



Congratulations &
Welcome!



The Broadline Group Temporary Workers Handbook
www.broadlinegroup.ie



Introduction

To familiarise yourself with The Broadline Group, its operations and the workings of the Temporary Recruitment Division, we have produced this booklet, which should provide you with much of the basic information you require.

However, should you have any additional questions our consultants will always be available to help you.

A Good Start!

- Remember - First impressions are lasting impressions
- Strive for Excellence - Deliver your best
- Put Customers First – Understand their needs & surpass their expectations
- Enthusiasm is Essential - Be passionate about what you do
- Being a Team Player is key to Success
- Use your Initiative and be prepared to be flexible
- Give that Extra 5% - Pay attention to detail

Why work for us!

- Competitive pay rates with premium weekend rates
- Paid weekly
- Holiday pay
- Flexible hours
- You can increase your knowledge and skills to further your career
- We have a large client base
- We have numerous offices throughout the country
- Contract positions are also available
- Temporary contracts may lead to permanent positions
- You can temp for us while we are working on placing you in a permanent position
- You will be in direct contact with one of our consultants who will co-ordinate your working week and take care of any issues you may have
- Uniform and training are provided by The Broadline Group if required

Your First Steps

Upon registering with The Broadline Group you will need to organise bank details and a P45. Our accounts office will require your bank details and PPS number in writing and your original P45 from your previous employer. If you are starting your first job in Ireland you need to set up a bank account, organise a PPS number and register for tax purposes.

See details below:

Bank Details

All Temporary staff must set up a bank account in their own name into which wages can be paid by EFT.

Upon registering with us please bring the following details with you:

- Name and address of Bank/Building Society
- IBAN
- BIC
- Account Holders Name

If you do not already have a bank account, please set one up immediately to ensure that you receive your wages as quickly and efficiently as possible.

PPS Number

Only the Department of Employment and Social Protection (DEASP) can provide you with a PPS number.

- You should attend your nearest PPS number allocation centre.
- To find centres logon to the DEASP's website at www.welfare.ie

N.B. It takes approximately 5 working days to receive your PPS Number after your appointment.

Certificate of Tax Credits

To ensure that we receive the correct tax details for you, you will need to:

- Set up an account with the revenue if you do not already have one.
- To register with the Revenue, go to www.revenue.ie and click on My Account tab.

Revenue Commissioners Office

It is important to note that if you have any queries regarding your tax, you must contact the Tax office (Revenue) yourself on Tel: 01 874 6821 or Lo Call: 1890 333 425, we cannot do this on your behalf. For more information visit www.revenue.ie

N.B. Your consultant will supply the appropriate Employer Registration Number for your work placements with us

More details at www.broadlinegroup.ie



The advertisement is a composite image. On the left, a hand holds a puzzle piece that fits into a larger scene of business professionals in suits standing on a floor made of puzzle pieces. The 'Broadline Group' logo is overlaid on this scene. On the right, the 'Broadline Group' logo is shown again, followed by a descriptive paragraph about their services. Below this, the logos for 'Broadline Recruiters', 'BURREN AMBER HOSPITALITY RECRUITERS', and 'CHEF RECRUITERS' are displayed.

Broadline Group

We are a group of recruitment companies catering to companies large and small in all sectors of Irish business.

Acting together, our three companies have the capacity to supply the full spectrum of resources from part-time temporary right up to executive recruitment.

If you have resourcing or training needs, we have you covered.

Broadline Recruiters

BURREN AMBER
HOSPITALITY RECRUITERS

CHEF
RECRUITERS

Method of Payment

Timesheets

General

The Broadline Group pays all temporary staff based on approved timesheets.

- You will need to record all hours worked on each placement on the timesheet provided.
- You will then be required to sign this timesheet, and have it signed by a nominated company representative
- Please ensure that your name, the client's name and where appropriate the company unit number are printed clearly on the timesheet before submitting it for payment
- To avoid any unnecessary payment delays, please ensure that your timesheet is fully legible
- All corrections on your timesheet must be initialised.

Submitting Timesheets

- To submit your timesheets for processing you should download the app provided for this purpose.
- This app is available in Apps store and Play store and has a full usage description in the help menu.
-



Broadline Recruiters

- It is your responsibility to get your timesheet to us as quickly as possible after your placement has been completed.
- If you do not have access to a smartphone, you may return the physical timesheet to your local The Broadline Group Office
- To ensure same week payment, your timesheet must be delivered using the app no later than 9 A.M on Monday morning of the following week.

Sample Timesheet for The Broadline Group



**Broadline
Group**

This Timesheet must be with your consultant before 9am on Monday, failure to meet this deadline will result in a delayed payment.

Company name _____ Unit/Dept./Order No. _____
Employee name _____

Week Starting Monday / /
Week Ending Sunday / /

	Start Time	Finish Time	Total Hrs worked ex. lunch/breaks	Overtime Hrs x 1.5	Overtime Hrs x 2	Break 1 received	Break 2 received	Please give reason if breaks were not received
Monday								
Tuesday								
Wednesday								
Thursday								
Friday								
Saturday								
Sunday								

Employee Signature _____
Comments _____
Before sending this timesheet please ensure all hours are recorded correctly and that you and your manager have signed that all hours are correct.

Tel: (0)1 404 7172 Fax: 01 404 7170
Email: info@broadlinerecruiters.com
www.broadlinerecruiters.com

Clients Signature _____
Clients Name _____
Comments _____
If a client engages in temporary in a temporary/permanent position within 12 months of the completion by that temporary of his/her assignment with the client, the client will be liable to the company for the temporary/permanent introduction fee.
By signing this timesheet I authorise Broadline Recruiters to pay the employee all hours claimed and raise an invoice accordingly.

Payroll Queries

- Payroll Queries should be addressed directly with your recruiter, not with clients.
- Our Accounts team will provide access to our payslip portal after which you will receive a link by email to access your account.
- For your own Security you should immediately change your password to this portal.
- Payslips can be checked on a web browser or directly on the timesheet app once you have set up your account.

Holiday Pay

- In accordance with AWD all temporary staff are entitled to holiday pay per hour worked. The entitlement is based on basic hourly pay and up to a maximum of 20 days per year.
- It is your responsibility to claim your holiday pay entitlement.
- Claims must be submitted to payroll@facilitas.ie and processed within the calendar year in which you were employed by us.
- All temporary staff must provide a minimum of 2 weeks' notice to The Noel Group of any holiday requests.

HOLIDAY PAY WILL ONLY BE PAID WHEN YOU ARE ACTUALLY TAKING HOLIDAYS.



Equal Opportunities

The Broadline Group is committed to equal opportunities as a core principle and is fully compliant with Employment Equality Legislation.

- We will ensure that work opportunities are offered to candidates based on merit and ability only.
- The Broadline Group will not tolerate discrimination either directly or indirectly on the grounds of age, gender, family status, marital status, disability, race, religious beliefs, sexual orientation or ethnicity.

Please note, In accordance with current legislation, all non-EU Nationals must:

- Present a valid work permit and their in-date passport to register for work.

Sick Leave

All temporary staff must inform us as soon as possible, regardless of the reason, if they are sick or unavailable for work.

- We require a minimum of one hour's notice of your inability to attend work.
- The Broadline Group does not pay sick leave.

Grievance Procedure

Should any member of our workforce, whether temporary or permanent, have a problem or concern with their assignment or working conditions, they should in the first instance attempt to settle their grievance informally with the Consultant of the Employment Business responsible for that assignment.

If a temporary worker's grievance cannot be settled informally, or a formal approach is preferable, the temporary worker should raise it formally with the Director of the Employment Business as follows:

Written Statement – The Temporary Worker must set out their grievance in writing and send this statement to the Director of the Employment Business

Meeting – The Employment Business will invite the Temporary Worker to attend a meeting to discuss the grievance once the Employment Business has had a reasonable opportunity to consider its release to that information. After the meeting, the Employments Business will inform the Temporary Worker of its decision and work towards rectifying the issues raised where practicable.

Disciplinary Procedure

The use of disciplinary procedures is required where an employee's conduct, attendance or performance is of concern to an employer. The disciplinary process as set out below is designed to help promote fairness and impartiality in the treatment of individuals.

It is always our objective that the process should be used to emphasise and encourage improvement in the performance of individuals where they are failing to meet the required standards, and not as a means of exacting punishment.

Every effort will be made to ensure that any action taken under this procedure is fair, with you being given every opportunity to state your case and appeal against any decision that you consider to be unjust.

The following general guidelines are used when inviting you to a disciplinary hearing

- Disciplinary action, where necessary, is taken speedily and in a fair, uniform and consistent manner
- The employee is advised of the nature of the complaint against them and will be given the opportunity to state their case before any disciplinary action is taken
- An employee may be disciplined only after careful investigation of the facts as presented.
- It is important to note that on some occasions temporary suspension on full pay may be necessary so that that an uninterrupted investigation can take place. This must not be regarded as disciplinary action or a penalty of any kind
- Other than for an 'off the record' informal reprimand, an employee has the right to be accompanied by a fellow employee, who may be allowed to act as a witness or speak the employees' behalf at all stages of a formal disciplinary process
- An employee will not normally be dismissed for a first breach of discipline, except where this is a case of gross misconduct or serious negligence. In this case the penalty may be dismissal without notice and without payment in lieu of notice
- If an employee is disciplined, they will receive an explanation of the penalty imposed and will have the right to appeal against the finding and the penalty

Three Stage warning process.

The employer can reserve the right to initiate the warning procedure at any stage, or to jump stages, depending upon the circumstances of the case. Minor transgressions will be dealt with informally, but where the matter is serious, the following warning procedure may be used.

Formal verbal warning

- A formal verbal warning which will remain in effect for a six-month period.

Written warning

- A written warning will remain in effect for one year.

Final written warning

- A Final written warning will normally be disregarded after one year.

Dismissal

General Notes

- If you are in a supervisory or managerial position, then demotion to a lower status may be considered as an alternative to dismissal.
- In exceptional circumstances, suspension from work without pay for up to five days as an alternative to dismissal may be considered.
- Gross misconduct offenses once proven, will result in dismissal without notice
- Every employee has the right to appeal against any disciplinary action
- The Broadline Group or the Client business may pursue a disciplinary procedure under the Unfair Dismissal Act 1977 (Amended 1993).
- Both procedures will comply fully with fair procedure and natural justice.

Dismissal Appeals

- Employees' will be informed at the time of notification of dismissal how and to whom appeals should be addressed.
- Appeals must be submitted in writing within 5 working days of the dismissal decision.

Health & Safety



Health & Safety at Work

It is the Company's policy that all reasonable and practical steps will be taken to ensure the health and safety of people and to prevent damage to property. To enable us to fulfil our responsibility for health and safety at work, it will be the duty of every employee in the company and all members of our temporary staff to co-operate with us and our clients in every respect concerning health and safety at work.

In this policy the term safety is defined to mean:

- The prevention of any injuries
- The promotion of occupation health and hygiene
- The control of situations likely to damage property and equipment
- Fire prevention and control
- The protection of the general public
- To investigate any situation that may give rise to risk

Electrical Safety

The following precautions must always be followed in relation to Electrical Safety:

- Ensure all servicing and installation is carried out by a competent person
- Electrical equipment must be serviced on a regular basis
- Employees must not carry out repairs on defective equipment unless qualified and authorised to do so
- Always ensure hands and clothes are dry when working with electrical equipment
- Avoid overuse of extension cables
- Do not use electrical equipment near a source of water
- Report any defective equipment and remove from service until repaired
- Ensure sockets are not overloaded
- Inspect cables and plugs of electrical appliances prior to use
- Switch off and unplug appliances when not in use

Fire Safety

Be aware of procedures to be followed in the event of an emergency evacuation

- Ensure that you know where all the fire exits are located within your area and where the evacuation point is for your area
- Do not obstruct emergency routes or exits
- Do not interfere with, or cause damage to, firefighting equipment

Safe Manual Handling

Planning

Identify the manual handling task using **TILE**: Task Individual Load Environment

- What is the task that needs doing (T)?
- Will it involve risky or twisting postures to lift it (I)?
- Is the load too heavy or awkward, does it require a team lift or a mechanical aid (L)?
- Is condition of the workplace compatible to carrying out the task (E)?

Preparation

Remove clutter from floors and clear obstacles in walkways

- Ensure floors are in good condition with no uneven surfaces and wear suitable footwear
- Obtain the assistance of other people if necessary
- Check the load for weight, stability or other unusual characteristics.

Performance

Keep your feet flat on the floor and maintain a broad stable base

- Bend your knees
- Keep your back straight (your back does not have to be vertical) and do not bend from the trunk
- Get a good firm (palmer) grip on the load, grasp the bottom inside and top outside corner
- Always keep your arms in line with your trunk
- Hold the weight close to the centre of gravity
- Turn your feet in the direction of the movement

Handling Chemicals

All chemical products must be stored and labelled correctly in a designated area

- Always read the label before using any chemical
- Adhere to manufacturer's instructions for use
- Never mix chemicals as they may produce toxic gases which are harmful to health
- Avoid direct contact with any chemical
- Always use Personal Protective Equipment (PPE) provided and wash hands after removing gloves
- Cover any cuts or abrasions to the skin with a waterproof plaster
- No eating, drinking or smoking while working with chemicals
- Wash hands thoroughly after using chemicals
- Do not leave opened containers of chemicals unattended
- Report any defects in plant or equipment

The following circumstances must be reported verbally to a supervisor immediately:

- Any accident or incident which may have resulted in the release of a dangerous substance in the workplace
- If you are not provided with suitable hazard information for a substance
- If you are not aware of the correct way of using and handling a substance

CCTV

CCTV may be used to monitor Health and Safety and any breaches of discipline on the client business premises.

- In general CCTV systems will record 24/7.
- Any alleged incident that may arise in which you are alleged to be involved will result in the employment of CCTV recorded footage
- footage will be made available to any Garda investigation and/or
- Will be employed in any internal investigation.
- Please note that such footage employed in the context of such investigations may result in disciplinary action up to and including dismissal.

Mobile Phone Use

You may not use your mobile phone while on duty, unless you have the express permission of your Supervisor/Line Manager.

Unauthorized use may lead to disciplinary action including your dismissal.

Testing for Intoxicants

We (and our client businesses) reserve the right to refer you for testing for intoxicants to a medical Doctor or suitably qualified professional or organisation of our choosing and you will be expected to attend when requested.

Failure to attend such testing will be subject to disciplinary measures and may result in dismissal.



Specific Policies for Food Handlers

Personal Hygiene Procedures

Employees have a moral and legal responsibility to maintain high standards of personal hygiene at all times. All food handlers are sources of contamination for food and must take all precautions to prevent any possible contamination of food that they handle or come into contact with. Please pay special attention to your personal hygiene – brush your teeth, use deodorant, hair must be washed regularly, bathe/shower daily.

A Guide to acceptable Personal Hygiene:

Hands are potentially a serious source of contamination and the following precautions must always be observed:

- Nails must be short and clean
- Nail varnish/Acrylics/False nails etc must not be worn
- You must not work with food if you are suffering from any skin infections on your hands/arms
 - Cuts or other wounds must be covered with a brightly coloured waterproof dressing
- Hands must be washed frequently and specifically on the following occasions:
 - Before starting work
 - After cleaning, emptying bins, cleaning dirty crockery etc.
 - After handling raw products
 - After using the toilet
 - After touching any part of the face or head
 - After eating, drinking or smoking

Hair for Food Handlers

- Hair must be well groomed.
- Short hair must be contained in a head covering, e.g. cap or hairnet, when preparing food.
- Long hair must be properly tied back, without any tailing ends, and fully contained in approved hair covering. Personal hair coverings/accessories are not permitted.

Hair for Waiting/Bar Staff

Waiting/Bar staff are not required to wear a head covering but they must either have their hair short or neatly tied back whilst on duty.

Jewellery

Jewellery is a potential source of contamination and must not be worn when working with food.

Food handlers must not wear jewellery other than:

- A plain wedding band
- Small sleeper earrings which should contain no stones or other loose parts (Nose rings are not allowed)
- The wearing of watches is not permitted in food production areas.

Perfume/After Shave

Perfume and after shaves may taint food and therefore are not permitted in food production areas





Uniform for Food Handlers

- Uniforms must be worn and maintained in a good condition and must be clean and ironed.
- Protective clothing must not be worn outside of the workplace.
- Personal clothing must not be kept in food handling or storage rooms.
- Uniforms should consist of plain black trousers, black polo shirt and a black apron.

In the case of chefs, full uniform must be worn consisting of jacket, trousers, apron, hat and safety shoes. Designer Logos are not allowed on uniforms.

Uniform for Waiting/Bar Staff

- For waiting/bar staff uniform consists of a long sleeve white shirt, plain black trousers, black waistcoat and black bowtie.
- No personal garments can be worn over uniforms

Laundry

- Uniforms must be washed separately from other clothes.
- Soiled uniforms should be kept separately from clean uniforms.

Footwear

- All members of staff working in kitchen's/catering establishments must wear safety shoes.
- Shoes worn whilst at work must be clean, fully enclosed at the toe and the heel, low heel with a good slip resisting treat.
- Sandals or soft shoes such as trainers are not permitted for safety reasons.
- Safety shoes must not be worn outside of work.

Facial

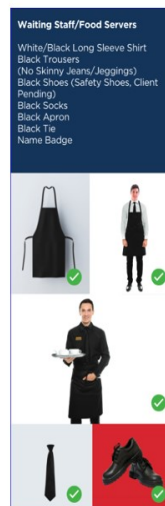
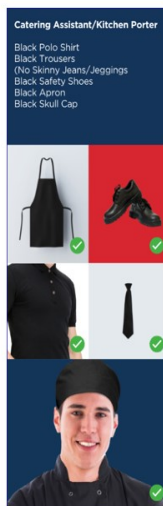
- Subtle use of makeup is permitted.
- Face should be clean shaven or facial hair should be neatly trimmed.

Tattoos

- Visible body tattoos are not permitted

Uniform Checklist

- Chefs
- Catering Assistants & Kitchen Porters
- Waiting Staff & Food Servers



Health & Hygiene

Ten Point Code for People Working with Food

- Regularly wash your hands and nails thoroughly before you commence working and always after entering your work area, after using the toilet, handling raw produce, handling waste products, smoking, handling dirty containers, crockery etc.
- Do not touch your nose, mouth or hair without washing your hands immediately afterwards. Only use the designated hand wash basins for washing your hands and forearms – never use for washing utensils.
- You have a legal obligation to immediately report to your supervisor or any infections of the skin, nose, throat or bowel.
- Cover cuts, boils, open wounds or any septic areas completely with an approved waterproof dressing.
- Do not take any food or drink out of the premises that does not belong to you.
- Keep nails short and clean. Do not wear jewellery, nail varnish or watches.
- Approved clean protective clothing, hats, hairnets, overalls, etc. must always be worn correctly.
- It is in your interest and a requirement of The Broadline Group that you immediately report to a supervisor if you come across anything which appears to be below acceptable standards or if equipment does not appear to be working properly
- Always use clean utensils and equipment and do not handle food unnecessarily.
- Never smoke, eat or drink other than in specifically designated areas.

Infection Control

You are a serious source of contamination if you are suffering from any of the symptoms of blood poisoning.

You must immediately report to your Supervisor if you, or any close member of your household is suffering from any of the following symptoms:

- Stomach cramps
- Vomiting
- Diarrhoea
- Discharge from the ears or nose
- Skin infections on the hands or arms

Contracts & Arrangements

1. Temporary staff must familiarise themselves with the client's safety policies, procedures and emergency plans on their first visit to each site and must always comply with them.
2. The Broadline Group will liaise with clients to ensure the safety of their staff and where protective clothing or safety equipment is required, ensure that these items are available for the assignment.
3. Temporary staff must always adhere to client's health and safety practices and take reasonable care of their own safety and the safety of other people who may be affected by their activities.
4. In the case of accident or injury, temporary staff must notify both the client and The Broadline Group without delay.

Accidents at work need to be investigated, recorded in the client's accident book and where appropriate, notified to The Broadline Group.

The following details should normally be recorded:

- Field Staff personal details
- Time/date and location of accident
- Type of incident and how it occurred
- Activity at the time of the accident
- Description of injuries sustained
- Witness details

Your Responsibility

The Broadline Group shall as far as it is reasonably practicable, implement health and safety policies and procedures. You must also comply with all the rules for employees laid down by the Health & Safety at Work Act, The Factories Act, Offices, Shops and Railway Premises Act and any regulations made under them or any other industrial safety legislation.

- It is your responsibility whilst at work to take reasonable care of your own safety and the safety of other people who may be affected by your activities
- You must comply with the instructions laid down by management regarding safety
- You must use the means and facilities provided for the purpose of health and safety at work properly. You must not misuse or interfere with anything provided in the interest of health & safety.
- You must not undertake tasks or use machines for which you have not received training or instruction
- Always use equipment as directed. Never take short cuts to save time
- You must not use unguarded machinery where guards are a statutory requirement
- When using machinery familiarise yourself with the location of emergency cut-off switches
- Never attempt to repair any electrical or other equipment – always report any defects to your manager immediately
- Where heavy lifting is necessary, ensure that you have had instruction from the client company in safe lifting techniques
- If you have an accident at work, you must ensure that you enter the details in the client's accident book and inform The Broadline Group



For reasons of safety and insurance cover, certain jobs are prohibited, and some will require special written authorisation from The Broadline Group. These include:

Prohibited

- Mining, tunnelling, quarrying
- Drop forging
- Demolition work
- Work on moving amusement devices
- Working on aircraft
- Pest control/logging or forestry work
- Making and/or handling explosives

Written Permission Required

- Working at heights on ladders, erecting scaffolding or any other temporary levitation devices above 5 metre
- Carriage of dangerous goods or chemicals using motorised vehicles
- Working below ground level
- Chemical manufacture
- Working with coated substance
- Offshore work
- Using powered cutting tools
- Erecting or dismantling metal constructions
- Anything where you may consider the health & safety of either yourself or other persons to be at a higher risk than normal

Specific Authorisation Required

Subject to ability and qualifications:

- Using power tools
- Working over 5m from the ground on scaffolding or ladders
- Dismantling/wrecking machinery
- Erecting/dismantling metal constructions
- Exterior building and structure renovation