

# Information for Agency Workers Engaged at Heriot Watt University and Edinburgh Business School

## 1. Welcome

Under the Agency Worker Regulations 2010, temporary Agency Workers have gained new rights which take effect from 1<sup>st</sup> October 2011. This document will provide you with important information on these rights and on where to find additional information.

Should you require hardcopies of the information contained within any of the web links, for example due to lack of computer access, please raise this with your on site manager.

## 2. Conduct

During your time here you are expected to adhere to the below basic principles/requests:

***Treat all with dignity and respect*** - We require all members of the University and Business School community, including agency workers, to treat each other with dignity & respect. Should you feel that this is not happening, you should raise your concerns with your Agency Provider. Alternatively, where there is an allegation that you have failed to treat others with dignity and respect, this will be investigated and where appropriate your engagement terminated. A copy of the University's Harassment and Bullying Policy can be found at: <http://www.hw.ac.uk/services/human-resources-policies.htm>

***Comply with health & safety requirements*** – We all have a duty under law to work safely and not to do anything which would make things unsafe for either yourself or others. As such, as part of your engagement with us you are required to cooperate over matters of health and safety. For further details please refer to the University's Health and Safety Procedures: <http://www1.hw.ac.uk/safety/index.html>

***Retain confidentiality*** – When dealing with confidential information you should make sure that this is not disclosed to any unauthorised persons.

***No Smoking*** - The University and Business School does not permit smoking within any of its premises or vehicles. Should you wish to smoke you should do this well outside the buildings – at least 5 meters from the front or side doors.

***Report all Absences to your Agency*** – sickness absence should be reported to your agency in line with their standard procedures. You should also notify your on site manager of your absence through the method they advise. If you are/become pregnant, you should advise your agency provider and your on site manager of this, so that appropriate support in attending any ante-natal or medical appointments can be offered and a risk assessment undertaken.

***Use of Information Services*** – Please refer to the Information Services policies and procedures in relation to the use of these facilities: <http://www.hw.ac.uk/is/about/rules-regulations.htm>

### **3. Provisions from day one of your engagement**

As a temporary Agency Worker you are entitled to have access to the same facilities as staff directly employed at HWU/EBS. To access some of the provisions below, you may need to produce a letter from your manager confirming your engagement with us.

#### **Facilities**

Below is a list of facilities you are eligible to access during the length of your engagement:

- Restaurants/canteens/catering facilities across the campus.
- Car Parking. You should use the visitor car parks A-C.
- Toilets/shower facilities are available within the Sports Centre
- Staff common rooms
- Pray rooms (located within the Chaplaincy)
- Sports Centre (letter required). Further information on the facilities offered here can be found at <http://www.hw.ac.uk/sports.htm>
- Occupational Health is accessible through your on site manager/HR
- Library (letter required)
- Vending machines

Where a waiting list exists in relation to access for a given provision e.g. Sports Centre bookings, you will have the ability to join the waiting list during your engagement. However, you will be removed from this at the end of your engagement.

#### **Vacancy Information**

University vacancies information is available to all via our Jobs web page:

<http://www.hw.ac.uk/about/careers/job-opportunities.htm>

Where vacancies are occasionally advertised to internal staff only, this may be due to certain restrictions arising from the re-structure of a department. If you are interested in one of these posts, please contact your HR Partner who will advise on whether it would be possible for you to apply for it.

### **4. Terms & conditions**

These will be as defined by your agency provider.

However, starting from 1st October 2011 should you attain a 12 weeks qualifying period at HWU/EBS, your agency provider will be responsible for ensuring that you receive the same basic term and conditions that you would have received if recruited directly to Heriot Watt University or Edinburgh Business School . These include basic provisions such as pay, annual leave, working time and time off for ante-natal appointments. The details of these will depend on the role being undertaken.

Your agency will be able to advise on how you accrue the 12 weeks qualifying service.

### **5. Pregnant workers and new mother provisions**

If you are pregnant you should notify both your Agency Provider and your on site manager in writing. This is in order that both can support your ability to attend any ante-natal or medical

appointments. Where you do need to attend such appointments you may be requested to provide evidence of these after the first such appointment.

If the nature of the assignment is such that a risk to Health and Safety is likely, it would also enable your on site manager to undertake a risk assessment. This may result in the implementation of reasonable adjustments to remove any identified risks. This would also apply to women who have given birth in the last 6 months or women who are breastfeeding.

## **6. Addressing any concerns/queries**

Should your concerns/queries relate to your ability to access any of our facilities/vacancy information or pregnancy provisions please speak with your HWU/EBS manager. Should you feel that your issue remains unresolved you may wish to put your concerns in writing to your on site manager, who in turn will provide a written response within 28 days.

Should you attain a 12 week qualifying period and have any concerns or queries in relation to your terms and conditions, these should ideally be raised informally with your Agency Provider in the first instance. They will then liaise with your HWU/EBS manager in order to provide a response. Should you remain dissatisfied, you may wish to put your concerns/queries in writing to your Agency Provider who in turn will respond within 28 days of receipt.

If, having received their written response, you still feel that the issue remains unresolved you may wish to write to the relevant Human Resources Partner for the School or Service you are placed within. You can find out who this is at <http://www.hw.ac.uk/services/human-resources/about-us.htm>