.

As it's a legal requirement that you accept terms before we can provide our work finding service to you, please register with the intermediary and then register with Bamford (using our digital registration form) so we can find you suitable work and get you started.

When registering with Bamford, please make sure that you also provide the following Essential Information which is needed before you may start an Assignment:-

- **Proof of your Identity**
(Such as a passport, National ID Card, a full/long UK birth certificate and an official HMRC document bearing your name and National Insurance number, photo driving licence and recent utility bill)
- **Proof of your right to work in the UK**
(Such a passport, work permit, qualifying national ID card or a full/long UK birth certificate and an official HMRC document bearing your name and National Insurance number)
- **Any certificates required for your job role (eg CSCS card & qualifications)**



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INTRODUCING BAMFORD

In 1989, Bamford set up in business as a specialist Construction Agency providing opportunities for **Temporary or Permanent Construction and M&E work** **THROUGHOUT THE NORTH WEST & YORKSHIRE AREAS**

Our goal is to find you the most suitable and best paid work available and this primary reason for being in business hasn't changed.

Temporary work can vary from a day to a year or more and Assignments are often available at very short notice. Some Assignments can lead to permanent positions.

As long standing members of the Recruitment and Employment Confederation we are bound by the REC Code of Conduct, which is your guarantee that you will be treated fairly and courteously at all times, whilst we endeavour to help find you suitable work. We are also required to abide by our legal statutory obligations in respect of the Employment Agency Conduct Regulations and Employment Agencies Act.

As with any business, we do have certain procedures and legalities that you need to follow, and these are designed to make your experience of dealing with Bamford as easy as possible, particularly with regard to our time-sheet processing system. Please take time to read the notes below together with the Health & Safety and Privacy information in this pack.

We hope you will enjoy your work!

If you have any questions, please contact us right away.

We are here to help.

www.bamfordcs.co.uk



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Bamford Contract Services - General Procedures and Guidelines

1. **Temporary Work Assignments** are sourced by us from our Clients and matched to suitable candidates.
2. **You Should always turn up for work as arranged and** carry out your duties in accordance with the specifications given to you by our client on site.. This will help build up good references and helps us to provide more work opportunities for you.
3. **If you are going to be late for work or can't attend** due to sickness or for some other reason, please telephone us immediately (or arrange for someone to call on your behalf). If you don't tell us we will assume that you have terminated your contract and further work may not be available to you.
4. **Should you leave a job part way through a shift** for whatever reason, always inform our clients' representative first. This is for health & safety and security reasons. You should also inform us as soon as possible of the reason for leaving [as 3 above].
5. **Single Timesheets:** We will email or post a timesheet directly to you each week and it is your responsibility to ensure that our clients authorised representative signs your timesheet at the end of each week and that you return a signed copy to this office, by 9am each Monday by post, fax or email, to ensure you are paid on time. For your convenience, we can also accept an emailed photograph of your timesheet. All timesheets are verified with our client before processing.
6. **Multi Timesheets:** Some clients process timesheets on behalf of a group of workers that they engage from us and in this case the client would submit your time records to us directly each week.
7. **Rates of Pay** vary from job to job. We will always agree the rates with you before you accept a job which we will confirm in writing to the intermediary for each and every job you do. Please telephone us if you have any concerns about your rate.
8. **Payments** are made every Friday, one week in arrears. We will remit funds in respect of your authorised timesheets, by direct bank transfer to the intermediary. Payment can only be made on time if we receive your timesheet on time. The intermediary will email /text you as soon as your wage has been processed and provide you with a detailed weekly payslip. For Tax, NI, and all other payslip/payroll matters, please refer to the intermediary directly.
9. **Please observe and comply with our clients' safety policy & induction procedures** at all times and wear your safety boots/shoes/hard hat or other safety wear that the client may insist upon or provide as directed. You will not be allowed into the work place unless you do so.
10. **Please keep in regular contact** with us if you are available for work. Once or twice a week is a good idea or even daily if you wish, as jobs come in all the time. As one job finishes we will do our best to find you another one to follow on to or with as little delay as possible.
11. **New Phone Numbers, changes of address or bank details should be notified to us promptly. We will send you an electronic form for you to complete which will automatically update our records.**



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HEALTH & SAFETY

Health & Safety at work is an important consideration when engaging personnel on either a permanent or temporary contract basis.

BAMFORD Contract Services Ltd are an established and responsible employment agency, and it is our duty to make sure that you are aware of **your responsibilities** under Health & Safety legislation. You also need to be aware of our responsibilities and the responsibilities of the company to which we send you. The following Health & Safety information is provided for your benefit, which you should read carefully. If you have any questions, concerns or suggestions about Health & Safety, please contact this office or our clients representative on site.

THE CLIENT is required by law:-

- To treat you as if you were an employee for all health and safety matters. For example, the Company must make you aware of its Health & Safety Policy;
- To carry out an assessment of health and safety risks and to put in writing the result of its assessment if the Company employs five or more people;
- To tell you the name of its authorised Health & Safety representative. If you have any problems finding this out, contact your supervisor or the agency;
- To ensure you are wearing the protective clothing and equipment suitable for the job you are going to do;
- To record any accidents or injuries in the Company's accident record book and if necessary tell the Health & Safety Executive.

Bamford Contract Services Ltd are responsible for:-

- Passing on to you any information provided by the Company on any qualifications and skills you will need to enable you to do the job safely - and any health and safety matters connected with the job.

YOU have a duty to:-

- Assess any risks to your health and safety during your assignment. You are responsible for telling the Client about any dangers in the Client's activities to ensure a safe workplace;
- Observe the Client's health and safety at work policy. To familiarise yourself with it, you should, if possible, ask the Client for sight of this before you start your assignment;
- Co-operate with the Client on health and safety matters, following all instructions to ensure a safe system of work;
- Take all reasonable steps to safeguard you own safety and that of any other person who may be affected by your actions;
- Report to the Client any injury or accident that occurs whilst you are on assignment to the Client.

YOU are responsible:-

- For wearing any protective clothing and equipment you have been told to wear to carry out the assignment.



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EQUAL OPPORTUNITIES

Bamford Contract Services Ltd is committed to a policy of equal opportunities for all work seekers and shall adhere to such a policy at all times and will review on an on-going basis on all aspects of recruitment to avoid unlawful or undesirable discrimination. We will treat everyone equally irrespective of gender, sexual orientation, gender reassignment, marital or civil partnership status, age, disability, colour, race, nationality, ethnic or national origin, religion or belief, political beliefs or membership or non-membership of a trade union and we place an obligation upon all staff to respect and act in accordance with the policy. Bamford Contract Services Ltd shall not discriminate unlawfully when deciding which candidate/temporary worker is submitted for a vacancy or assignment, or in any terms of employment or terms of engagement for temporary workers. Bamford Contract Services Ltd will ensure that each candidate is assessed only in accordance with the candidate's merits, qualification and ability to perform the relevant duties required by the particular vacancy.

COMPLAINTS

If for any reason you should have a complaint about either our service or the organisation in which you are working, please observe the following complaints procedure:-

In the first instance, please contact your Recruitment Consultant or account Manager. If your complaint is concerning either the Recruitment Consultant or Account Manager, then please contact the General Manager.

If you don't feel that you have received a satisfactory response within two working days from lodging the complaint please escalate this to the General Manager. In the event that the General Manager is unable to answer your query satisfactorily, please escalate to the Operations Director at our Rochdale Head Office.

Should you feel that your complaint has not been dealt with effectively, please contact our professional body, the Recruitment & Employment Confederation (REC) via their website at www.rec.uk.com



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PRIVACY NOTICE

(Document DP5A - When personal data is obtained directly from the data subject)

Company Name:	Bamford Contract Services Ltd ('the Company')
Company Contact details:	The Data Protection Manager, Bamford Contract Services Ltd, 17 Cheetham Street, Rochdale, OL16 1DG. Privacy@bamfordcs.co.uk

The Company is a recruitment business which provides work-finding services to its clients and work-seekers. The Company must process personal data (including sensitive personal data) so that it can provide these services – in doing so, the Company acts as a data controller.

You may give your personal details to the Company directly, such as on an application or registration form or via our website, or we may collect them from another source **such as a jobs board**. The Company must have a legal basis for processing your personal data. For the purposes of providing you with work-finding services and/or information relating to roles relevant to you we will only use your personal data in accordance with the terms of the following statement.

1. Collection and use of personal data

a. Purpose of processing and legal basis

The Company will collect your personal data (which may include sensitive personal data) and will process your personal data for the purposes of providing you with work-finding services. The legal bases we rely upon to offer these services to you are:

- Consent
- Legitimate interest
- Legal obligation
- Contractual obligation

b. Legitimate interest

Where the Company has relied on a legitimate interest to process your personal data our legitimate interests are as follows:

- Contacting you by telephone, email, text, letter or in person during the recruitment and placement process, for example to obtain your consent for processing any sensitive personal data or to update our records with regards to your availability or interest in a particular role to enable us to perform our work finding services.
- Undertaking candidate management controls that we have in place such as taking up references upon registration and from client feedback during any assignments a candidate may perform. We use this information to maintain our database in such a way as to provide our clients with the most suitable and qualified candidates for their requirements.

c. Recipient/s of data

The Company will process your personal data and/or sensitive personal data with the following categories of recipients in order to fulfil our business, legal and contractual and other necessary obligations in respect of providing our work finding services for example:--

- Clients
- Employers (for references)
- Payroll service providers, Master vendors
- Insurers, legal advisors, accountants
- DBS , GLA HMRC, Courts, Immigration Officials, Job Centre
- Companies House , REC for audit and compliance purposes, Investors in People
- Training Organisations, Qualification and Certificate verification bodies

d. Statutory/contractual requirement –

Your personal data is required by law and/or a contractual requirement (e.g. our client may require this personal data eg confirming your identity, qualifications etc.), and/or a requirement necessary to enter into a contract. You are obliged to provide the personal data and if you do not the consequences of failure to provide the data are:

- That without your personal data we may not be able to provide work finding services to you.

2. Overseas Transfers

The Company will not transfer any information you provide to us to countries outside the European Economic Area ('EEA').

3. Data retention

The Company will retain your personal data only for as long as is necessary. Different laws require us to keep different data for different periods of time.

The Conduct of Employment Agencies and Employment Businesses Regulations 2003, require us to keep work-seeker records for at least one year from (a) the date of their creation or (b) after the date on which we last provide you with work-finding services.

We must also keep your payroll records, holiday pay, sick pay and pension's auto-enrolment records for as long as is legally required by HMRC and associated national minimum wage, social security and tax legislation.

Where the Company has obtained your consent to process your personal and/or sensitive personal data, we will do so for one year from the date such consent was obtained. Upon expiry of that period the Company will seek further consent from you. Where consent is not granted the Company will cease to process your personal data/sensitive personal data.

4. Your rights

Please be aware that you have the following data protection rights:

- The right to be informed about the personal data the Company processes on you;
- The right of access to the personal data the Company processes on you;
- The right to rectification of your personal data;
- The right to erasure of your personal data in certain circumstances;
- The right to restrict processing of your personal data;
- The right to data portability in certain circumstances;
- The right to object to the processing of your personal data that was based on a public or legitimate interest;
- The right not to be subjected to automated decision making and profiling; and
- The right to withdraw consent at any time.

Where you have consented to the Company processing your personal data and/or sensitive personal data you have the right to withdraw that consent at any time by contacting The Data Protection Manager

5. Automated decision-making

The company does not undertake any automatic decision making processes.

6. Complaints or queries

If you wish to complain about this privacy notice or any of the procedures set out in it please contact:

The Data Protection Manager at privacy@bamfordcs.co.uk

You also have the right to raise concerns with Information Commissioner's Office on 0303 123 1113 or at <https://ico.org.uk/concerns/>, or any other relevant supervisory authority should your personal data be processed outside of the UK, if you believe that your data protection rights have not been adhered to.

JOBSEEKERS

Know your data protection rights

General Data Protection Regulation

From 25 May 2018 the General Data Protection Regulation will impose greater data protection obligations on organisations whilst giving more rights to individuals in relation to how their personal data is processed.



What is personal data?

Personal data is data that can identify you as a living individual. There is general personal data such as name, address, National Insurance number and online identifiers/location data. There is also sensitive personal data which includes information on physical and mental health, sexual orientation, race or ethnic origin, religious beliefs, trade union membership and criminal records. Sensitive personal data must be protected to a higher level.

How does a recruitment business get your personal data?

You may have applied directly to an agency or they may have found your details from a jobs board or social networking site. They can process your data if they have a legal basis for doing so. There are 6 legal bases for processing data but an agency is likely to rely on (1) your consent, (2) that the processing is necessary for the performance of a contract with you or (3) that they have a legitimate interest in processing your personal data. Different conditions apply to each of these legal bases.

What should an agency tell you about personal data?

The agency should give you a privacy notice when they collect your personal data. This privacy notice should state:

- their contact details;
- why they are processing your data and what is their legal reason for doing so;
- if they are relying on legitimate interests, what those legitimate interests are;
- how long they will store your personal data for;
- that you have a right to request that they correct any incomplete or inaccurate data about you;
- that you have the right to request that they erase your personal data;
- that you have a right to complain to the Information Commissioner's Office (ICO);
- that if you have given consent, you can also withdraw that consent; and
- whether they will use automated decision-making or profiling to assess your suitability for roles.

What are your data protection rights?

Right to informed consent - for your consent to be valid you must know what you are consenting to. To give valid consent you must give a positive indication of your consent, such as by ticking a box - an agency cannot accept your silence as consent or use a pre-ticked box. However consent is not the only legal basis that they can use to process your data. If the agency does not need consent to process your data they should not ask for it.

Right to withdraw consent - if you have given consent you will have the right to withdraw your consent. The agency will have to stop processing the data that you gave them but they can continue to process other data if they rely on another legal reason for doing so.

Right to object - you have the right to object to your data being processed. The organisation can then only process your data if it has a compelling legal ground to do so.

Rights in relation to automated decision making - you have a right not to be subject to a decision based on automated processing unless you have given your explicit consent. However, the agency will not need your consent if their process is not fully automated.

Right to make a Subject Access Request (SAR) - if you make a SAR then the agency should respond to you within one month, this can be extended to a further 2 months in certain circumstances. The agency should not charge you to respond to your SAR unless for example you have made repeated requests for the same information. The agency could refuse to comply with your request for the same reasons.

Right to data portability - where technically possible, you have a right to have your personal data transferred directly from one organisation to another. However, this does not include having your data passed to another organisation without your knowledge.

Right of rectification of inaccurate or incomplete data - you have the right to request that the agency corrects any incomplete or inaccurate data they hold on you. The agency should respond to your request within one month.

Right to erasure - this is also known as the right to be forgotten. You can request that the organisation remove all your personal data. However, this is not an absolute right - the organisation can keep your personal data if they have a legal reason for doing so. If you ask for your data to be erased the agency may ask whether you just do not want to hear from them for a period of time or whether you want your data to be permanently deleted? As organisations cannot keep lists of people whose data they have deleted, the agency may still contact you if later on they find your details on a jobs board or a social networking site. If you have requested for your data to be forgotten the agency should tell any third parties that they have passed your data to that you have filed a request to erase. They must also do the same. **Agencies are required to keep certain records such as ID or right to work checks and payroll records for certain periods of time. These obligations will override any request to erase data or any objection to processing for so long as they must keep the data.**

Direct marketing - an organisation must have your express consent to send you direct marketing so if an agency wants to tell you about services other than work-finding services they must have your permission to send this to you.

Personal data breaches - if the agency suffers a data breach eg a loss of theft or personal data, they must inform the ICO. If there is a high risk to you, they must also tell you.

Further information about data protection can be found on the <https://ico.org.uk>.



This factsheet was produced by the Recruitment & Employment Confederation (REC) the professional body for UK recruitment agencies and businesses. If you believe you are not receiving the rights you are entitled to, in the first instance speak to your agency. All our members are required to abide by our Code of Professional Practice and we investigate complaints received against our members within the scope of the Code. If you are working for an agency that is a member of the REC and you have a complaint, you can refer it to us: <https://www.rec.uk.com/membership/compliance/complaints>.

The recruitment industry is regulated by the Employment Agencies Standards Inspectorate (EAS) which is part of the Department of Business, Energy and Industrial Strategy (BEIS). If you believe an agency is non-compliant and wish to report them or would like more information on your rights and entitlements as an agency worker, please ring the ACAS helpline on 0300 123 1100.

The information contained in this document is provided as general background information and should not be taken as legal advice.