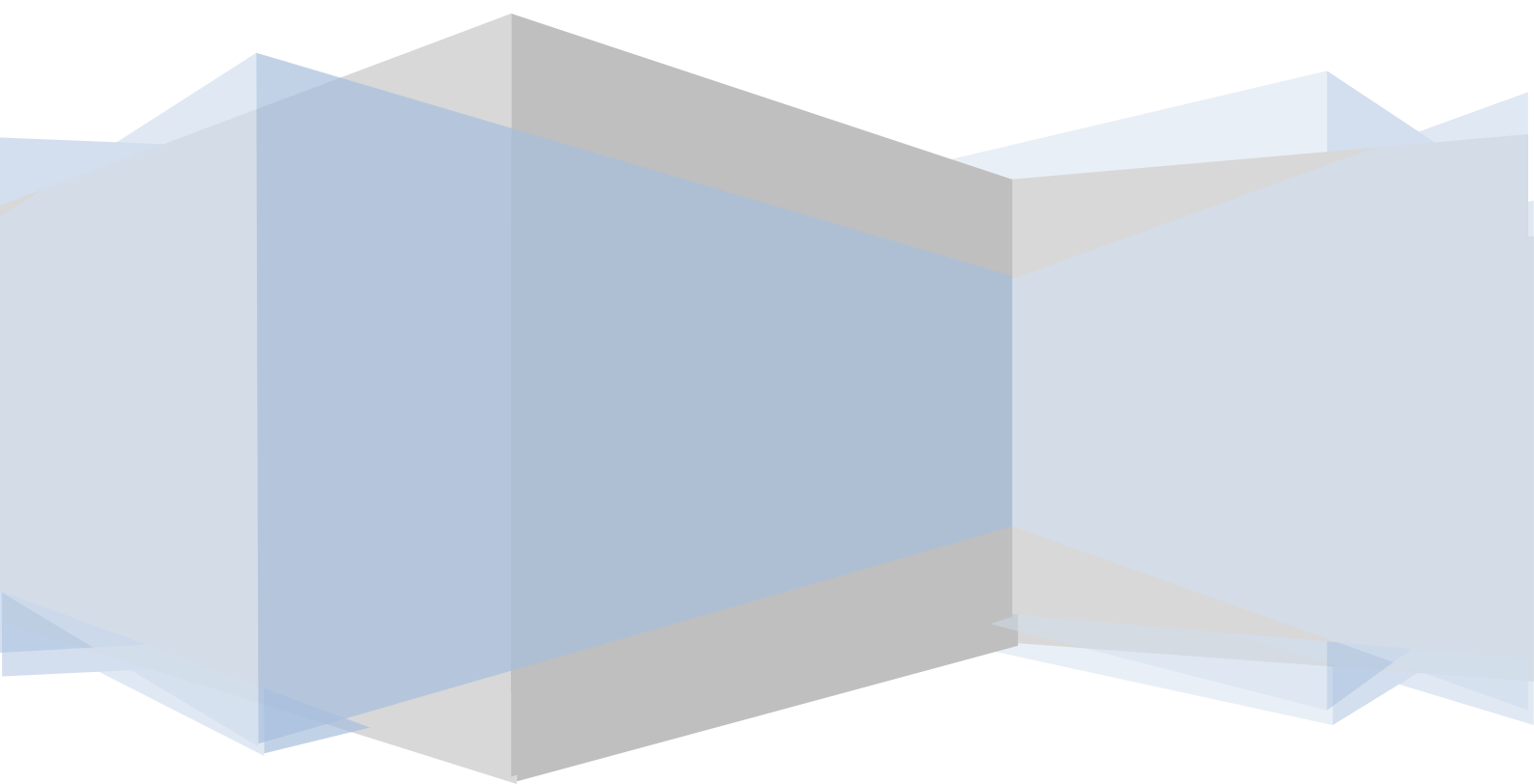


# Contractor Handbook

*Polar Recruitment Services Limited*



**POLAR RECRUITMENT**  
E X P L O R I N G   P E O P L E





**POLAR RECRUITMENT**  
EXPLORING PEOPLE

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## Contractor Handbook

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## Starting Your Contract

We want to ensure that your time working through us is as free from problems as possible.

To achieve this aim we need your assistance; for example, we need you to return the following documents to us at our office so we can promptly process your timesheet:

- A signed copy of your contract.
- Complete information on your bank account\* and tax details
- Your Limited or management company details.
- Any other relevant paperwork as specified by your consultant

\* Please notify us immediately in writing should any of your details change. Any future changes to your bank details must be confirmed to us in writing.

Contractors working through Limited companies will need to advise us of the appropriate company details (including bank details) for every assignment. This has been proved to be necessary because of increasing changes in the Limited Companies through whom such contract staff choose to work.

## Payment & Processing Your Pay

Polar Recruitment runs as single monthly payroll, to ensure you are paid as quickly as possible after completing your work. You must complete an electronic timesheet which must be authorised by a designated person at your place of work. If you submit a paper timesheet, this must be signed by an authorised person at your place of work and returned to us either by post, email, or faxed by the required time frames.

Payment to the Contractor will not be subject to receipt of payment from the Client, and/or delayed unless a process of verification of work is required.

We will process your timesheet in the payroll after it is received.

Your wages are paid either to your Limited Company or you management companies bank account via BACS transfer.

Please note that when there is a bank holiday, payment will reach your account a day later, unless otherwise advised in writing.

*Queries:*

Please contact your consultant directly with any queries as a first point of contact, alternatively someone in the Polar Recruitment Accounts Department will also be happy to help if required.



## Expenses

Expenses will be paid on request from the client. Please confirm expense claims with your manager and consultant before the need to claim funds back. Polar Recruitment require for all expenses to be added to the time sheet for the week they relate in order for the client to authorise. All expenses must be authorised for them to be paid.

## Unplanned Absences

If you are unable to attend work for any reason, you must inform your consultant as soon as possible and by no later than 9.00am on each day of absence to enable alternative arrangements to be made.

Please note that we take a very serious view of unnotified absence and this may lead to us terminating your contract without notice.

When you are informed of your assignment, you will be told what time you are required to report to work. You are expected to make all reasonable efforts to be punctual.

Consistent lateness has a negative effect on our relationship with our clients, and could result in your contract being terminated, possibly without notice.

## Behaviour

During your assignment, you are representing Polar Recruitment within our client's premises. As such, you are expected to:

- Co-operate with the client's staff and accept the direct supervision and instruction of any responsible person in the client's organisation
- Observe any rules or regulations of the Client's establishment to which your attention has been drawn or any others which you might be reasonably expected to know
- Not engage in any conduct detrimental to the interests of the client.

Failure to comply with our behavioural guidelines may lead to your contract being terminated.



## Harassment

Harassment is any unwanted behaviour which an individual finds intimidating, upsetting, embarrassing, humiliating or offensive. It may be connected with a person's sex or sexual orientation, religious/political convictions, race, ethnicity, nationality or skin colour, disabilities, sensory impairments or learning difficulties, status as ex-offender, age or youth, real or suspected infection with AIDS/HIV, or the willingness to challenge harassment in the workplace.

Dignity in the workplace is important in working towards a healthy and stress-free atmosphere. Harassment, whether physical, verbal or in writing (electronically or otherwise), will not be tolerated.

You have the right to raise a complaint about harassment and to seek to have the matter investigated. Should you require further assistance or advice, please contact your consultant on 02380 001179. Equally, you must ensure that you do not, intentionally or unintentionally, harass your colleagues, nor condone harassment by others.

## Substance Abuse

Although celebrations are an important part of many of our clients' culture and they may permit moderate consumption of alcohol at certain company sponsored events, our policy on substance abuse is quite clear:

- While clients may permit moderate consumption of alcohol at certain company sponsored events, we strongly urge contractors to be responsible in their drinking, and to refrain from driving or operating heavy equipment after consuming alcohol
- We oppose contractors attempting to perform work for Polar Recruitment while under the influence of any drug, legal or illegal
- We do not permit any use of illegal drugs by contractors on client premises at any time of day or night, or at any client sponsored event.

Violation of these substance abuse policies is considered grounds for termination of contract without notice



## Termination of Contract

The continued success of Polar Recruitment is dependent upon maintaining our reputation for high standards of service, professionalism and courtesy to those who deal with us. Any action which is detrimental to our business may result in the immediate termination of your contract.

If your performance, conduct or attitude is falling below the required standards of our client, we reserve the right to terminate your contract without notice. The circumstances of termination will be taken into account. Polar Recruitment regards the dismissal of contractors as a serious matter. There are circumstances, however, which may leave us no alternative.

The following list of offences is regarded by Polar Recruitment as constituting gross misconduct and termination without notice could result for any such offence:

- Ineligibility to work in the UK
- Racial or sexual discrimination
- Wilful damage to company property
- Falsification of records
- Assault
- Theft
- Harassment
- Absence without notice
- Persistent lateness
- Substance abuse

This does not constitute a comprehensive list. When your contract is terminated without notice, we may not be able to seek alternative employment for you.



## Health & Safety

All Contractors have the responsibility to co-operate with supervisors and managers whilst they are on client premises, to achieve a healthy and safe workplace and to take reasonable care of themselves and others. Clients should provide appropriate Health & Safety training to you. If this is not offered, please advise your consultant.

Should you notice a health or safety problem which you are not able to put right, you must immediately inform your supervisor. You can help keep your environment safe in the following ways:

- Keep your working environment clean and tidy to avoid unnecessary risk of fire
- Keep gangways and exits clear, as they constitute escape routes in case of fire
- Only operate equipment you are authorised and trained to use
- Do not open more than one drawer in a filing cabinet at a time and always ensure you close the drawer before walking away
- Note the location of Fire Exits and Fire Fighting equipment
- When lifting and carrying only take what you can easily manage
- Use trolleys or other appropriate lifting equipment if available
- Report any incidents immediately to your on-site supervisor
- Contact Polar Recruitment as soon as possible should you have any issues you wish to raise.

Personal Computer screens have been blamed, often wrongly, for a wide range of health problems. Only a small proportion of people suffer health problems as a result of using them.

In most cases problems do not arise directly from the screens themselves but from the way they are used. The problems can be avoided altogether by good workplace design and by the way you use your equipment and workstation.

You should make full use of the adjustment facilities for your screen and work environment to get the best from them and avoid potential health problems.

Here are some specific tips:

- Adjust your chair and screen to find the most comfortable position for your work. As a broad guide, your forearms should be approximately horizontal and your eyes at the same height as the top of the screen casing
- Make sure there is enough space underneath your desk to move your legs freely
- Avoid excess pressure on the backs of legs and knees. A footrest, particularly for smaller users, may be helpful
- Do not sit in the same position for long periods. Make sure you change your posture as often as practicable



- Do not bend your hands up at the wrist when typing. A space in front of the keyboard is sometimes helpful for resting the hands and wrists while not keying. Try to keep a soft touch on the keys and do not overstretch your fingers
- Try different layouts of keyboard, screen and document holder to find the best arrangements for you, alternating this periodically to avoid repetitive movement
- Make sure you have enough work space to take whatever documents you need. A document holder may help you to avoid awkward neck movements
- Arrange your desk and screen so that bright lights are not reflected in the screen. You should not be directly facing windows or bright lights. Adjust curtains or blinds to prevent unwanted light
- Make sure the characters on your screen are sharply focused and can be read easily. They should not flicker or move
- Make sure there are no layers of dirt, grime or finger marks on the screen
- Use the brightness control on the screen to suit the lighting conditions in the room.

If you have problems you think are connected with your screen work, talk to your manager or consultant.

## Equal Opportunities

Polar Recruitment wholeheartedly support the principle of equal opportunities in employment and oppose all forms of unlawful or unfair discrimination on the grounds of colour, race, nationality, ethnic or national origin, sex, sexual orientation, marital status, disability, age or religion.

Every possible step will be taken to ensure that all individuals are treated equally and fairly and that decisions on recruitment and selection are based solely on objective and job related criteria.

In order to put our policy of equal opportunities into practice in the day to day operation of our business, Polar Recruitment selects candidates on the basis of ability, experience, and qualifications.

Should you feel you have suffered from discrimination, please contact your consultant, or other member of staff on 02380 001179





## Difficulties in your Assignment

Polar Recruitment aims to settle problems as quickly, fairly and simply as possible. If you have a problem concerning any aspect of your assignment:

1. Discuss the matter with your manager or your consultant who will try to resolve it.
2. If the matter remains unresolved, provide details of the issue in writing to *The Managing Director, Polar Recruitment Services Limited, 1 Winnall Valley Road, Winchester, Hampshire, SO23 0LD*, who will then contact you.

## Insurance

Polar Recruitment carry Professional Indemnity and Public Liability Insurance cover at a level recommended for our industry. We also have Employer's Liability cover in compliance with statutory guidelines.

In general terms, this insures Polar Recruitment and for the following:

- Any negligent act, error or omission in the professional conduct of the business
- Any infringement of confidentiality
- Injury to any worker or other person
- Damage to property
- Infringement of Health & Safety regulations.

All contractors are required to hold insurance as stipulated in their Terms of Engagement (the contract). Such Insurance is often termed "adequate Insurance" and is required to be deemed adequate by Polar Recruitment.

For any enquiries please contact your consultant on 02380 001179.



## Data Protection

Under the Data Protection Act 1984, Polar Recruitment has certain responsibilities towards you and you have certain rights concerning personal information you have given us.

Our policy is:

- To collect, use and retain personal information that is required for business or legal reasons only
- To allow you access to your records as specified by the Act
- To limit access to this information to those internally who need access for business reasons
- To allow access to external sources only with your prior approval except to verify employment or comply with legal requirements.

Once a pay record has been set up on our system, your information will be retained for a period of 7 years.

## Contact Details

### **Polar Recruitment Services Limited**

*Address:*

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Winchester  
Hampshire  
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