



# Host

## Worker Handbook

**Office address:**

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79-89 Pentonville Road

London N1 9LG

Website: <https://host-staffing.co.uk>

Telephone: 0207 736 0122

**Office Hours**

Monday to Friday – 09:00-17:00

Saturday & Sunday – closed

In case of emergency/shift cancellation you can call us on 0207 736 0122. When connected please **press 1** to speak to a consultant on call, leave a voicemail with your full name and contact telephone number if you cannot get through.

For any other queries please contact us during office hours.

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## Working for Host

### How Host Works For You

Host Staffing opens the door to exclusive events at many of London's most iconic venues, where you can be part of a community delivering amazing experiences to our clients.

Whilst working with us, you will be able to choose when and where you want to work, whilst being rewarded with some of the highest pay rates in the hospitality industry.

Our reputation is built on our highly trained and dedicated staff. Therefore, we are committed to supporting each individual member of staff in order to create the very best experience for everyone involved.

### How do I get booked for work?

Once you have registered with us, simply open the Host mobile app to see which events are coming up and book yourself in for the shifts that you would like to work.

You can also view jobs we have available to you through the 'Jobs For You' tab on our staff portal. Once you have selected a shift you want to work, depending on the availability, you will be confirmed. A consultant will send you an email confirming that you have been booked in.

After receiving this email you **must** click 'Confirm Shift', you can also confirm your shift through the 'Schedule' tab in the Host app. If you find that you can no longer work this shift or have booked it in error, you **MUST** call the office and let us know, as you will still be booked into this shift, and you will be expected to attend unless you let us know otherwise.

Following your email confirmations, you will have made a commitment to work all the shifts with no exceptions.

A reminder text will also be sent out in order to confirm the full details of the shift, including check in time and dress code. All of these details can also be viewed and accessed through the App or on your staff portal at all times.

You will be able to keep track of all your upcoming shifts on the "Current Jobs" tab or "Schedule tab" on the Host app. You will also be able to request additional work by providing us with your weekly availability.

### Hours of Work

When signing up for an event, you will be informed of how many hours you are expected to work, however these are subject to change dependent on the circumstances surrounding the event.

You are entitled to a break of 20 minutes if you work more than six hours on a continuous basis. If a client fails to provide this statutory rest break, you should raise this with a member of the Host Staffing team as soon as possible.

### Working Time Regulations

The Working Time Regulations 1998 determine the maximum weekly working time for most workers, limiting the average hours worked per week to forty eight hours. You may choose to work longer by "opting out". If you do not "opt out" you will not be asked, or permitted, to work more than forty eight hours per week, on average over a seventeen week reference period. You may cancel your "opt out" at any time, by giving three months' written notice.

### Timekeeping

Upon confirming your availability to work, you will be notified of the relevant check in time. It is crucial that you arrive promptly for check in so that you are able to start work on time. We also recommend that you allow for unexpected delays to your journey and request that if you anticipate being late for check in, you call the office or Host check in staff immediately. If you do not arrive on time you may not be permitted to work.

## Timesheets

When you complete a shift for a Host Staffing client, your working hours will be logged onsite by a member of our team or the client. It is important that you check in and out at the start and end of your shift – failure to do so will result in a delay in the processing of your pay. Checking in and out with a member of the Host Staffing team or client is your responsibility; when you are confirmed to work at an event you will be sent full details of where and how to check in on the day. If you have any questions you should immediately call the office.

## Absence from Work

Cancellations should only be a last resort, and you must give us at least **24 hours' notice**.

If you need to cancel, you must ring the office immediately to speak to a consultant or to leave a voice message with your full name, contact details and why you are cancelling. You **must not** send an email or text to cancel. If you fail to work your shift **without notifying** the office you may not be offered any future shifts.

## Training

In addition to your induction session, you may be sent optional online training courses in Health and Safety, Food Safety and Food Allergens, so that you can build your capabilities and improve your knowledge and understanding in these areas.

## Pay

Our pay week runs from **Monday to Sunday**; any work that you do between these days will be paid **10 days after the Sunday** of the week you worked. Payment is made in relation to the hours on the timesheet, which is why it is important you sign in and out at every event.

When you register with Host Staffing, you must provide us with your bank details so that your pay can be transferred directly into this account. The bank details must be your own. Your payslip will be emailed to you the day before you receive payment.

## Pay queries

We do our best to ensure that no errors occur, but we cannot guarantee these may not arise. If you believe there are any discrepancies in your pay, please notify us immediately by completing **Pay Query Form** –

**Pay Query Form - <https://host-staffing.co.uk/pay>**

A deadline for raising initial queries is 2 weeks from date of payment.

## Tax

We are legally required to deduct Tax and National Insurance from your pay. To avoid paying more tax than necessary and to avoid delays in processing your pay, we must receive your P45, P46 or a P38 (s) along with your National Insurance number before you begin working for any of our clients.

You are able to reclaim any extra Tax that has been taken by contacting HMRC at <http://www.hmrc.gov.uk/incometax/refund-reclaim.htm>

## Change of Address or Personal Circumstances

It is very important that you inform us of any changes to your personal circumstances such as:

- address or telephone number;
- next of kin to contact in an emergency;
- bank or building society details;
- gain or loss of relevant qualifications or licences, such as loss of driving licence; and
- loss of right to work in the UK.

Change of bank details should be sent to [payroll@host-staffing.co.uk](mailto:payroll@host-staffing.co.uk)

## Annual Leave and Pay

All agency workers at Host Staffing are entitled to paid holiday in accordance with the Working Time Regulations 1998. You are entitled to 5.6 normal working weeks paid holiday in each holiday year. For example, if your normal working week is 5 days, you are entitled to 28 days holiday in each holiday year. This allowance includes public holidays.

The Holiday year runs from 1st April until 31st March. If you join (or leave) part way through a holiday year, you will be entitled to a proportion of your holiday entitlement based on the period of your engagement in that holiday year.

You are not permitted to take more holiday than you have actually accrued at the time holiday is taken. Applications for holiday must be requested by sending an email to our payroll team at [payroll@host-staffing.co.uk](mailto:payroll@host-staffing.co.uk)

Host Staffing may require you to take part or all of any unpaid holiday entitlement by giving you not less than two weeks' notice. You must take all of your holiday during the holiday year in which it is accrued. It may not be carried forward to the following holiday year.

## Dress Code

This policy is intended to help you understand what dress code is appropriate for our work assignments, but a common sense approach should be applied dependant on the type of work you are undertaking. You are the first point of contact with customers in most events and your presentation is a huge factor on the guests' perception of an event. Your appearance should be professional at all times.

Clothing should be clean, well maintained, ironed and well-tailored.

Shoes should always be polished and in good condition.

If your role requires you to wear protective clothing, e.g. masks and gloves, you must wear this clothing while carrying out your duties whenever required by law or by Company or Client rules.

In addition, if your job involves working with machinery/working with food, your hair must be either short or tied back and you must not wear any jewellery other than a wedding ring. These rules are in place for safety/hygiene reasons.

The following guide explains the common dress code on our client sites. You may purchase items from your choice of store, but this guide details the required cut, colour and style of fabric.

## Shirt

Most assignments will require all staff to wear a plain black, long sleeved cotton/poly-cotton shirt with a button up collar. If the assignment requires you to wear a specific tie this will usually be provided, so it is important that your shirt does have a top button.

Shiny shirts; shirts with logos, patterns or coloured buttons; and shirts with applets, ruffles or frills are not acceptable. We can recommend a Primark Men's basics shirt which are suitable for both men and women (women may prefer the "slim fit" shirt).

Shirts our staff choose to buy can be found in Primark or similar.



## Trousers

Trousers **must** be full length plain black cotton or polyester. Jeans, chinos, and leggings or trousers with pinstripes are not acceptable. Trousers should be straight cut (or women may prefer boot cut). Slim fit trousers do not meet the requirements of our dress code.

A black belt should be worn if required.

## Shoes

It is extremely important that you wear appropriate shoes to work assignments for both safety and comfort, and also to maintain a professional appearance.

Shoes should be black leather (or leather look). Canvas, suede or patent shoes are not acceptable. Trainers are not acceptable.

For safety reasons they must cover the tops of your feet and be flat (no heels). We recommend a shoe with a thick sole or insole as you will be standing for much of your shift.

Socks should be plain black, and cover all the foot and ankle (i.e. no trainer socks).

Shoes that our staff chose to buy can be found in Shoe zone or similar



If you are unsure of any item please ask the office for further clarification.

## **Personal Presentation and Hygiene**

We expect all staff to demonstrate the highest levels of personal hygiene; being showered and clean for every assignment to maintain the high quality service levels and professional image Host Staffing hosts are known for portraying.

All staff should be cleanly shaven or have neatly trimmed facial hair for every assignment.

All hair longer than chin length must be tied up neatly out of the face. Where long enough, hair must be tied in a hair doughnut; instructions can be found at [https://www.youtube.com/watch?v=06D5j\\_h5eYs](https://www.youtube.com/watch?v=06D5j_h5eYs)

Nail varnish and any type of false nails are not permitted under any circumstances due to the nature of health and safety risks these items pose.

## **Finishing Touches**

Please arrive ready to work dressed correctly. When preparing for work, you need to make sure that your clothing is clean and ironed. The easiest way to arrive to work with ironed clothing is to wear it on your way to work and not carry it in your bag! Some client sites may not have changing rooms so you should be ready in advance.

Having arrived on site and stored your personal belongings, you should make final checks to your appearance. Ensure shirts are tucked in and your hair is neatly pinned back.

**Jewellery:** only wedding bands and simple wrist watches are permitted and all other jewellery must be removed before coming to work. You should not have any visible body piercings including earrings, tongue piercings, nose studs, lip or eyebrow piercings. It is also not acceptable to cover these with plasters; they must be removed.

Make up should be minimal and natural in appearance. You will not be permitted to work in heavy make-up or false eye lashes.

**Tattoos** should be kept covered at all times, and must not be visible on hands, neck or face.

If your place of work provides you with specific uniform items e.g. a branded apron or tie, they **MUST** be returned at the end of your shift.

If Host or a client provides you with any uniform or items to wear, they must be returned to us in reasonable condition and at the agreed time. Failure to do so will result in us deducting the cost of recovery, replacement or any loss incurred by us from any monies owing to you.

## **Failure to Adhere to Dress Code**

Arriving on site to check in for your assignments whilst not meeting these dress code and personal appearance guidelines may result in you being sent home or being asked to address the issue before starting work.

## **Code of Conduct**

When you are on shift and working an assignment for our clients, you are representing Host Staffing and therefore must conduct yourself professionally at all times. Please remember that when on assignment, you are our ambassador of current and future Client assignments. Our success, and yours, rests on the quality of service you provide to our clients. Consistent politeness and consideration, and never causing any offence or discomfort to guests will ensure that our clients are left satisfied with the service provided.

It is not possible to provide a comprehensive list of rules as to how any agency worker should conduct themselves, but here we provide an outline of our expectations of your conduct and behaviour when working for Host. If in doubt about any rules or practices, please ask us.

### **Whilst working on an event for us, you must:**

- Co-operate with the Client, its employees and other workers, accept the direction, supervision and instruction of any responsible person in the client's organisation
- Observe any rules and regulations set by the Client to which your attention has been drawn to or which you might be expected to know or anticipate. Use common sense at all times.
- Treat all fellow workers, visitors and Clients with courtesy and respect
- Take all reasonable steps while working for the Client to safeguard your own safety and the safety of any others who may be present or affected by your actions during the assignment. Comply with the Health and Safety policy and procedures of the Client
- Do not engage in any conduct detrimental to the interests of the Client or to Host
- Do not use any motor vehicle or any mechanised equipment in connection with any assignment unless proper insurance cover is in force for such use. You shall indemnify and keep indemnified Host Staffing team against loss or liability incurred directly or indirectly by Host Staffing team arising out of any such use

### **Security**

- Ensure that you comply with Client security measures at all times, including following any instructions relating to the wearing of security badges or identity cards.
- You may be provided with items such as keys and access cards to gain authorised access to the parts of the Client's premises where work is to be carried out. These items remain the property of the Client and should therefore be returned as requested or on termination of the assignment.
- Confidential information, valuables, equipment and materials should be adequately secured at all times.
- You must never be in unauthorised possession of any property (including cash) belonging to the Client, guests, your colleagues or Host Staffing
- Suspicious incidents or loss of items must immediately be reported to Host Staffing

### **Stop and Search**

Host Staffing and the Client reserves the right to stop and fully search any employee, agency worker or visitor, both prior to entry and before exit from the working location, using whatever reasonable means at their disposal. Access may also be denied to the working location as part of the stop and search policy.

It is part of the terms of your assignment that if you are asked to take part in a random stop and search, this request is complied with.

Failure to comply with this may result in termination of the assignment. A search of your locker, working area, bag or person may be conducted. Any search of your person will be by a member of the same sex.

## **Health & Safety**

### **Health and Safety Policy Statement**

Host regards the management of health and safety as an integral part of its business and as a management priority. It is our policy that all activities and work will be carried out in a safe manner and we will protect the health, safety and welfare of our workers and others who may be affected by our activities.

Everybody is required to read this policy, and any H&S details provided by any Client, and accept responsibility for their own health and safety at work.

We believe it is the responsibility of Host and the Client to maintain the spirit and letter of the principles incorporated in the relevant legislation to ensure the safest systems of work and a healthy working environment

### **It is the responsibility of every worker to:**

- take reasonable care for their health and safety and that of fellow workers and to report any hazard which cannot be controlled personally
- co-operate with Host and the Client by observing safety rules and complying with any measures designed to ensure a safe and healthy working environment.
- Stop working immediately if you consider that your working environment is unsafe and immediately report the matter to the safety representative or other official of the Client and Host Staffing
- Report incidents that have or may lead to accident or injury to the safety representative or other official of the client and Host Staffing
- Wear any protective clothing and use any safety equipment that has been provided in order to carry out any assignment. If you have not been provided with something you consider to be necessary, you must request it.
- Observe the Client's health and safety policy and regulations at all times and ask for sight of the policy before starting any assignment.

All workers are required to ensure that their own work is without risks to themselves and others as far as reasonably practicable.

### **Clients have a duty to:**

- Treat all staff as they would their own workers with regard to all health and safety matters and ensure a safe system of work at all times
- Provide Host Staffing with information on specific qualifications or skills which the Host agency worker will need to undertake the work, and advise Host and the worker of any features of the work which may increase the health and safety risk to the worker
- Cooperate and coordinate with the agency worker on health and safety matters
- Provide every agency worker with information relating to health and safety risks and measures
- Inform agency workers of the name of their appointed health and safety representative
- Record any accidents or injuries in their Accident Record Book and report to the Health and Safety Executive, in accordance with current requirements
- Assess health and safety risks and record the result of the assessment

## Health & Safety Guidelines

The following are common major hazards in food preparation areas:

- Floors, steps and stairs, particularly if wet
- Dangerous machines, including slicers, mincers, mixers, food processors and waste disposal units
- Manual handling hazards, especially movement of hot pans and food stocks. Large cooking pots containing hot liquid must not be carried across the kitchen – a safe system of decanting should instead be implemented
- Storage, use and disposal of cleaning products and pest control baits
- Storage and use of knives and other sharp kitchen equipment
- Electrical installation to equipment
- Access to cold rooms and freezers
- Access to shelving in stores and kitchen area
- Working with hot equipment, including ovens, Bain Marie or hot water boilers, fryers, solid tops
- Use of barbecue equipment with respect to position near flammable materials, use of gas cylinders and risk of burns to public or catering staff

The use of hot equipment and liquids, including steam, hot or boiling water, frying oil and the food itself, are essential in the catering environment and these hazards can never be fully eliminated.

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

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

**Important measures include:**

- Correct knife training and procedures, particularly in relation to use and storage
- Staff use the appropriate knife or implement for the purpose it is intended
- Adequate supervision must be given to all staff, particularly those under training as young persons
- Care must be taken when opening food packages, particularly when handling wire staples etc. All such packaging must be disposed of quickly and appropriately
- Care must be taken when cutting cling film
- Any breakages, including glass bottles, jars, bowls or dishes or other equipment must be immediately and properly cleared away sensibly, in order to reduce the risk of injury to yourself and third parties. Sharp objects should be disposed of in a rigid container, not plastic bags
- When washing up sharp objects or removing them from dishwashers, appropriate care should be taken
- No one must intentionally interfere with equipment or guarding provided to ensure health and safety

## Safety Signs

Safety signs must comply with strict requirements on their shape and colour. There are four types of safety signs:

- Information – white on green background
- Prohibition – red on white background
- Warning – black on yellow background
- Mandatory – blue on white background

You must understand and observe any safety signs displayed.

## Food Allergens

The Food Standards Agency (FSA) in conjunction with DEFRA introduced new allergen labelling laws called the Food Information Regulations SU1169/2011 (FIR REGS).

### What does this mean to you?

Communication between workers and the customer and between workers within the business is key to ensuring that customers receive accurate information about the food sold.

- You must not state that you don't know if an allergen is present
- You must not state that all foods 'could' contain allergens
- Verbal statements must be backed up in writing if required
- Your local Environmental Health Officers will enforce the regulations; non-compliance will result in large fines

### What do I need to do?

Be sure you know your allergens and how they affect your customers.

### The top 14 EU allergens are:



You should ensure you are fully aware of necessary allergy information for food being sold in your area of work. If you are not informed of this information before you begin work, **it is your responsibility** to seek out the information from a superior/manager.

### First aid/accidents

No matter how small or seemingly insignificant, every accident must be reported. This is done by recording them in the Client's Accident Book, which is maintained by the Client's designated First Aider.

### Fire Procedures and Electricity

Every venue will have a different fire procedure, so it is important that you know the system for whichever premises you are working at. You must fully comply with all procedures and take part in any drills organised by Host Staffing or the Client.

You must not render any fire escape or fire escape route at the site as unavailable for emergency use. You must also ensure that you do not cause any obstruction to any staircases, passages, walkways, entrances and exits or any other part of the site.

## Electricity

The two main risks surrounding electricity are shocks and fires. These risks can be reduced by not overloading sockets; keeping electrical equipment well maintained and cables in good repair; switching off and unplugging any electrical appliances before repairing or adjusting them; never touching light switches or appliances with wet hands.

You must leave any repair or maintenance of electrical appliances to an expert; you must report any faults to your Client representative.

## Display Screen Equipment (VDUs)

Regulations advise that you take periodic breaks from any Visual Display Unit you are using as part of your work. This does not mean that you have to stop work. The recommendation is that you take time out from using the screen every one to two hours. It is stressed that frequent short breaks are better than occasional longer ones.

## Manual Handling, Machinery and Tools

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

If you have to lift anything, you should consider the following:

- Plan the lift, working out what is the best way to get the item from A to B
- Ensure that you are properly balanced for lifting by positioning your feet apart
- Adopt a good posture, bending the knees and using them to lift. Keep your back straight
- Grip the load firmly
- Keep the item close to your body
- Lift smoothly, trying not to jerk
- Do not twist your body when turning to the side
- Put the item down before adjusting it to the desired position

## Machinery

The main dangers when using machinery are traps, entanglement, contact, ejection and impact. To minimise any risk, you should:

- Only operate machines you have been trained and authorised to use.
- Make sure you can reach the controls easily and know how to stop the machine
- Use safety guards, and check they are fitted correctly
- Wait until a machine has stopped and been switched off before cleaning or moving it
- Beware of long hair or loose clothing, which may become caught in moving parts
- Not distract other people who are using machinery
- Inform your supervisor if any machine is not working properly.

## Hand Tools

To avoid accidents with hand tools, obey the following basic safety rules:

- Use the correct tool for the job
- Ensure that any tool you use is in good condition
- Use any tools in the correct way
- Do not use tools which you are not trained to use
- Report worn and broken tools

## Control of Substances Hazardous to Health (C.O.S.H.H.) Regulations 1998

Under C.O.S.H.H. all persons at work need to know the safety precautions to take so as not to endanger themselves or others via exposure to substances hazardous to health. This section describes four basic classifications of risk: you must recognise these symbols, their meaning and safety precautions.

<p><b>Toxic/Very toxic</b> May cause serious health risk or even death if inhaled, ingested or if they penetrate the skin.</p> <ul style="list-style-type: none"> <li>• Wear suitable protective clothing, gloves and eye/face protection</li> <li>• After contact with skin, wash immediately with plenty of water</li> <li>• In case of contact with eyes, rinse immediately with plenty of water</li> <li>• In case of accident or if you feel unwell, seek medical advice immediately</li> </ul>	<p><b>Corrosive</b> May cause destruction of living tissue or burns.</p> <ul style="list-style-type: none"> <li>• Wear suitable gloves and eye/face protection</li> <li>• Remove all contaminated clothing immediately</li> <li>• In case of contact with skin, wash immediately with plenty of water</li> <li>• In case of contact with eyes, rinse immediately (within fifteen minutes) with plenty of water and seek medical advice</li> </ul>
<p><b>Irritant</b> May cause inflammation and irritation on immediate or repeated prolonged contact with the skin, or if inhaled.</p> <ul style="list-style-type: none"> <li>• Do not breathe vapour, spray or dust</li> <li>• Avoid contact with the skin</li> <li>• In case of contact with eyes, rinse immediately with plenty of water and seek medical advice</li> <li>• In case of contact with skin, wash immediately with plenty of water</li> </ul>	<p><b>Harmful</b> May cause a limited health risk if inhaled or ingested, or if it penetrates the skin.</p> <ul style="list-style-type: none"> <li>• Do not breathe vapour, spray or dust</li> <li>• Avoid contact with the skin</li> <li>• Wash thoroughly before you eat, drink or smoke</li> <li>• In case of contact with eyes, rinse immediately with plenty of water and seek medical advice</li> </ul>

### To use hazardous substances safely:

- Ensure that you obtain, read and understand copies of all relevant C.O.S.H.H. data sheets from the Client before using any hazardous substances
- Ensure hazardous substances are suitable for the intended task
- Check the container and instruction labels are intact
- Put on all protective clothing
- Check work area and equipment for potential dangers
- Prepare hazardous substances and cleaning materials as directed on the label
- Use hazardous substances as directed on the label
- Rinse and dry as directed on the label
- Dispose of any unused hazardous substances safely
- Return hazardous substances to the correct storage area
- Never mix hazardous substances
- Do not smoke, eat or drink whilst using hazardous substances

## Personal Hygiene

Hands must be washed frequently, especially after using the toilet, following breaks, before starting work and in between tasks. Cuts and sores must be covered and nails must be short and unvarnished.

Hair must be clean and neat: if it is long it must be tied back and secured under protective headwear when working in a food preparation or service area. The only jewellery permitted when working is a plain wedding ring.

Whenever working with food, you must be diligent with regard to personal hygiene. Frequent washing and the use of deodorants are recommended. Ensure that your clothing is clean and fresh.

You must not cough or sneeze near food. A clean handkerchief or tissue should be used to contain the cough or sneeze, which should then be disposed of immediately. You must then wash your hands.

## Reporting Sickness/Illness and overseas travel

Food which is contaminated by harmful micro-organisms, in particular bacteria and viruses, can cause illness. Food handlers who are suffering from certain infections, or are carrying the micro-organisms in or on their bodies without showing symptoms of any infection must be restricted from working in order to prevent cross contamination. As such any staff who are returning to work after a period of ill health or overseas travel (i.e. outside of the U.K and Ireland) MUST inform the office before they are allowed to enter food handling areas.

You must inform the Host Staffing team immediately if you are suffering from any of the following conditions:

- food poisoning,
- typhoid,
- dysentery,
- hepatitis,
- influenza,
- ear or throat infection,
- stomach upset or bugs,
- open sores or eczema

Under no circumstances should you work in a catering environment whilst suffering from any of these ailments.

## The following are common major hazards in food preparation areas:

- Floors, steps and stairs, particularly if wet
- Dangerous machines, including slicers, mincers, mixers, food processors and waste disposal units
- Manual handling hazards, especially movement of hot pans and food stocks. Large cooking pots containing hot liquid must not be carried across the kitchen – a safe system of decanting should instead be implemented
- Storage, use and disposal of cleaning products and pest control baits
- Storage and use of knives and other sharp kitchen equipment
- Electrical installation to equipment
- Access to cold rooms and freezers
- Access to shelving in stores and kitchen area
- Working with hot equipment, including ovens, Bain Marie or hot water boilers, fryers, solid tops
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- Care must be taken when cutting cling film
- Any breakages, including glass bottles, jars, bowls or dishes or other equipment must be immediately and properly cleared away sensibly, in order to reduce the risk of injury to yourself and third parties. Sharp objects should be disposed of in a rigid container, not plastic bags
- When washing up sharp objects or removing them from dishwashers, appropriate care should be taken
- No one must intentionally interfere with equipment or guarding provided to ensure health and safety

**Alcohol and Drug Abuse Policy**

Host Staffing and the Client reserves the right to test any temporary worker or visitor, both prior to entry and before exit from the working location, for the presence of alcohol or other substances in the body, using whatever reasonable means are at their disposal. Should alcohol or unlawful substances be found to be present, the assignment will be immediately terminated.

Host Staffing recognises that for a range of reasons individuals can and do misuse drugs and alcohol, and that this represents a problem for the individual and for the business. This policy has therefore been adopted in order to protect all workers and the business, and to offer appropriate help and support to the individuals concerned.

The policy applies to all workers.

Host does not permit:

- drug or alcohol misuse during working hours
- being under the influence of drugs or alcohol while at work
- encouraging others to misuse alcohol or drugs
- storing or selling (or attempting to sell) alcohol or drugs on Company or Client property

**Definitions**

Alcohol misuse is defined as consumption of alcohol during working hours, or attending work under the influence of alcohol.

Drug misuse refers to the use of illegal substances and the misuse of prescribed drugs and other substances such as solvents.

Drug and alcohol misuse may result in you being sent home from your assignment.

Possession of and dealing in illegal substances will be investigated and may lead to possible reporting to the police.

### **Prescribed medication**

Workers must inform the Host Staffing team regarding any prescribed medication or course of treatment that may have an effect on their ability to carry out their work safely and to the expected standards, and must follow any instructions subsequently given. Drugs that cause drowsiness must not be used whilst at work.

It is your responsibility to ensure that your doctor/pharmacist is aware of the requirements of your assignments. It is also your responsibility to ensure that you are fully informed of the potential side effects of any drug/treatment recommended for you and that any potential side effects are reported to Host Staffing team.

### **Smoking Policy**

In line with current legislation health and safety legislation, smoking is not allowed anywhere inside enclosed or substantially enclosed public places and workplaces. This applies to both Host premises and Client premises. The Client may operate a total no-smoking policy on its premises, and you are required to adhere to any smoking policy the Client may have in place. Although they fall outside the scope of smoke-free legislation, this policy also applies to e-cigarettes.

If a Client does allow you to smoke in designated areas, you must do so only in authorised break periods.

## **Information Security, Computing & Equipment Policies**

### **Introduction**

During the course of your assignments you may have access to the internet, an email account and/or computer equipment. At all times when using this equipment, and any accounts, you must act responsibly, and not undertake any activities that are detrimental to the business.

Where something is not specifically covered in this policy, you should seek advice from the Host team or the Client representative.

Technology and the law change regularly and this policy will be updated to account for changes as and when necessary. You will be informed when the policy has changed but it is your responsibility to read the latest version of this document.

You must not:

- Make any communication, whether email, phone, SMS, MMS, WebEx or other media that is inflammatory; defamatory; contains obscene language; images that are pornographic, insensitive or offensive
- Provide any information that is confidential or subject to any legislation (e.g. personal information covered by the Data Protection Act or other relevant or commercial commitment the Company may have), to any third party not authorised to receive it.
- Access the internet or any sites that are pornographic, racist or promote terrorism or are in any other way illegal or immoral
- Make any claim or promise to which you do not have explicit authority to do so
- Download or knowingly transmit any software programme, virus, Trojan horse or other malicious software or malware
- Share any password with any unauthorised person, or otherwise allow unauthorised access to business information.

If you are in doubt about any of the above situations you must permission before acting.

### **Personal use of internet and email**

Where you have access to the internet or an email system for business use, you must not use these for any personal purposes.

### **Downloading files and software**

You should not download any files to Client equipment unless you have the express permission of the client representative.

### **Policy on Social Media**

This policy is intended to guide your use of social media such as blogs, wikis, social networking websites, podcasts, forums, message boards, or comments on web-articles, such as Twitter, Facebook, LinkedIn.

There are many more examples of social media than can be listed here and this is a constantly changing area. All of your online content should follow these guidelines.

### **Guiding principles**

You must ensure that your content, or links to other content, does not:

- contain libellous, defamatory, bullying or harassing content
- contain breaches of copyright or data protection
- contain material of an illegal, sexual or offensive nature
- include confidential information
- bring the Company into disrepute or compromise the Company's brand and reputation
- use the Company to endorse or promote any product, opinion or political cause

### **Use of social media for business purposes**

As part of your work, you may be required to make reasonable and appropriate use of social media websites.

You must be aware at all times that, while contributing to our social media activities, you are representing Host Staffing or our clients.

Your professional communications must at all times remain in line with the guiding principles laid out in this policy.

### **Social media in your personal life**

We understand that you are likely to use social media in your personal life, but you must bear in mind at all times that even when you are not acting on behalf of Host Staffing or the client, you can still damage our reputations if you are recognised as having worked for us.

You may say that you work with Host Staffing, however, your online profile (for example, your Twitter name) should not contain the Company's name.

If you discuss work on social media (for example, giving your opinion on your specialism or the sector in which we operate), you must be mindful of the impact your contribution might make to people's perceptions of us as a Company.

You should be aware that other companies in the industry may attempt to gain information about us through our workers' personal social media pages or sites, and you must protect our confidential information at all times.

You must ensure that all of your online communications are in line with the guiding principles laid out in this policy.

### **Policy on Mobile Telephone Use**

Mobile phones must not be used for personal purposes at any time whilst on duty on assignment. They may be used during rest breaks, depending on client policies and procedures.

### **Company Equipment**

Any equipment provided to you, whatever that may be, remains the property of either Host Staffing or the client and should be treated with respect. It is your responsibility to look after it at all times, and to keep it in good working order. Any equipment that stops working, is lost or stolen should immediately be reported to the Host team or client representative.

At the end of your assignment you will be required to hand back all equipment in good working order subject to reasonable wear and tear from usage.

## Data Protection Policy

There will be times that you will be privy to sensitive or confidential information belonging to Host Staffing or the client, their workers, suppliers or clients.

This policy helps you ensure that you do not breach the General Data Protection Regulation, which provides strict rules in this area. If you are in any doubt about what you may or may not do, seek advice from the Host team.

At all times you should treat all information you hear, see or read as confidential and should not disclose it to any third party, unless it is already in the public domain or you have been given specific permission from the owner of the information to disclose it.

Any personal information you have access to must always be kept secure in accordance with the GDPR and should never be transferred by any media that is not secured or encrypted.

Confidential information should be kept locked away when not in use, and devices should be locked when not in use.

Full details of how Host Staffing processes personal data are contained within the Data Protection Policy, a copy of which has previously been provided to you and now can be found on our portal. We want to ensure that all workers have read and understood the Data Protection Policy, and so if you have any questions about it, please do contact the Data Compliance Manager as soon as possible.

## **Whistleblowing Policy**

### **Definition**

Whistleblowing is when an individual knows, or suspects, that there is some wrongdoing occurring within the organisation and alerts the employer, the employment business or the relevant authority accordingly.

The Public Interest Disclosure Act 1998 gives protection to individuals, casual workers, agency workers and contractors who make a qualifying disclosure when they reasonably believe it is in the public interest for them to do so.

### **Your responsibility**

If you know, or suspect, that some wrongdoing is occurring within Host Staffing or within a client organisation, you should raise the matter immediately with a Host Staffing manager.

### **Possible situations**

Although this list is not exhaustive, examples of situations in which it might be appropriate for you to report a wrongdoing include:

- a breach, or potential breach, of health and safety legislation
- financial irregularities
- harassment of a colleague, customer or other individual
- damage to the environment
- the committing of a criminal offence
- an act of bribery
- deliberate concealment of any of the above.

### **Investigation**

Any manager who is informed of potential wrongdoing will take immediate action to investigate the situation. In doing so, every possible step will be taken to maintain your anonymity. The investigating manager will also inform you of the outcome of the investigation, including any action taken.

### **Alerting outside bodies to a potential wrongdoing**

You should always, in the first instance, talk to a manager within Host Staffing about a potential wrongdoing. If you are not satisfied with the response, you are entitled to contact a relevant external body to express the concerns. In doing this, you should:

- have a reasonable belief that the allegation is based on correct facts
- make the disclosure to a relevant body
- have a reasonable belief it is in the public interest to make the disclosure.

A “relevant body” is likely to be a regulatory body (e.g. the Health and Safety Executive, or the Financial Services Authority).

### **Protection against detriment**

If you take action under the Public Interest Disclosure Act 1998, you will be protected from suffering any detriment in relation to the allegations that are made, including victimisation by the organisation or by colleagues.

If you do not follow the procedure set out, which encompasses the requirements of the Public Disclosure Act 1998, the protection against detriment will not apply. Disclosing information in an inappropriate way (e.g. contacting the media) could result in punitive action being taken against you, which could include you not being offered further work with Host Staffing.

Maliciously making a false allegation will also result in punitive action.

## **Anti-Bribery Policy**

### **Definition**

Bribery is the accepting of gifts, money, hospitality or other favours in return for providing something of value to the briber. The purpose of this policy is to set out the rules that must be followed in Host Staffing to ensure that no bribery occurs. We are committed to complying with the Bribery Act 2010 in all our business activities.

### **Unacceptable behaviour**

The following behaviour is unacceptable:

- accepting any financial or other reward from any person in return for providing some favour
- requesting a financial or other reward from any person in return for providing some favour
- offering any financial or other reward from any person in return for providing some favour.

### **Reporting suspected bribery**

You are encouraged to report any concerns you may have to a Host manager as appropriate, as soon as possible. Please refer to the whistleblowing policy for details of how to report a suspected bribery issue, and how we will investigate the allegation.

We may also report any matter to the relevant authorities, including the Director of Public Prosecutions, Serious Fraud Office, Revenue and Customs Prosecutions Office and the police. We will provide all necessary assistance to the relevant authorities in any subsequent prosecution.

### **Business gifts**

From time to time, you might be offered a gift by a client or customer. This could be a small item, or something of considerable value. All gifts, however small, must be reported to the Host team or your client representative and recorded. If the gift is anything other than a small token of appreciation, and has a substantial financial value, then it must not be accepted. If a gift is offered and then refused because of its value, this must also be reported.

This policy does not apply to promotional gifts, i.e. items such as stationery or pens that bear the logo or organisation's name of another organisation, provided that these have no significant value.

### **Expenses**

Any expenses claims that give rise to concern will be fully investigated.

### **Punitive action**

If you are found to have offered or accepted a bribe, you will face action which could include removal from our worker registers and not being offered further work. You should also note that bribery is a criminal offence that may result in unlimited fines and up to 10 years' imprisonment.

## **Equal Opportunities**

Host Staffing is committed to the principle of equality of opportunity to its staff. This also applies to the way in which Host Staffing's services are offered to Clients and applicants.

Entry to Host Staffing and promotion within it are determined solely by the application of objective criteria and personal merit. No flexible employee, agency worker or applicant will be treated less favourably than another on grounds of gender, marital status, sexual orientation, age, disability, race, ethnicity, religion, nationality or trade union involvement.

Similarly, no member of Host Staffing staff should discriminate on the basis of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation, or perceived sexual orientation.

This statement has been created to ensure that agency workers comply with all legal requirements and understand the main points of the relevant legislation: in short, to prevent discrimination.

### **Our commitment**

Host Staffing is committed to ensuring equal opportunities and fairness of treatment in the workplace for all workers and applicants. Our aim is to provide a working environment in which people feel comfortable and where everyone is treated with respect and dignity. We will avoid unlawful discrimination in all of our business activities.

### **The law**

It is unlawful to discriminate directly or indirectly in relation to the following protected characteristics:

- sex;
- gender reassignment;
- pregnancy or maternity
- race (including colour, nationality, ethnic or national origins);
- sexual orientation;
- religion or belief;
- marriage or civil partnership;
- age (unless there is a legitimate legal justification); and
- disability (unless there is a legitimate legal justification).

Discrimination after you have left Host may also be unlawful, e.g. in the form of any reference given, as are some forms of harassment, bullying and victimisation.

### **Your responsibilities**

You are required to act in accordance with this policy and should treat everyone you meet in the course of your work with fairness, dignity and respect at all times.

Acts of discrimination, harassment, bullying or victimisation against workers or customers may constitute gross misconduct and could lead to immediate termination of any agreement you have to work with Host.

You can be held personally liable for any act of unlawful discrimination. If you commit a serious act of harassment, you may be guilty of a criminal offence.

If you consider that you have not been treated in a way that is consistent with our equal opportunities policy, you should raise this with a Host manager.

## **Dignity at Work**

Every member of Host Staffing staff has the right to be treated with respect and dignity, and is entitled to work in an environment free from harassment, victimisation and bullying, whether it is related to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation, or perceived sexual orientation.

### **Our commitment**

Host Staffing is committed to providing a working environment that is comfortable and free from all forms of bullying and harassment.

If we have grounds to believe that a worker may have been bullying or harassing another worker, whether or not there has been a formal complaint, we will instigate an investigation into the alleged bullying or harassment.

Any worker who believes that another employee or worker's conduct amounts to bullying or harassment has the absolute right to complain or if they believe that they have been bullied or harassed by a third party, for example a customer.

You are encouraged to report any incidents of bullying or harassment that you may experience or witness so that we can investigate and resolve the matter. We will take all such complaints seriously and if you make a genuine complaint of bullying or harassment, you will be protected and will not be penalised or victimised in any way.

### **What is bullying and harassment?**

**Bullying** is offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power which is meant to undermine, humiliate or injure the person on the receiving end.

**Harassment** is unwanted conduct related to a protected characteristic which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person, even if this is not directed at them or this effect was not intended by the person responsible for the conduct.

Conduct may be harassment whether or not the person behaving in that way intended to offend. Something intended as a "joke" may offend another person. Everyone has the right to decide what behaviour is acceptable to him or her and to have his or her feelings respected by others. Behaviour which any reasonable person would realise would be likely to offend will be harassment without the recipient having to make it clear in advance that behaviour of that type is not acceptable to him or her. If it is not clear in advance that certain behaviour would be unwelcome to, or could offend a particular person then first-time conduct which unintentionally causes offence will not be harassment but it will become harassment if the conduct continues after the recipient has made it clear, by words or conduct, that such behaviour is unacceptable to him or her.

A single incident can be harassment if it is sufficiently serious.

All bullying and harassment is misconduct and will be investigated. Bullying or harassment will often be gross misconduct and may lead to any agreement to offer the worker assignments being terminated.

Some bullying or harassment will constitute unlawful discrimination, e.g. if it relates to a person's sex, race, religion or belief, sexual orientation, disability or age. Serious bullying or harassment may give rise to the possibility of civil claims or criminal proceedings against you.

### **What is victimisation?**

Victimisation is treating someone less favourably than others because he or she has, in good faith, complained (whether formally or otherwise) that someone has been bullying or harassing him or her or someone else, or supported someone to make a complaint or given evidence in relation to a complaint. An example would be isolating someone or giving them an unfavourable work allocation because he or she has made a complaint.

## Preventing bullying and harassment

We all have a responsibility to help create and maintain a work environment that is free of bullying and harassment. You can help to do this by:

- being aware of how your own behaviour may affect others and changing it, if necessary;
- treating your colleagues with dignity and respect;
- taking a stand if you think inappropriate jokes or comments are being made;
- making it clear to others when you find their behaviour unacceptable, unless it should be obvious in advance that this would be the case;
- intervening, if possible, to stop harassment or bullying and giving support to recipients;
- making it clear that you find harassment and bullying unacceptable;
- reporting harassment or bullying to a manager and supporting the Company in the investigation of complaints; and
- if a complaint of harassment or bullying is made, not prejudging or victimising the complainant or alleged harasser.

## How to make a complaint

If you are experiencing any of these types of behaviour you should first explain clearly to the person concerned what aspect of their behaviour is unacceptable or causing offence and request that it stops immediately. An informal discussion may help him or her to understand the effects of their behaviour and agree to change it. You may feel able to approach the person yourself, or with the help of a manager or a colleague. You should keep a note of the date and what was said and done. This will be useful evidence if the unacceptable behaviour continues and you wish to make a formal complaint.

If an informal approach does not resolve matters, or you think the situation is too serious to be dealt with informally, you can make a formal complaint to Host Staffing.

In very serious cases, a criminal offence may have been committed and you may wish to report matters to the police.

All complaints will be investigated promptly and appropriate action taken. We will treat complaints of bullying and harassment sensitively and maintain confidentiality to the maximum extent possible.

Wherever possible, we will try to ensure that you and the alleged harasser are not required to work together whilst the complaint is under investigation. This could involve giving you the option of remaining home on special leave, if you wish. In a serious case, the alleged harasser may be suspended from accepting assignments whilst investigation is underway.

You have a right not to be victimised for making a complaint in good faith, even if the complaint is not upheld. However, making a complaint which you know to be untrue may lead to you being removed from the Company register.

## What happens if you are accused of bullying or harassment?

If someone approaches you informally about your behaviour, do not dismiss the complaint out of hand because you were only joking or think the complainant is being too sensitive. Everyone has the right to decide what behaviour is acceptable to him or her and to have his or her feelings respected by others. You may have offended someone without intending to. If that is the case, the person concerned may be content with an explanation and an apology from you and an assurance that you will be careful in future not to behave in a way that you now know may cause offence. Provided that you do not repeat the behaviour which has caused offence that may well be the end of the matter.

If a formal complaint is made about your behaviour, this will be fully investigated and appropriate action taken against you. This may include you not being offered further work with Host Staffing.