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# Temporary Staff Handbook





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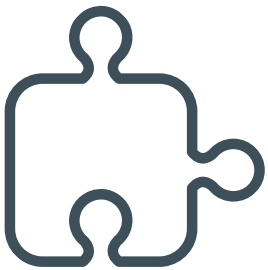
# Introduction

Welcome to KSB Recruitment Consultants.

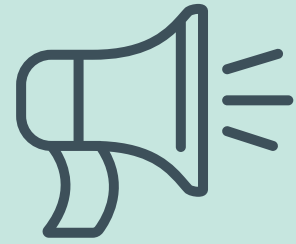
We hope you enjoy your time working with us.

Please refer to this handbook throughout your time working with us and in particular prior to commencing work on any client site.

This handbook is designed to provide you with an insight into working as part of the KSB temporary team. As well as providing an overview of what you can expect from us and what we would like to expect from you.



# Message From Our Managing Director



I personally would like to welcome you to the KSB Recruitment temporary workers team. Thank you for agreeing to work for us and supporting our customers.

We have many temporary workers who have been with us for a number of years, some in excess of 15 years on and off. I feel this is a testament to how we treat each and every one of you, and the excellent care we provide in ensuring the work is plentiful and your overall well-being.

We have high expectations of our temporary workers, as it is a stringent process to become part of this team. Your success as a temporary worker will very much depend on your attitude and professionalism in particular towards our clients and their customers. As a temporary worker for KSB Recruitment, your goal should be for our clients to request you specifically by name the next time they have a requirement. If they do, you will know you have provided an excellent service.

Please take time to read this handbook, sign the declaration at the end and it will automatically be returned to [info@ksbrecruitment.co.uk](mailto:info@ksbrecruitment.co.uk) before you start your first assignment.

At KSB Recruitment we have a guiding set of values in everything we do and these are as follows:

- Treat everyone with dignity and respect
- Honesty at all times
- Integrity
- Compassion
- Kindness
- Excellent communication

These core values underpin everything we do at KSB Recruitment and you and our clients are at the heart of all that we do. We very much look forward to working with you.

**Dawn Bannister**  
**Managing Director**



# Notification of an Assignment

Once you have registered with KSB we will issue you with a KID document, this is the Key Information as an agency we are required by law to provide to you. This is designed to cover the terms with work seekers before finding work on your behalf.

Once you have committed and agreed to carry out the offer of a specific assignment, we will then confirm to you the full details. which will include the following:

**Job Role**

**Pay Rate**

**Location of Work**

**Hours of work**

**Report to**

**Accommodation details (if applicable)**

**Travel Details**

**Blank Timesheet**

**Health and Safety information and /or any potential risk factors**

**Experience required. Training and/or qualifications**

**Dos and don'ts of the assignment**

**Contact information**

**Written terms of engagement (contract for services).**



If you do not have the ability to print a timesheet off, we will ensure a blank copy will be sent to the client to be printed off for you.



# Working With KSB Recruitment Consultants

To help you achieve the best from your assignment we suggest that you follow these guidelines:

## 1. Reporting to Work

Please ensure you have fully read your notice of assignment so you are fully aware of what is required of you, if ever you are in doubt please call your consultant.

- **Report to your line manager as soon as you arrive on site**
- **Obtain permission for breaks and the protocol for future breaks**
- **Smoke only in designated areas and on official breaks if smoking is permitted. Many sites no longer allow you to actually smoke on site.**
- **The smoking of any illegal substances is absolutely forbidden in any of our client premises. This will result in instant dismissal.**

## 2. Sickness

If you are ever sick or delayed, you **MUST**:

- **Immediately inform your KSB Consultant each day you are off sick and your line manager**
- **Failure to do so may result in your contract being terminated.**

## 3. Dress Code

There is no set dress code for when you work with KSB Recruitment, however you may be offered assignments in some very prestigious establishments. Looking presentable is always desirable in the workplace.

When you take an assignment via KSB you will have any dress code explained to you at the time and if there is anything specific required for the role.



If you are not sure or you do not have the appropriate workwear then please do NOT purchase anything specific. If you wish to accept the assignment, please discuss this with your consultant and they will be able to assist you. We may be able to loan you items of clothing or purchase them on your behalf in order for you to loan.

You may be turned away from an assignment for arriving in the wrong / inappropriate clothing so please always communicate with us if you do not already own the right items of clothing that clients will find acceptable.

Please see below examples of how to look presentable in the workplace:

### ***Hair:***

If your hair is longer than shoulder length it may need to be tied back. If you are issued with hairnets or caps you will need to wear these (unless on religious grounds you are exempt).

### ***Face:***

Please keep your makeup to a minimum and ensure when working in a kitchen environment your nails are kept clean and no acrylic nail varnish or any fake nails of any description are permitted.

### ***Jewellery:***

Many clients request due to the nature of work that you do not have visible piercings or jewellery. You will be informed when on site, however it is always good practice to keep jewellery to an absolute minimum.

### ***Trousers / Skirts:***

Our clients generally like all staff to wear a pair of black trousers or a black skirt, with a black polo shirt or black t-shirt. Jeans and hoodies are considered unhygienic and therefore preferred not to be worn.

Our clients would also prefer it if the following items of clothing are not worn, jeans, hoodies or leggings style bottoms.

If you do not have any of the items listed above, please let us know and we will see if we are able to loan you a pair.

### ***Shoes / Socks:***

Clients generally prefer that staff wear plain black shoes, enclosed and flat. If working in a kitchen then safety shoes are required. If you do not have any safety shoes or appropriate footwear, again please advise and we can arrange the loan of a pair.

### ***Chef whites:***

If you are working in a kitchen as a chef, you will be required to wear your chef whites. It is the norm that a professional chef will already be in possession of said items. However, if you do not have any whites then please advise your consultant who can arrange to loan you items of clothing.

## 4. Alcohol and Drugs - ZERO TOLERANCE

- You are not to consume alcohol or take any illegal substances whilst on shift.
- You are not to consume alcohol or take any illegal substances within the establishment that you have been assigned to
- If you consume alcohol whilst off duty you must be fit to attend your next shift/day of work.
- If you are deemed unfit to work due to drink or drugs, this will result in immediate dismissal.
- Drug and Alcohol testing is carried out on a Random basis across all our client sites.

**KSB Recruitment, have a zero tolerance on drug use. Any evidence suggesting you are involved with taking non prescribed drugs will result in instant dismissal.**





## 5. Loss or Damage to Stock and Equipment

If you see anyone removing stock or equipment from stores you are to inform your line manager immediately. It is prohibited for you to take any stock, cause damage to the property or equipment of the client.

## 6. Mobile Phones

You are NOT to use your mobile phone during your hours of work unless permission has been granted by your Line Manager. Failure to comply will result in disciplinary proceedings and prohibition of mobile phones in the building.

## 7. Customer Relations

REMEMBER, when you are on an assignment you are representing KSB Recruitment, the client and yourself. If you are staying in accommodation that has been provided, this also applies here. You must always treat your accommodation with the upmost respect.

## 8. Timesheets

To ensure you are paid on time you are required to:

- **Complete all sections of the timesheet accurately**
- **Have it signed by an authorising manager**
- **Submit your timesheet no later than a Monday by 12 noon for the work you've completed in the previous week**
- **Use a new timesheet for each new client per week**
- **It is your responsibility to send your timesheet(s) to KSB Recruitment unless you are told otherwise. Failure to follow these instructions can result in a delay to your wages**

### ***How To Submit Your Timesheet***

The completed and signed timesheet must be sent to [info@ksbrecruitment.co.uk](mailto:info@ksbrecruitment.co.uk)

You can choose to either:

- **Scan and email the timesheet**
- **Take a clear photo on your phone (this must include all four corners of the timesheet) and email over the image**

***Please note, timesheets that are unclear to read or have errors will NOT be processed.*** You will need to complete a new one. If you have made a mistake, please complete a new timesheet before getting it signed.

## 9. Payroll

We pride ourselves in ensuring all of our temporary workers are paid promptly and accurately on a weekly basis - help us to do this by submitting your timesheet completed in full and signed by 12pm on a Monday.

You will be informed of any changes to timesheet deadlines in advance, e.g Christmas and bank holidays etc.

Payments will be made on a Friday and your payslip will be issued on a Thursday.

For queries relating to hours or pay rate please call 0121 314 9365 during normal office hours.

### ***Expenses***

Any authorised expenses must be sent (including any receipts) to [info@ksbrecruitment.co.uk](mailto:info@ksbrecruitment.co.uk) along with your timesheet.

Mileage expenses- Must have a start and finish postcode with total miles for that journey and the amount of journeys completed for that week.







## 10. Holiday Pay Guidelines

### ***What is Holiday Pay?***

Every agency worker is entitled to receive holiday pay based on an accrued basis. Your holiday pay is calculated on an accrued basis, meaning for every day you work you will accrue holiday pay to a maximum of 28 days per annum.

Holiday pay is payment for time taken off as holiday.

The purpose of holiday pay is to ensure all workers have sufficient rest throughout the year and are paid for this.

### ***When Can I Take My Holiday?***

You have no obligation to KSB Recruitment Consultants and can take your holiday at your discretion. However, you can only take paid holiday if you have accrued it and it is approved by both the client and KSB Recruitment Consultants.

### ***How Do I Claim My Holiday Pay?***

To request your holiday pay, you'll need to email [info@ksbrecruitment.co.uk](mailto:info@ksbrecruitment.co.uk) with the exact dates required. You can only take what you have accrued, i.e. you can't take 2 weeks if you have only accrued 2 days.

### ***Pregnancy***

If you are pregnant, please inform your KSB Consultant so we can ensure the appropriate Health & Safety checks are carried out alongside a full risk assessment.

# Health & Safety



## **Hygiene**

Clean hands, clothes, surfaces, equipment and bodies  
Avoid contamination of food surfaces (see below) –  
report any sickness, skin infections, open cuts and sores to a supervisor / manager.

## **11. Food Hygiene**

Good Food Hygiene is all about controlling harmful bacteria, which can cause serious illness. The four main things to remember for good hygiene are:

- **Cross-contamination**
- **Cleaning**
- **Chilling**
- **Cooking**

### ***Cross-contamination***

Cross-contamination is when bacteria is spread between food, surfaces or equipment. It is most likely to happen when raw food touches (or drips onto) ready to eat food, equipment or surfaces. Cross-contamination is one of the most common causes of food poisoning.

Avoid any cross contamination by doing the following:

Clean and disinfect work surfaces, chopping boards and equipment thoroughly before and after preparing food – wash hands

Use different equipment (including chopping boards and knives) for raw meat / poultry and ready-to-eat food.

Wash your hands before preparing food and thoroughly after touching raw food.

Keep raw and ready-to-eat food apart at all times, including packaging material.

Store raw food below ready to eat food in the fridge. If possible, use separate fridges.

Provide separate working areas, storage facilities, clothing, and staff for the handling of ready-to-eat food.

Use separate machinery and equipment, such as vacuum packing machines, slicers, and mincers, for raw and ready-to-eat food.

Separate cleaning materials, including clothes, sponges, and mops, should be used in areas where ready-to-eat foods are stored, handled and prepared.



## ***Cleaning***

Effective cleaning gets rid of bacteria on hands, equipment and surfaces. This helps stop harmful bacteria from spreading onto food.

Make sure that all your staff wash and dry their hands thoroughly before handling food.

Clean and disinfect food areas and equipment between different tasks, especially after handling raw food.

Clear and clean as you go. Clear away used equipment, split food etc as you work. Use cleaning and disinfection products that are suitable for the job and follow the manufacturer's instructions

Disinfection products should meet BS EN standards. Check product labels for either of these codes: BS EN 1276 or BS EN 13697.

Do not let food waste build up.

## ***Chilling***

Chilling food properly helps to stop harmful bacteria from growing. Some food needs to be kept chilled to keep it safe, for example food with a 'use by' date, cooked dishes and other ready-to-eat food such as prepared salads and desserts. It is very important not to leave those types of food standing around at room temperature.

- **Check chilled food on delivery to make sure it is cold enough**
- **Put food that needs to be kept cold in the fridge straight away**
- **Cool cooked food as quickly as possible and then put it in the fridge**
- **Keep chilled food out of the fridge for the shortest time possible during preparation**
- **Check regularly that your fridge and display units are cold enough**

## ***Cooking***

Thorough cooking kills harmful bacteria in food. So, it is extremely important to make sure that food is steaming hot all the way through when cooking or reheating food.

It is especially important to make sure that you thoroughly cook poultry, pork, rolled joints and products made from minced meat, such as burgers or sausages.

They should not be served pink or rare and should be steaming hot all the way through. This is because there could be bacteria in the middle. Whole cuts of beef and lamb, such as steaks, cutlets or whole joints can be served pink / rare as long as they are fully sealed on the outside.

## **12. ALLEGEN AWARENESS – *VERY IMPORTANT***

### ***Allergy and Intolerance***

People often get confused between an allergy and an intolerance but there are some clear differences. An allergy is a response by the body's immune system to a food / ingredient and even the slightest trace of some allergens, such as nuts, sesame seeds, wheat and eggs may cause adverse reactions, including potentially fatal anaphylactic shock. Whereas an intolerance is a non-immune system response to eating certain foods and it often happens because the body is unable to process it effectively.

Very small amounts of some allergens, such as nuts, milk wheat or eggs, can cause adverse reactions, including potentially fatal anaphylactic shock. Therefore, thorough cleaning that is effective in reducing the risks of allergen cross-contamination should be used.

Adequate procedures must be in place for cleaning production areas and machinery. Allergen cross-contamination can also be avoided by having dedicated equipment such as scales, sieves, knives, boards, storage bins.

Ensure that you carry out checks on all packaging information to ensure it matches with recipe card. Following recipe specifications is a vital part of controlling the risk of allergens. Adding products not in the recipe specifications could have serious consequences, especially when adding an ingredient which is, or contains, a known allergen. Always follow the recipe specifications!

Finally, communication is an important part of controlling the risk of allergens. Before service, ensure you have briefed the front of house team as to what dishes contain what allergens. This information should be cross-referenced with the information in the Allergens Folder. The folder must be located and displayed at, or near, the point of service to allow the customer easy access to the allergen information.

### ***The legal requirement***

From December 2014 Food Information for Consumers Regulation 1169/2014 came into effect making it a legal requirement for food businesses to provide allergen information for all food bought and / or consumed in and out of home environment.

The customer can request allergen information for any food or drink.

### ***Before service***

A full preservice brief is to be provided by the head chef or equivalent to the front of house team, identifying which allergens are present in which food items and recorded on the Food Service Record. This must be cross-referenced to the



information contained within the allergen folder before service. The allergen folder must be located at or near the point of service to allow a customer to access and reference.

## ***Serving customers***

Customers with allergies have a responsibility to ensure that they avoid foods that are high risk. But you should encourage customers, with allergies or intolerances to certain foods, to seek assistance.

If a customer notifies of an allergy:

Ask your team leader or supervisor where allergen information can be located and inform the customer of this or hand the information to them.

Then allow the customer to decide if the dish is safe for them to consume.

## **DO NOT**

**Assume the dish does not contain an allergen.**

**Verbally check with your manager or chef if the dish contains an allergen (only ask where the information can be found)**

**Advise the customer what they can have.**

For further information: **Allergen guidance for food businesses | Food Standards Agency**

## **IN AN EMERGENCY:**



***If a customer with an allergy becomes ill or you suspect a customer may be suffering from an allergic reaction:***

- **Always follow your unit emergency procedures in the first instance**
- **Where the situation requires call 999 to summon emergency assistance**
- **Advise the emergency services you suspect your customer may be suffering from anaphylaxis.**
- **Do not move the customer.**
- **Make sure that a member of the catering team remains with them until help arrives.**
- **Establish if the customer has their own EpiPen.**

**URGENT NOTE**

## ***Natasha's Law:***

Natasha's law came into force in 2021 following the death of a young woman with a nut allergy. She ate a baguette which had hidden sesame seeds baked into the dough. This caused a severe anaphylactic reaction and Natasha sadly passed away.

The packaging contained no information relating to specific allergens.

“Natasha's law is there to protect people with food allergies who rely on the transparency of ingredients and food labelling for prepacked foods and it must have full compliance or lives will continually be put at risk.”

Natasha's Law came into effect on the 1st October 2021. The law covers England, Wales, Scotland and Northern Ireland. It requires all food outlets to provide full ingredient lists with clear labelling on PPDS food (pre-packed for direct sale) which is food that is prepared, pre-packed and offered or sold to consumers on the same premises.

## **Top 14 Allergens – please familiarise yourself with these items – you could save a life**

**Celery:** This includes celery stalks, leaves, seeds, and the root called celeriac. You can find celery in celery salt, salads, some meat products, soups, and stock cubes.

**Cereals containing gluten:** Wheat (such as spelt and Khorasan wheat/Kamut), rye, barley and oats is often found in foods containing flour, such as some types of baking powder, batter, breadcrumbs, bread, cakes, couscous, meat products, pasta, pastry, sauces, soups and fried foods which are dusted with flour.

**Crustaceans:** Crabs, lobster, prawns and scampi are crustaceans. Shrimp paste, often used in Thai and south-east Asian curries or salads, is an ingredient to look out for.

**Eggs:** Eggs are often found in cakes, some meat products, mayonnaise, mousses, pasta, quiche, sauces and pastries or foods brushed or glazed with egg

**Fish:** You will find this in some fish sauces, pizzas, relishes, salad dressings, stock cubes and Worcestershire sauce.

**Lupin:** Lupin flour and seeds can be used in some types of bread, pastries and even in pasta.

**Milk:** Milk is a common ingredient in butter, cheese, cream, milk powders and yoghurt. It can also be found in foods brushed or glazed with milk, and in powdered soups and sauces.

**Molluscs:** These include mussels, land snails, squid and whelks, but can also be commonly found in oyster sauce or as an ingredient in fish stews

**Mustard:** Liquid mustard, mustard powder and mustard seeds fall into this category. This ingredient can also be found in breads, curries, marinades, meat products, salad dressings, sauces and soups.



**Nuts:** Not to be mistaken with peanuts (which are actually a legume and grow underground), this ingredient refers to nuts which grow on trees, like cashew nuts, almonds and hazelnuts. You can find nuts in breads, biscuits, crackers, desserts, nut powders (often used in Asian curries), stir-fried dishes, ice cream, marzipan (almond paste), nut oils and sauces.

**Peanuts:** Peanuts are actually a legume and grow underground, which is why it's sometimes called a groundnut. Peanuts are often used as an ingredient in biscuits, cakes, curries, desserts, sauces (such as satay sauce), as well as in groundnut oil and peanut flour.

**Sesame seeds:** These seeds can often be found in bread (sprinkled on hamburger buns for example), breadsticks, houmous, sesame oil and tahini. They are sometimes toasted and used in salads.

**Soya:** Often found in bean curd, edamame beans, miso paste, textured soya protein, soya flour or tofu, soya is a staple ingredient in oriental food. It can also be found in desserts, ice cream, meat products, sauces and vegetarian products.

**Sulphur dioxide (sometimes known as sulphites):** This is an ingredient often used in dried fruit such as raisins, dried apricots and prunes. You might also find it in meat products, soft drinks, vegetables as well as in wine and beer. If you have asthma, you have a higher risk of developing a reaction to sulphur dioxide.

## 13. Health & Safety

**You MUST Observe and Follow All Rules of the company and all health and safety legislation:**

### *13a Working Practices*

You MUST NOT operate any machinery or equipment unless trained and authorised to do so.

You MUST use all machinery and equipment in accordance with instruction and training.

You MUST inspect all machinery and equipment prior to use and report any defect, to the client immediately.

You MUST NOT undertake any task that you feel may put yourself or others at risk or injury.

You MUST undertake all duties as instructed. The only exclusion is if there is a risk to you or others around you, health & safety (as above)

### *13b Accidents*

You MUST report all personal accidents to your Line Manager and inform KSB Recruitment irrespective of how minor and ensure details are entered into the Clients accident book.



## **13c Health**

When you complete your registration form you are signing a declaration regarding your health, and you **MUST**:

Report any medical conditions that could affect the safety of you or others.

Ensure you are aware of and follow the rules pertaining to the no smoking areas.

Fully understand the side effects of any medication you may be on (this includes for colds, flus and viruses).

Report if any side effects of any medication you are on will impair judgement or cause drowsiness.

Report immediately of any changes to your state of health, including any new health conditions.

## **13d Emergencies**

You **MUST** ensure you are aware of the emergency (including fire) evacuation procedures and location of your assembly point.

# 14. Preventing Manual Handling Injuries

Manual handling causes over 1/3 of all workplace injuries. It is important you READ ALL the information below to understand what manual handling is, the risks and injuries associated with manual handling, how you can reduce the risk of injury and what the site where you will be working will be doing to reduce the risk to you.

## ***14a What is Manual Handling, the risks and injuries***

Manual Handling covers a wide range of activities including lifting, lowering, carrying, pushing and pulling.

If any of these activities are not carried out correctly, they pose a risk of injury to yourself and others. Manual handling injuries include pain and injury to arms, legs and joints and repetitive strain injuries of various sorts.

Manual handling injuries can have serious implications for both employer and the person injured. They can occur almost anywhere in the workplace. Heavy manual labour, awkward postures and previous or existing injuries can increase the risk

## ***14b Preventing Risk***

To help prevent manual handling injuries in the workplace, YOU SHOULD avoid the tasks listed above where possible. When this is not possible you and your employer should assess the risks involved to look at how to prevent and avoid injury, using lifting aids where necessary.

You as the employee MUST take care to protect your own health and safety and others you are working by:

- **Wearing protective clothing where required**
- **Using equipment correctly**
- **Following safe working practices**
- **Follow all instructions you are given**
- **Report any health and safety issues such as faulty equipment or worn personal protective clothing**

The Health and Safety Manager at your assignment site will have undertaken a risk assessment and considered the following:

- **The handling tasks workers are doing**
- **The loads they are lifting**
- **The environment they are working in**
- **The individual capabilities of each worker**
- **The positions they need to get in to do the job, e.g., twisting and stretching**
- **The time spent on each task, e.g., regularity of lifting and break times.**



## ***14c How to Avoid the Risk***

Your first priority should always be to avoid the risks where possible. Ways of doing this include:

- **Avoid unnecessary stretching and/or lifting.**
- **Using a dishwashing machine if possible**
- **Taking all of your allocated breaks**

## ***14d What to Do When the Risk Cannot Be Avoided***

You as the employee can help reduce injury when there is a risk by:

- **Reporting uneven or slippery floors**
- **Reporting any spills that have occurred.**
- **Reporting catering equipment that has broken and needs maintenance.**
- **Reporting shelving that is overloaded**
- **Reporting on any health and safety issues such as faulty equipment or worn personal protective clothing**

Using mechanical aids to make your work easier including four-wheeled trolleys (with adjustable height or lockable castors, if needed), large mixer bowls on wheeled dollies, sack trucks and false bottoms in deep sinks to reduce awkward bending at the waist.

You can also consider:

- **Reducing the amount of twisting, bending, stooping, stretching, pushing and pulling you do.**
- **Reducing the number of times, it is necessary to do the task (but without increasing the load each time)**
- **Storing heavy items on shelves at waist height**
- **Using team-working for tasks such as moving a heavy pot**

## ***14e Individual Manual Handling Tasks***

This section will provide a more in-depth understanding of:

The risks associated with individual manual handling tasks

What you can do to reduce risk and injury to yourself and others

The Health and Safety Manager of the site will also look at your assignment to be considering to reduce the risk to you and others

# Dishwashing

Risks That May Result in Injury:

- **Repeated lifting and handling of full dish racks or heavy dish trays and cutlery buckets**
- **Repetitive twisting and bending at sinks or leaning over sinks**
- **Awkward reaching across sinks or work surfaces when manually cleaning dishes**
- **Grasping dishes by fingertips (pinch grips)**

How You Can Reduce the Risk:

- **Push trays along counters towards the dishwasher (don't lift)**
- **Don't overload dish racks or use more than one rack**
- **Grip trays at the midpoint when carrying them rather than the front edge, keeping the tray as close to the body as possible, but bearing in mind any risks of contact with hot surfaces.**

What The Health & Safety Manager at Site Will Consider Providing to Reduce the Risk:

- **Dishwashers**
- **Rollers or conveyors**
- **Trolleys to move large quantities of dishes**
- **Cleaning tools with good grips for heavy-duty cleaning**
- **Extra grip gloves and non-slip shoes where required**
- **Foot rails or a step to shift body weight and reduce stress on the lower back and legs when standing for long periods.**

# Pot Washing

Risks That May Result in Injury:

- **Lifting heavy pots**
- **Awkward bending and twisting when leaning over sinks for long periods**
- **Repetitive wrist and shoulder movements when scrubbing and reaching into pots**
- **Forceful arm exertions when scrubbing pots**

How You Can Reduce the Risk:

- **Rest your free arm on the surface of the pot to reduce the gripping force needed to hold it securely**
- **Place your free hand on the side of a soup kettle to support your upper body and reduce stress on the lower back**
- **Keep items close to your body**

- **Move large diameter pots as close as possible to the front of the sink and rotate them during washing to avoid reaching across the pot when lifting and carrying**
- **Assess the weight of a pot before lifting it**
- **Keep pots close to the body when lifting and bend the knees rather than the back**
- **Point toes in the direction they are reaching to avoid twisting.**

## **What The Health & Safety Manager at Site Will Consider Providing to Reduce the Risk:**

- **Pot-washing dishwashers**
- **False bottoms in deep sinks to reduce awkward bending at the waist**
- **Water jet sprays**

## ***Food Preparation***

Risks That May Result in Injury:

- **Repetitive motion of the hands, wrists and shoulders**
- **Forceful lifting/carrying of heavy items.**
- **Awkward reaching**
- **Bending and twisting of the back**

How You Can Reduce the Risk:

- **When chopping and cutting food**
- **Ensure your knives or the knives you are provided with are in good condition and kept sharp to reduce the force required.**
- **Report blunt knives if they are not your own.**

When lifting and carrying mixing bowls make sure large mixers are placed at a height that allows access to the mixing bowl handles between knuckle and elbow height. This will reduce bending at the waist. If a mixer is on a raised platform, ensure that the platform is fixed firmly to the floor and can handle the weight of the mixer .

Where appropriate, use dollies with handles for transporting heavy bowls around the kitchen. If required, two workers should lift and lower the bowl together, each holding the handle on one side when using ovens and steamers.

Use oven racks between waist and elbow height to minimise awkward posture.  
When using soup kettles and heavy pots.

Use large soup kettles with extended handles to make it easier to tip the kettle when pouring soup into smaller containers.



## What The Health & Safety Manager at Site Will Consider Providing to Reduce the Risk:

Utensils and knives with ergonomic handles designed for comfort and those that allow for power grips

Chopping machines for vegetables to reduce manual chopping or buying pre-prepared vegetables

Workbenches of different heights

Ovens with side-hinged doors rather than bottom hinged doors allow easier access to items in the oven when using soup kettles and heavy pots

Use large soup kettles with extended handles to make it easier to tip the kettle when pouring soup into smaller containers.

## Cleaning

Risks That May Result in Injury:

**Forceful exertions**

**Awkward shoulder or back postures**

**Cuts, bruises, pressure injuries and sore skin**



How You Can Reduce the Risk:

**Use long-handled brushes where reaching is required**

**Use cleaning tools that have soft rubber-like handles to reduce gripping force**

**Use a platform of adequate size to minimise excessive reaching.**

## **Waste Removal**

Risks That May Result in Injury:

**Waste removal will involve lifting heavy rubbish bags, which carries the risk of forceful exertion.**

How You Can Reduce the Risk:

**Use smaller refuse bags**

**Do not overfill the bins**

## **Storage Areas**

Risks That May Result in Injury:

**Forceful lifting of heavy items**

**Repetitive and awkward reaching or bending to either higher or lower shelves**

How You Can Reduce the Risk:

When chopping and cutting food

**Using storage areas that are as close to the working area as possible to reduce carrying distances.**

**Use localised food storage like the chilled areas under working surfaces.**

## **What The Health & Safety Manager at Site Will Consider Providing to Reduce the Risk:**

**Bulk goods in smaller, easier-to-handle containers**

**Improved height and situation of shelving or racks**

**Labelled areas to make it easy to locate items.**

**Sufficient space in storage areas to allow the use of mechanical aids**

**Adjustable-height handling aids during shelf stacking and stocktaking**

## **Cold Stores**

Risks That May Result in Injury:

**Cold temperatures can increase the risk of muscle strain and loss of manual dexterity**

How You Can Reduce the Risk:

**Wear protective clothing, such as thermal gloves and jackets where appropriate (these will be provided on site)**

**Take all your allocated breaks to regain warmth**

## **Heat and Humidity**

Risks That May Result in Injury:

**High temperatures and humidity can affect the health and comfort of kitchen staff and contribute to heat stress.**

How You Can Reduce the Risk:

**Recognising the symptoms of heat stress; feeling faint, dizzy and nauseous.**

**Drinking cool water in small amounts frequently during and after work**

**Taking your allocated breaks**

**Ensure your clothing and footwear is suitable for working in a kitchen environment**

## **What The Health & Safety Manager at Site Will Consider Providing to Reduce the Risk:**

**Good ventilation systems and maintaining air quality by regular cleaning and maintenance of cooker hoods and fume extraction/ventilation systems**

**Installing air conditioning, or using fans to increase airflow**

**Cool water for workers**

## **Assessing Your Own Capability**

You should consider your own physical capability to do a particular task, paying attention to:

Any pre-existing medical conditions that could impact your ability to manually handle  
If you are pregnant, you may have increased risks of postural problems, limitations of ability, fatigue and heat stress



## 14g How to Lift a Heavy Object

Please view the image below to understand how to safely lift heavy objects.



## 14h Further Reading on Manual Handling

The following provides websites with further information on manual handling in the workplace.

Risk assessment for new and expectant mothers  
[www.hse.gov.uk/mothers/index.htm](http://www.hse.gov.uk/mothers/index.htm)

Heat stress in the workplace: A brief guide INDG451(rev1) HSE 2013  
<https://www.hse.gov.uk/pubns/indg451.htm>

Manual handling at work: A brief guide INDG143(rev3) HSE 2012  
**Manual Handling Operations Regulations: A Brief Guide (hse.gov.uk)**

Preventing slips and trips in kitchens and food service Catering Information Sheet CAIS6(rev3) HSE 2017  
[www.hse.gov.uk/pubns/cais6.htm](http://www.hse.gov.uk/pubns/cais6.htm)



HSE has produced an assessment guide known as the MAC tool (manual handling assessment chart) to help you identify tasks with significant risks in lifting, carrying and team handling.

Manual handling assessment charts: (the MAC tool) Leaflet INDG383(rev2) HSE 2014

[www.hse.gov.uk/pubns/indg383.htm](http://www.hse.gov.uk/pubns/indg383.htm)

The ART tool (assessing repetitive tasks) has the same function for tasks that could lead to upper limb disorders.

Assessment of repetitive tasks of the upper limbs: (the ART tool) Leaflet INDG438 HSE 2010

[www.hse.gov.uk/pubns/indg438.htm](http://www.hse.gov.uk/pubns/indg438.htm)

Note that the MAC and ART tools are not appropriate for all manual handling jobs, e.g., those that involve pushing and pulling.



# 15. Fire Safety



## What to Do in A Fire

**1 Warn others you see a fire**

**2 Break glass to raise the fire alarm and call 999 and ask for fire emergency services**

**3 If it is safe to do so, use a fire extinguisher or fire blanket to put out the fire.**

**4 Find the nearest exit to evacuate from safely and go to the fire safety point on site. Do not stop to collect your belongings.**

**5 Always use the stairs and not lifts if you are on upper floors of a building on fire**

**6 If you are trapped shout for help, call someone if possible and crawl under the smoke to try and find an evacuation route.**

**1**



**Warn others you see a fire**

**2**



**Break glass to raise the fire alarm and call 999 and ask for fire emergency services**

**3**



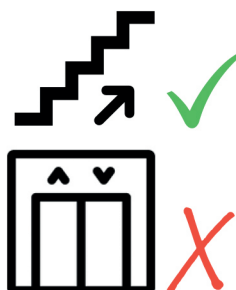
**If it is safe to do so, use a fire extinguisher or fire blanket to put out the fire.**

**4**



**Find the nearest exit to evacuate from safely and go to the fire safety point on site. Do not stop to collect your belongings.**

**5**



**Always use the stairs and not lifts if you are on upper floors of a building on fire**

**6**























**If you are trapped shout for help, call someone if possible and crawl under the smoke to try and find an evacuation route.**



## 15b Fire Extinguisher Safety

First decide which extinguisher to use.



				
DRY POWDER	FIRE HOSE REEL	FOAM SPRAY	WATER	CO <sub>2</sub>
 <b>A</b> ✓ <b>USE ON:</b> Wood, Paper and Textiles	 <b>A</b> ✓ <b>USE ON:</b> Wood, Paper and Textiles	 <b>A</b> ✓ <b>USE ON:</b> Wood, Paper and Textiles	 <b>A</b> ✓ <b>USE ON:</b> Wood, Paper and Textiles	 <b>B</b> ✓ <b>USE ON:</b> Flammable Liquids
 <b>B</b> ✓ <b>USE ON:</b> Flammable Liquids	 <b>DO NOT USE ON:</b> Live Electrical Equipment	 <b>B</b> ✓ <b>USE ON:</b> Flammable Liquids	 <b>DO NOT USE ON:</b> Live Electrical Equipment	 <b>B</b> ✓ <b>USE ON:</b> Live Electrical Equipment
 <b>C</b> ✓ <b>USE ON:</b> Gaseous Fires	 <b>DO NOT USE ON:</b> Flammable Liquids	 <b>C</b> ✓ <b>USE ON:</b> Live Electrical Equipment	 <b>DO NOT USE ON:</b> Flammable Liquids	 <b>DO NOT USE ON:</b> Flammable Liquids
 <b>D</b> ✓ <b>USE ON:</b> Live Electrical Equipment	 <b>DO NOT USE ON:</b> Flammable Metal Fires	 <b>D</b> ✓ <b>USE ON:</b> Flammable Metal Fires	 <b>DO NOT USE ON:</b> Flammable Metal Fires	 <b>DO NOT USE ON:</b> Flammable Metal Fires
				 <b>DO NOT:</b> Hold horn when operating

### How to open and use a fire extinguisher



## **15c Fire Safety Top Tips**



### **Fire Prevention**

#### **No Smoking:**

**Report anyone who is smoking inside a building Ensure you only smoke in designated smoking areas outside the building.**

#### **Electrical Appliances:**

**Look out for frayed wiring, frayed and loose plugs, electrical equipment left on when not in use, overloaded sockets and equipment placed close to a radiator.**

### **Evacuation Procedures:**

#### **Fire Drills:**

**You should know the fire drill procedure for the site you are working at. If you are unsure ask your manager on site.**

#### **Escape routes:**

**You should know the escape routes in the event of a fire. If you do not, ask the manager on site where are you are working.**

#### **Fire Doors should NOT be:**

- **Propped open**
- **Hard to open**
- **Obstructed**
- **Have anything near them that is flammable**
- **You should report any of the above if you see it as it could save lives!**

#### **Evacuating People with Disabilities:**

**Use the evacuation route dedicated for disabled people. If you are unsure where this is, ask your manager on site. This can include some fire safe lifts.**

#### **In the event of a fire:**

##### **Do**

- **Leave the building via the quickest evacuation route.**
- **Ensure any disabled persons are alerted to the emergency.**
- **Close all windows and doors as you leave (if safe to do so)**

**Go to the dedicated assembly point on site.**

##### **Don't**

**Panic or run, use lifts (unless it's a dedicated route for a disabled person)**

**Stop to collect belongings.**

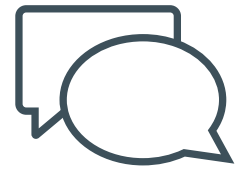
**Return to the building until you have been advised it is safe to do so**



## 16. Our Top Tips

- If you can arrive to work 15 minutes prior to your shift starting. It gives a good impression you can have a drink, sit down whilst waiting for your shift to commence and familiarise yourself with the setting.
- Do the job you've been assigned to do, to the best of your ability. A person who shows willing and is hardworking will be favoured and requested to be hired again.
- Always ask for help and support if you are unsure about anything whilst on shift.
- Come to work with a positive attitude and mindset. If you have any issues, speak to a manager or KSB Recruitment in private.
- If you have any issues such as you will be late, you are sick or you are unhappy with your role, please call your dedicated consultant via phone or text.

## 17. Frequently Asked Questions



### ***What should I do if I have a pay query?***

In the first instance please email any pay queries to [info@ksbrecruitment.co.uk](mailto:info@ksbrecruitment.co.uk) and someone will contact you as soon as possible to help resolve any issues. You can call the office on 0121 314 9365 during working hours if it is urgent

### ***How can I access my payslips?***

Your payslip will be emailed to you each week prior to your pay going into your bank account. If you don't receive one, please email [info@ksbrecruitment.co.uk](mailto:info@ksbrecruitment.co.uk)

### ***Pay***

KSB have always and will continue to pay above National Minimum Wage with competitive rates. Your pay rate may vary for different assignments, but this will be explained to you and put in writing prior to you accepting the role.

### ***When will I be eligible for Pension?***

Employment Savings Trust (NEST). If your earnings are sufficient and you meet the eligibility criteria you will be automatically enrolled into our company pension scheme. This process will commence if you meet the following conditions:

Are between 22 years old and state pension age

Earn at least £10000 a year (£833.33 per month)

Work, or usually work, in the UK

You have worked for us for over 3 months

### ***Tax and NI***

As our payroll is processed on the PAYE model, your tax and NI deductions are made at source and submitted to HMRC. Should you have a query on the amount of tax or NI you are paying (tax code) you should contact HMRC on 0300 200 3300

### ***What should I do if I have an issue on shift or have a complaint?***

If you have an issue regarding a shift or your experience with KSB that makes you uncomfortable or worried please contact your consultant by emailing [info@ksbrecruitment.co.uk](mailto:info@ksbrecruitment.co.uk) We will try our best to resolve this issue and prevent it from happening in future.

### ***Will KSB provide me with uniform and / or Personal Protective Equipment?***

If a shift requires PPE this will be provided to you by KSB upon arrival. You should wear PPE in all areas that require it and ensure this is worn correctly. If you do not feel comfortable carrying out a task or feel that your PPE will not be sufficient for the task, you should report this to a manager immediately.

If you do not have the correct work wear for a shift please get in touch with your consultant and they will be able to arrange for you to be loaned if necessary certain attire.



# Code of Conduct

When working for KSB, our code of conduct must be followed at all times for which ever position you may be working in and for every client.

**Attitude and Honesty:** We will do our utmost to care for you as a member of the KSB team, abiding by the principle of honesty in every interaction. In return, we expect you to endeavour to do your best for KSB, our clients and your colleagues. In doing so, together we aim to succeed in everything we do.

**Feedback:** Working for KSB is a two-way process. As a company, we enjoy being able to offer staff work on behalf of our clients. What you may not realise is that the way you apply yourself during shifts directly affects the direction of our business. We regularly receive feedback on the capability of our staff from clients. This feedback ultimately dictates our ongoing relationship with the client and our relationship with you.

**Operational Information:** Every member of staff is expected to arrive on time, either via our transport, provided taxis or making your own way to the client's address. Large amounts of money, valuable items or expensive items of clothing are to be kept to a minimum to reduce the risk of loss, theft or suspicion. If you do have any valuables declare them with the KSB team. We will not tolerate any illegal activity by means of breaking the law. Furthermore, if you are ever unfit for work it is essential to notify us in good time.

**Alcohol and Drugs:** Food and drink is central to many of our clients and therefore there is often alcohol around. We recognise that alcohol is part of our business and part of people's social lives outside of work. However, drug and alcohol abuse can threaten the health & safety of our staff, it may damage workplace morale and undermine our relationships with clients and colleagues. Therefore, we have a zero-tolerance policy.

**Smoking at Work:** We request that staff refrain from smoking at our clients' venues and during any customer facing roles. Smoking may be permitted during a designated break or mealtime whilst on shift. However, this is subject to client and management approval. Smoking is harmful so we discourage any staff from smoking at all.

**Equality and Diversity:** KSB operates an active equal opportunities policy based on mutual respect regardless of gender, race and sexual orientation. Any intimidating behaviour, discrimination or bullying amongst staff, clients or management will not be tolerated and must be reported to KSB.

**Confidentiality:** It may be that during your time as a member of the KSB team you are presented with confidential client, colleague or supplier information. Confidential information refers to any information or knowledge you may obtain during your time with KSB including any written material, business insight or audio / visual material. It is the right of any KSB associate to assume that KSB staff will remain professional at all times when in receipt of any information that may be of a personal or confidential nature. It is also your right to assume any confidential or personal information disclosed to KSB will be handled professionally.

**Social Media Policy:** It is unacceptable to discuss confidential work information online or via any social media network. Remember once something is posted online it is there forever. If you ever have issues or problems please call the KSB office, where we will

be willing to help, as opposed to posting it on any social media site. We encourage the use of social media as a great source of information but be cautious and regulate to avoid issues with confidentiality.

**Security Procedures:** Use your initiative when deciding what to bring to work. Do not carry unnecessary amounts of cash or valuable items whilst on duty. Any valuable items brought are done so at your own risk. We recommend that you only need to bring the following items to work: mobile phone (switched off), food for your shift and car/house keys.

**No unauthorised persons will be allowed to enter our venues or events:** You may encounter VIP or celebrity guests during your shifts, it is your responsibility to remain professional at all times and only stay within your designated work environment. Please respect a customer's right to confidentiality.

**Theft,** which includes the removal of company, colleagues or client's property is unacceptable. You may be searched when entering or leaving the building or venue, do not be alarmed by this it is standard procedure at many of our venues. You will be paid for the time this takes as it is working time if this practice is used.

**Suppliers and Affiliated Businesses** – the KSB team extends beyond you colleagues and managers. Transport companies, offices and suppliers are to be treated with the greatest respect. An example would be leaving litter in a taxi or not returning a client's uniform.



# KSB Pre Shift Checklist

Before your shift, please ensure you have gone through this checklist so you are ready to work. If you are not sure about any specifics for the booking, please do not hesitate to contact your KSB Consultant.

## **A few days before the start date**

Where is the booking and how are you going to get there?

Have you researched the client you are working at for any extra information about the venue or the role you are doing?

Do you know the dress code guidelines for the placement? If you don't have the correct dress code and wish to work, have you spoken to KSB?

## **The day before the booking**

Have you replied to your confirmation message so your consultant know you are attending?

Are there any planned engineering work or obstacles that could affect your journey tomorrow?

Have you noted down the name and number of the client you need to report to, so you can contact them if any problems arise on your journey to your shift?

Do you need to take some food with you?

Do you need to take anything else with you, pen, notepad, medicines etc?

## **The day of your shift:**

Have you ensure that you have left any unnecessary belongings at home?

Have you allowed ample time for travel and any disruptions that may occur?

Have you located and reported to the client contact?

Have you remembered to bring your ID? It is essential for check in a secured sites and advisable for all shifts.

You're ready to work! Have a great shift!



# Support for you



## Grievance Procedure

If you have an issue regarding a shift or your experience with KSB that makes you uncomfortable or worried, please contact your consultant by emailing **[info@ksbreruitment.co.uk](mailto:info@ksbreruitment.co.uk)**

We will try our best to resolve this issue and prevent it from happening in future.

## Exploitation / Modern Slavery

KSB Recruitment Consultants Ltd is committed to helping eliminate modern slavery, human trafficking, forced labour, and similar human rights abuses

1. Are you being forced to work when you don't want to?
2. Do you have to pay someone money to give you work?
3. Are you being forced to live in accommodation against your will?
4. Is someone controlling your identity documents or bank account?
5. Is someone threatening or intimidating you or your family?

If you answer YES to any of these questions, tell a trusted manager or contact your consultant at KSB – we are available in the strictest of confidence.

Report it to the Gangmasters & Labour Abuse Authority on 0800 432 0804 or the Modern Slavery Helpline on 08000 121 700 or at **[www.modernslaveryhelpline.org/report](https://www.modernslaveryhelpline.org/report)**

Call the Police in an emergency on 999, or 101 if it is not urgent.

For more information visit **[www.stronger2gether.org](https://www.stronger2gether.org)**

Or you can contact the Modern Slavery and Exploitation Helpline **<https://www.modernslaveryhelpline.org>**

If you would like to view KSB's Modern Slavery Policy, please go to **<https://ksbreruitment.co.uk/modern-slavery-policy/>**

## Mental Health

Mental Health problems across society are on the rise and if you think you may need assistance or if you think you may be experiencing a mental health problem or generally feeling down, where it is affecting you on a day to day basis there are a number of mental health charities that are available to provide help and advice:

Samaritans: If you need someone to talk to any time about anything, contact the helpline free of charge by calling 116 123 to view their website for more information **[www.samaritans.org](https://www.samaritans.org)**

MIND 0300 123 3393



## ***Temporaries' Handbook Declaration***

I confirm that if I undertake any assignments with KSB Recruitment that incurs any travel costs paid for by KSB Recruitment or the client, but subsequently miss the arranged travel, I will reimburse the full cost of said travel to whoever paid - KSB Recruitment or the Client.

I understand that if I cause any kind of damage to any property, of the client or the accommodation provider, (including setting off smoke/fire alarms by smoking or using an electronic vape device) and or if the accommodation is left in an unacceptable state, I agree to pay for any reset, repair, fixing, replacement, cleaning costs incurred.

I give my consent to accommodation room searches, with or without notice, only whilst I am present. If my assignment is terminated due to my own fault/gross misconduct, and/or I wish to terminate my contract prior to its conclusion, it is my own responsibility to pay for all transport costs to and from the contract location (including a replacement's travel costs), whether or not booked by me or on my behalf.



## **ACTION NEEDED**

Please sign and date below to confirm you have read, understood and agree with the contents of the KSB Temporary Handbook.

Full Name:

Email address:

Date:

Signature:

Thank you for joining the KSB Temporary Team. We very much look forward to working together.



Get in Touch

**KSB Recruitment**  
**Highlands Rd, Zenith House,**  
**Cranmore Blvd, Shirley,**  
**Birmingham, Solihull**  
**B90 4PD**



**0121 314 9365**

**[info@ksbreruitment.co.uk](mailto:info@ksbreruitment.co.uk)**

**[ksbreruitment.co.uk](http://ksbreruitment.co.uk)**