

Code of Conduct for Agency Workers

At Good Relations we strive to achieve the highest standards of excellence in our service to both our clients and candidates. We believe we achieve this by sourcing interesting assignments which will suit your skills, experience and aspirations, whether it is a short-term temporary assignment or a long-term contract.

In return, as an ambassador of our company, we expect you to abide by the code of conduct for temporary workers.

1. If we receive an assignment that suits your skills and experience a consultant will contact you to discuss the opportunity in detail. If the assignment is not of interest to you, you are under no obligation to accept it.
2. If you accept a booking you must abide by your commitment and complete the booking to the best of your ability. Should you fail to honour your commitment and prove unreliable your consultant will have difficulty in offering you any further work.
3. When you start your assignment, if you feel it is not the right position for, do not leave site. Contact your consultant as soon as possible so that they can find you alternative work and can also find a replacement for our client. If you walk out of an assignment, not only will you forfeit the right to that payment but also you may jeopardize further work being offered to you by your consultant.
4. Certain assignments will pay the national minimum wage but will carry an attendance allowance for the completion of a full week or for the duration of the assignment. You will be notified at the start of each assignment of the rate of pay relating to the role being offered. If your assignment is subject to attendance allowance and you fail to complete the full week or the duration of that assignment, if shorter, you will forfeit your right to payment of that allowance.
5. The temporary worker is entitled to suitable rest/refreshment breaks throughout the duration of their shift.
6. If you are not working, contact this office every day on (01933) 234910 to inform us of your availability. This is very important because we operate an "Availability List" and because many assignments may be given to us at short notice, we will contact available temporary workers on this list first.
7. If you have worked for us that day, but do not have work the following day – ring us as soon as you get home to find out what assignments have been received which may be suitable for you.
8. You must ensure that your timesheet is signed by your supervisor or someone of authority at the end of the day to confirm the number of hours you have worked. We must receive this from you by 9.30am the following Monday morning. Unfortunately, we cannot guarantee payment if your timesheet is late and your pay will be held over until the following week.
9. We will pay you via BACS transfer into your bank or building society account on Friday, a week in arrears. Please make sure that you give your consultant the correct information so that we can process this smoothly for you.
10. Whilst on site you are obliged to comply with all regulations laid out to you by the company you are working for including dress standards, Health and Safety and all standard practices applicable for that company.